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OBJECTIVE

Utilize my IT/MIS/PM experience and skills within a broad mix of business and information technology settings to enhance and/or support business systems within a client's or employer's work environment.

IT SUPPORT / PROJECT MANAGER / BUSINESS ANALYST / NETWORK TECH

- Versatile Systems Tech / PM / BA, with strong communication skills, recognized for well designed, quality, dependable, secure data processing solutions, with 20+ years experience in batch, online, LAN/networking, and leading edge web based technologies.
- Successfully implement a wide range of projects from conception through development, testing and maintenance/support while managing client requirements and maintaining open and active communication with all stakeholders to obtain flexible, positive results.
- Effectively collaborate with clients, technical staff, and project team members to fulfill technical requirements and to achieve business objectives within budget and time constraints.
- Work productively with team members to establish a wide variety of networked business systems while utilizing various project components and implementations and applying skills in requirements analysis, hardware/software testing, trouble-shooting, data security, backup, restoration, disaster recovery, preventative maintenance and cross training.
- Demonstrated expertise in the areas of planning, prioritization, client/server/PC networking, software installation and upgrades, developing support documentation, disseminating information, release/conversion planning and end user training/support.

PROJECT EXPERIENCE

E-Z INTERFACE AND CTS, Tacoma, WA .. 2012/2013

Inventory Support, Systems Administration and Apprenticeship Program Administrator

- Assisted low voltage parts, cable inventory and tools management team with inventory reorganization plan and changes to the parts distribution system and procedures while also reorganizing the tools and equipment Access tracking database.
- Provided Small Business Server 2008, LAN network and PC workstation support while establishing a hardware and application software inventory tracking system and documenting various other processes to support the company's low voltage Customer Service client/server work environment.
- Expanded the client side PC/hardware base while setting up a new apprenticeship class room environment for training support.
- Converted all Win XP PCs with Office 2007 apps to Win 7 & 8 workstations, 2010 apps, etc. Applied updates to and repaired workstations as needed.
- Took over the role of Apprenticeship Program Administrator while developing and disseminating biweekly training classes to the apprenticeship population within the company.
- Developed, tested and implemented two company web sites, established web hosting platforms, implemented FTP server, configured an Acronis backup/recovery system, and documented system requirements and operations info.

NEKTONIC, INC. AND TRANSFORM ME, INC., Vancouver, WA .. 2005 to Present

Small Business Startup CEO

(2005 to Present) - Successfully established two small corporations with partners to perform diverse PM, marketing, Web design, Networking/ISP support, and related services.

- Established corporations, issued stock to generate working capital, set up general ledgers and tax accounting processes, managed day to day business activities, chaired board and officer meetings.

- Contracted with CTS Apprenticeship Committee to develop Low Voltage Apprenticeship training package to qualify CTSAC as apprenticeship sponsor via the WA State Dept of L&I; Dec 2010 thru Jan 2011.
- Assist small business owners with business analysis, new web site hosting specifications, server infrastructure and workstation networking needs, site design, etc.; 2007 through 2011.
- PM/BA/Consultant for various client small business projects and technical conversion efforts.
- Design, implement and support small business PC/LAN/Network infrastructure.
- Develop quality assurance packages with monthly reporting to support customers' web presence.
- Set up road racing team and race car development project acting as team lead driver; 2005-2008.
- Instructed other drivers and second team driver at various performance driving schools.
- Performed project to redesign web site for Oregon Region SCCA; from Jan 2005 to Feb 2006.
- Performed project management for customer while remodeling and addressing electrical wiring issues within rental units in Longview, WA.

QWEST COMMUNICATIONS INTERNATIONAL INC., Bellevue and Seattle, WA .. 2001 to 2004
Software Engineer/Project Manager

(2003 to 2004) - Successfully managed inter-company project for Qwest IT and Tata Consultancy Services of India.

- Developed technical cross training program for Tata personnel while providing primary service for Flexible Bill Formatting system and resolving trouble issues in various service provisioning applications.
- Transitioned service/maintenance positions to Tata personnel to facilitate 24-by-7, multiple time zones, on call response allowing reduction in Qwest IT resources, payroll, taxes and associated floor space requirements and costs.

(2001 to 2002) - Participated on Western, Central and Eastern region application enhancement and maintenance teams during conversion periods where three massive billing systems were being merged into one to reduce complexity, overhead and associated expenses.

- Provided support for Customer Statement Product and Flexible Bill Formatting applications (complex, IBM based, bill formatting applications utilizing VS COBOL, DB2/SQL data bases, XML, Java, CLIST and recursive/table driven algorithms along with multiple file processing transactions).
- Converted massive customer account and toll data extract files into printed phone bills sent to several hundred thousand Qwest Communications customers daily in 12 state Qwest service areas.
- Performed all application updates needed to fulfill interface functions, trouble shoot system bottlenecks, failures, and address formatting changes.
- Recognized as subject matter expert during re-design projects and billing revisions mandated by state and local government regulation changes and business/marketing needs.

