

# PETER WRATKOWSKI

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## CAREER SUMMARY:

Application Systems Analyst with 12 years of extensive experience working with waterfall methodology. Business and technical skillset in software development and processes in the debt collection industry. Certified Scrum Master.

- Coordinate with users and clients to ensure deliverables meet business objectives.
- Plan, create and execute test scenarios to ensure business requirements are fulfilled and project deliverables are defect free.

## PROFESSIONAL EXPERIENCE:

### **DCM Services, LLC**

#### **Minneapolis, MN**

#### *Sr Application Systems Analyst*

*July 2012 – Present*

Work with Project Manager to coordinate new client onboarding. Provide support for debt collection software system used by account representatives. Ensure client files were coded properly for transfer and processing.

- Took the initiative to researched various job scheduling software systems and implemented VisualCron that manages over a thousand programs which transfer files and generate reports for internal and external clients resulting in hundreds of saved hours.
- Created programs to automate reports from various data sources such as MS SQL, Cache database, Excel and flat files.
- Provided clarification and detailed requirements to EDI team for business procedure documentation updates.
- Ensured account flow and processes are in compliance with debt collection and health insurance laws such as FDCPA and HIPAA.
- Taught myself C# programming to replace an unreliable and separated email system with a new integrated program that processes database records and generates hundreds of daily emails with more efficiency and reliability.

### **DCM Services, LLC**

#### **Minneapolis, MN**

#### *Application Systems Analyst*

*May 2006 – July 2012*

Provide support for FACS debt collection software system. Analyze client onboarding documents and provide feedback to internal team members. Load client files into database and review for errors.

- Coordinate with client auditing team to provide reports to external auditors.
- Analyzed vendor and client requirements and established data exchange and processing interfaces.
- Facilitate migration between test and production database instances and verified testing protocols and use cases were documented before migration.

### **HighJump Software**

#### **Minneapolis, MN**

#### *Support Analyst*

*January 2004 – May 2006*

Provided support for proprietary warehouse management software developed by HighJump Software. Fixed defects in customer applications. Coordinated with project teams to ensure go-live deadlines were met. Helped train customers with software.

- Worked with product development team to analyze and fix a loop in our software program that customers were experiencing. This was causing application timeouts on the warehouse scanners and leaving inventory stuck on forklifts and bin locations.
- Coordinated with internal and external customers during go-live and upgrades to ensure testing scenarios were documented and results logged.
- Logged and maintained a list of defects in Clientele issue tracking system. In the time I was employed I entered and resolved over 2,000 issues with the various software applications used by customers.

## EDUCATION AND CERTIFICATIONS:

### **St. Cloud State University**

- Bachelor of Science, Computer Science – St. Cloud State University (December 2002)
- Scrum Master Certification (February 2018)

## LANGUAGES AND SKILLS:

SQL, FACS, Foxpro, C#, Java, Database Design, Certified Scrum Master

## SOFTWARE SYSTEMS:

VisualCron job scheduling software, Request Tracker issue tracking system, Visual Studio, IntelliJ IDE, Microsoft SQL Server