**JEFFRY L. BARTELS**

15244 Cindy Cove

Gulfport, MS 39503-2868

Cell: 228-424-2260

Email: [JeffryBartels@Bellsouth.net](mailto:JeffryBartels@Bellsouth.net)

I’m currently working for Paradyme Management Inc. as a Senior Functional Analyst on the Navy Standard Integrated Personnel System (NSIPS) Program. In this position I utilize military Human Resources and Pay experience obtained through 21 years of active duty in the U.S. Navy, coupled with my nearly 17 years of Requirements, System Test and Tier II Field Support experience on the NSIPS Program.

***PROFESSIONAL EXPERIENCE***

***January 2006 – Present*:** NSIPS Program, Requirements Team, Senior Business Process Analyst

* Back up for the Requirements Team Manager, with primary responsibility for all NSIPS Core/Maintenance components. Assist the Requirements Team Manager in the monitoring of current and future release team assignments of all allocated Software Problem Reports (SPRs) and Software Change Requests (SCRs).
* Work assigned SPRs and Software Change Requests (SCRs) allocated to the current release, and assist other Requirements team members with their assigned SPRs and SCRs. Also responsible for analysis on newly created/unallocated NSIPS Core/Maintenance SPRs and SCRs.
* Provide support in the form of functional and technical assistance to the NSIPS Tier II Help Desk when resolving problems reported by the field via formal Service Requests. Create SPRs when reported issues or problems indicate either a software problem or potential software or training deficiency.
* Provide support to Developers, System Test Engineers and Quality Assurance personnel, primarily in resolving specific requirements associated with SPRs and/or SCRs related to their current tasking.
* Provide support to the NSIPS Project Management Office (PMO) personnel for special projects, data pulls, and research/resolution of questions/problems received directly from the field users and/or Millington customer(s), as directed.

***February 2003 - December 2005***: NSIPS Program, Tier II Production Support/Help Desk Team, the last year of which I served as the Team Lead.

* Worked assigned Service Requests when the resolution capability exceeded the knowledge and/or technical resources available to the Tier I NSIPS Help Desk. Personally assigned all incoming service requests, worked my own assigned requests as expeditiously as possible, and assisted the other team members in resolving their assigned service requests. Provided numerous reports to management to aid in the tracking of software problems, potential training issues, and to ensure service requests were consistently handled in an expeditious and professional manner, and not closed until resolved to the initiator’s satisfaction.

***February 1998 - January 2003***: NSIPS Program, Software/System Test Engineer on the System Test Team, the last few months of which I served as the System Test Team Lead.

* Responsible for positive, negative and regression testing for numerous NSIPS components. Testing covered all fields, the components as a whole, interaction between components, and detailed transactional analysis for hundreds of transactions to multiple corporate interfaces.
* Routinely liaised with PeopleSoft™ and Analytics developers, Requirements personnel, and QA personnel to ensure all documented issues were resolved, enhancements were accurately implemented per customer desires, and any new issues were expeditiously reported and accurately documented via SPR or SCR.
* Maintained an extensive test suite, which consisted of hundreds of positive, negative and regression tests for every component for which I was responsible, adding to the suite when any type of new issue was discovered and/or reported.
* Conducted frequent ad hoc testing to ensure thorough coverage of all component functionality.
* Assisted other team members in the analysis and testing of their assigned NSIPS components.

***September 1997* *– January 1998***: NSIPS Program, member of the initial Requirements Gathering Team. Upon completion of the initial requirements gathering, selected to serve as a Software/System Test Engineer.

***July 1975 - August 1996***:Personnel Specialist, United States Navy, with extensive knowledge and experience in virtually every facet of military Human Resources, including Transfers, Receipts, Reenlistments, Separations, and Educational Services. My more challenging assignments included successful tours as a Recruit Drill Instructor, Squadron Personnel Office Supervisor at a remote deployment site (Antarctica), Senior Enlisted Advisor of an overseas U.S. Navy Personnel Support Detachment (PSD), and Officer in Charge of a stateside PSD.

***FORMAL EDUCATION***

High School Graduate with some college. Graduate of the U.S. Navy’s Instructor Training Course, Recruit Company Commander (Drill Instructor) Course, and the Senior Enlisted Academy.

***MISCELLANEOUS INFORMATION***

* Member of the NSIPS Essential Personnel Team, which is a select group of personnel who are designated to provide a quick response report and reconstitution capability to the Contingency of Operations (COOP) Site in Millington TN once a COOP has been initiated by SPAWAR and/or the NSIPS Project Management Office. This team is primarily responsible for ensuring uninterrupted operations in the event of a hurricane or other natural disaster.
* Currently hold a Public Trust security classification. Held up to a clearance of Top Secret while on active duty, and held a Secret clearance at the time of my retirement.
* I have a good working knowledge of and am familiar with Windows 7, Oracle 10g, PeopleSoft™ HRMS 9.01, Serena Dimensions, and the Benthic Golden Software Query Tool.
* Hold a U.S. Navy Master Training Specialist designation.
* References available upon request.