U S WEST COMMUNICATIONS, Bellevue, WA .. 1996 to 2000
Lead Analyst/Project Manager

(1999 to 2000) - Led enhancement team to investigate over 250 modules, several dozen data bases, jobs and input/output files within 21 production and test environments to identify and perform Customer Statement Product and Flexible Bill Formatting application conversions needed to continue processing in post Y2K business environment.

- Successfully implemented project requiring extensive inter-system coordination, identification of unknown flaws, end to end system testing and potential phase II enhancements (completed 2001).
- Prevented customer product interruptions and excessive customer inquiry/complaints.

(1997 to 1998) - Chosen to participate on select 20-member team to bring Service Order Negotiation and Retrieval online transaction system in house (Seattle, WA) from vendor environment (in CA).

- Helped set up in house Tandem/Guardian 90 mini computer servers and network while building out custom hardware/software test environments.
- Implemented proprietary in house release staging and control environments, as well as created in house data dictionary.

- Established data security guidelines, recovery and backup methods, and disaster recovery procedures in order to allow support of all functions previously managed by external vendor.
- As a result, drastically reduced annual operating expense by purchasing application vs. maintaining it under an annual contract.

(1996 to 1997) - Architected and implemented several IBM ADF/COBOL online transaction screens required for supporting Customer Account Retrieval and Adjustment processing for billing and collection efforts within 12 state operating territory.

- Incorporated and tested complex logic needed to allow access and display of old format legal size bills vs. new format 8-1/2 by 11 bills along with ability to allow service representatives access to historical data stores of millions of bills for as far back as 12 months per customer.
- Made user friendly, allowed faster customer inquiry, and improved service.
- Permitted business to convert between bill formats, remaining competitive, while reducing mailing costs incurred by interfacing applications.

TECHNICAL SUMMARY

Twelve years working with **IBM online applications** (CICS, COBOL, IBM Assembler Language, ADF, RACF, CLIST, TSO, TSO EDIT, ISPF/PDF, SPF EDIT, PANVALET, SCRIPT, BTS, FILE-AID, FILE-AID for DB2, IMS-Xpert, VIASOFT, ANALYZER, HCHART, etc.).

Seven years working in **IBM batch applications** (IMS, DB2/SQL, JCL, COBOL, Easytrieve, IEBCOPY, IEBGENER, RACF, FTP, Batch FILE-AID, Expeditior, Compare-X, etc.).

Five years in **TANDEM PATHWAY applications** (COBOL, SCOBOL, DDL, SPUFI, SQL, TAL, FUP, INSPECT, TEDIT, SCUP, TACL, SH, and VI).

Extensive experience with **PC applications software**: (BASIC, MS IIS v7.0 web server, Mercury Mail server, MS FTP and FileZilla FTP servers, WS-FTP, Acronis v10/11/11.5, OO-DiskImage, Netscape, Explorer v6/7/8/9, MS Office 2007/2010... Outlook, EXCEL, WORD, Power Point, etc.).

Training and experience with **PC tools/languages**: (Visual BASIC, EXCEL macros, JAVA, JavaScript, ASP.NET, HTML, XML, CSS, etc.).

Operating systems: MVS, IMS, CICS, DB2, ISPF/PDF, GUARDIAN 90 C10-D20, UNIX, DOS 6.22, DOS 7.0, and MS Windows 3.11/95/98/2000/NT/XP/Vista/7/8/Small Bus Server 2008 and 2008 R2.

Hardware platforms: IBM 370, IBM 3090-600x, TANDEM CLX, VLX and Cyclone, Intel 286/386/486, PS/2 Model 70 386, PS/2 Model 90 486, Pentium II+, Core and Itanium processor PCs/Servers.

EDUCATION

B.S. Computer Science and Business Management. University of Oregon, Eugene, OR. 1979
Four terms in Education at Oregon College of Education (Western Oregon University), Monmouth, OR.
Numerous managerial and technical classes through OJT and external providers.

MISCELLANEOUS

President/CEO of Transform Me, Inc. / TMI Project Management: Mar 2008 to present.

President/CEO of Nektonic, Inc. / NTI-Racing: Apr 2005 to Apr 2008.

Web Master for Oregon Region Sports Car Club of America: Jan 2005 to Feb 2006.

Member of BOD for Team Continental: Jan 2005 to Dec 2005.

Assistant Manager, Cedartree Management Company, Vancouver, WA: Jan to Mar 2005.

Published BASIS Testing Handbook for U S West IT: May 1996.

Evening class IT instructor for one year at Griffin Business College: Oct 1980 to Sep 1981.