**Lynda D. Group**

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***SUMMARY***

Experienced Application/Reporting Developer specialist with over 18 years’ experience. Includes diversified experience in Analysis, Design, Development, Integration, Testing, Maintenance and Support of Web and Windows applications using Microsoft Technologies. Excellent written and oral communication skills. Team player and highly skilled in customer service and maintaining good relationships. Excellent organization skills, goal-oriented, self motivated and hard working.

***PROFESSIONAL EXPERIENCE***

**Supreme Court of Pennsylvania (12/21999 – 01/2018)**

**Administrative Office of Pennsylvania Courts (AOPC)** - ***Application Developer and Support Professional***

*PA’s Judicial Automation Department is responsible for case management, payroll, human resource, finance and board of law examiner software applications for courts and administrative staff within the Unified Judicial System.*

*Information Technology Specialist I – III (06/2003 – 01/2018)*

* Participated in all levels of SDLC including design, analysis, implementation, integration, and all testing phases followed by maintenance of applications for payroll, human resource, and finance departments
* Created and maintained highly complex database objects including stored procedures, scripts, functions and views using various SQL Server applications.
* Design, develop and troubleshoot application software using programming languages such as VB.Net, ASP.Net or SQL.
* Participated in application refresh and maintenance of Common Pleas and Magisterial District Court support applications.
* Created and deployed XML web services using ASP.Net.
* Created and Maintained highly complex Crystal Reports from analysis to implementation. Thorough knowledge of maintaining reports and exporting data using formats such as PDF, Excel, Word. Developed reports using both push (creating XML datasets) and pull (connecting directly to database) methods. Upgraded existing reports through the updated versions of Crystal Reports. Knowledge of Tableau reporting through personal use.
* Created and maintained web-based reports using SQL Server Reporting Services from analysis to implementation.
* Performed change management duties using the Remedy tool, CRM and Team Foundation Server, guiding defect resolution and enhancements through the analysis, coding, testing and deployment phases in a waterfall environment. Studied Agile and Scrum techniques.
* Write and update functional requirement documents and report requirement documents using Share Point, TFS, Remedy and an in house built ticket tracking tool.
* Preformed peer review for quality assurance.

*Information Technology Trainee (05/2002 – 06/2003)*

* Basic coding with VB 6 for payroll, finance and human resource applications.
* Troubleshoot application software issues and correct problems using programming languages such as VB.Net or SQL.
* Write and update functional requirement documents and report requirement documents.

*Help Desk Operator I - II (12/1999 – 05/2002)*

* First and Second level technical support for application used by payroll, human resource and finance departments.
* Document and communicate issues reported by users to developers.
* Test and document software application.

***TECHNICAL SKILLS***

Programming: Visual Basic 6, VB.NET, ASP.NET, VBScript, HTML, CSS, XML, JavaScript

Database: Microsoft SQL Server (versions 2000/2005/2008/2010,2014, 2916), Rapid SQL, SSIS, SSAS, SSMS, Access, T-SQL

IDE: Visual Studio 2005, Visual Studio 2008, Visual Studio 2010, Visual Studio 2012,

Visual Studio 2014, Visual Studio 2015

Reporting: Crystal Reports (versions 8/9/XI/2008/2011/2013/2016)

SQL Server Reporting Services, Tableau 10.5

Other Applications: Team Foundation Server (TFS), Visual Source Safe, Citrix Server, Remedy, CRM, Microsoft Office, Microsoft Operating Systems