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DETAILED SUPPLEMENT TO RESUME

The organization of this resume supplement is chronological – Being a computer consultant for over 30 years, I've worked for over 50+ clients which has included W-2 or 1099 employment as well as corp-to-corp contracts through my own company, All Business Computer Services LLC. The resume excerpts that follow, in chronological order, includes all three of those project employment situations.

All Business Computer Services LLC, Consultant   *January 2005 to Present*

Working as a Senior Technical Consultant and Developer, helped several clients design and develop new systems to either replace old ones or that would address a new business need. This included several major Healthcare Management Organizations like BCBS of Michigan, BCBS of Louisiana, BS of California, BCBS of Western New York, United Healthcare, APS Healthcare, OSF Healthcare, MED3000, and Fidelis Care. Because of a diverse technical background, the skill set provided to these and other organizations included requirements gathering, solution design, infrastructure architecting, software and SQL development, environment management, code promotion automation, automated QA testing, production deployment, and post-production support - essentially all phases of the full SDLC model using waterfall and Agile methodologies. The excellence in technical leadership and superior consultation has resulted in several profound letters of recommendation.

TEK Systems, C# Developer   *May 2022 to Aug 2022*

Client: Premera Blue Cross, Bellevue, WA

Project: Federal No Surprises Act API Upgrade

As part of their compliance with the Federal No Surprises Act and other internal program initiatives, Premera Blue Cross wanted to put the processes in place that would handle the exchange of updated provider information with other systems, including both internal and external ones (like Quest).
Initially, the request was to have the inbound data from Quest parsed and reorganized into an internal record format. The ETL work on this inbound provider data was sent to Premera Blue Cross in the form of a CSV file. The Federal No Surprises Act necessitated that the data be kept current and updated within 48 hours of any change. The acquisition of that inbound data from Quest was transitioning from a push process from Quest to a pull process by Premera by accessing a newly created remote Quest API and pulling that data on an as needed basis.

Environment:

- Windows 10 Workstation, MS Teams, MS Office 365, TFS Repository, Visual Studio 2022, VS Code, X-Unit Testing, JSON, MS-Edge, Agile Methodology.

Responsibilities: (C# Developer)

- Continue to develop the inbound data model to include previously unused data elements included in a daily CSV file sent to Premera from Quest, a third-party clearing house that provided updates to Provider data
- Analyze the output of multiple API calls that Quest was just beginning to make public so that the daily acquisition of Provider data could be done on an as-needed basis through a data "Pull" rather than waiting for Quest to "Push" the data to Premera.
- Analyze the data format provided by Quest inbound file pertaining to the providers' hospital affiliations, and parse that data into a collection of an internal data format associated with the rest of the provider data.

Technology Partners, Inc., Web Developer   Aug 2021 to Dec 2021

Client: SwipeSum

Project: SwipeSum Website Application

SwipeSum provided an application that would allow a user to compare his organization's current credit-card processing fees to the fees charged by other credit-card processing vendors. The system utilized an automated job stream that included Google Docs AI and ML processing components which would read PDF files, extract the needed data, and insert that data into database to be reviewed and analyzed by a team of experts. Although this system reduced the amount of manual effort involved in performing those tasks, it wasn't 100% reliable, and, therefore, needed a plan B to address the outliers. The Angular front-end I worked on filled this gap, by allowing the original PDF document to be read and the pertinent sections containing the processing fees to be selected, extracted, categorized, and totaled so that they could be included in a proposal to the client. The Angular front-end was embellished by the use of the Angular Material UI component library.

Environment:

- Windows 10 Workstation, MS Office 365, GitHub Repository, Bitbucket, Jira, Confluence, Typescript, JavaScript, JSON, HTML, CSS, ASP.NET, Angular, Angular Material UI, Bootstrap, VS Code, npm, yarn, pdf.js, ngx-extended-pdf-viewer, Google Chrome, Firebase, Agile Methodology.

Responsibilities: (Lead Developer)

- Further develop the GUI front-end using Angular 13 and the Angular Material UI component library to enhance the UX and develop the service that allow the user to select text from a text layered PDF file using the pdf.js and ngx-extended-pdf-viewer libraries.
- Create a modal popup dialog box that allows the user to classify the selected text that was extracted from the PDF into one of four categories and modify, if necessary, the description and amounts of each line selected.

Client: Kennelwood Pet Resorts

Project: Kennelwood Pet Resorts Website

Kennelwood provided an application for handling the grooming and boarding of various types of pets and wanted their UI to be improved using the Kendo UI component library on top of the Angular framework. It also involved the integration of the front-end to a C# Web API and Entity Framework SQL Server backend with full authentication processes which secured the data for internal use only. Multiple test scripts covering approximately 30 different connections to the API were created in Postman to thoroughly test the connectivity and security of the backend before that connectivity was implemented in the Angular Services that called it.

Environment:

- Windows 10 Workstation, MS Office 365, MS VS2019, GitHub Repository, C#, Typescript, JavaScript, JSON, HTML, CSS, ASP.NET, Angular, Kendo UI, Bootstrap, Web API, Entity Framework, VS Code, npm, yarn, Postman, Google Chrome, MS TSQL, , Agile Methodology.

Responsibilities: (Lead Developer)

- Develop the GUI front-end using Angular 12 and the Kendo UI component library to enhance the UX and develop the services that communicate with the C# Web API backend to serve up the data needed to populate the various views.
- Create the Postman test scripts to test the Web API authentication and database access methods.

All Business Computer Services LLC, Consultant   January 2005 to Present

Internal Development & Education Lake St. Louis, MO

Project Timeline: Apr 2020 – Aug 2021

In an attempt to make the most of the isolation necessitated by the COVID-19 Pandemic, I spent time expanding my knowledge and honing my skills on Angular GUI development and REST API's by developing multiple websites internally that use these features. Most recently, I have used the new Identity Server 4 authentication and authorization packages to secure my websites. Building upon OAuth 2, Identity Server allows one to scaffold a complete subsystem that is capable of providing full authentication using internal or external systems (social network) logins.

Fight to Become Cancer-Free Lake St. Louis, MO

Project Timeline: May 2019 – Apr 2020

There is a gap in my employment due to being diagnosed with Cancer in 2019 and then, more recently, trying to avoid contracting the COVID-19 virus. My previous consulting work "MO" included jumping on an airplane Sunday afternoon to fly to a remote work site, working at that remote location during the work week, catching a return flight either Thursday evening or Friday morning, and working from home on Friday. This "normal" activity for me was halted after receiving the news in 2019 that I had Cancer and would have to undergo daily radiation treatments and weekly chemotherapy injections. I obviously could no longer jump on an airplane and fly to a remote location during the week if I had to be at my local Cancer Center every day for treatment.
Hence, this created a gap in my employment stream. After my intense treatment, I was diagnosed Cancer-Free in April of 2020 and was ready to resume my previous work "MO" by, once again, traveling to remote job sites to perform custom software development. However, about that same time, the COVID-19 pandemic hit and prevented me from engaging in those travel activities, especially due to my immunocompromised condition due to the radiation and chemotherapy treatments. I, therefore, used this "downtime", as described above, to perform some self-study to improve my knowledge of the Angular Framework and some of the various authorization techniques used to connect to the backend Web API platforms. You see, the option of performing remote-work wasn't as widely accepted back then as it is today in our current work climate.

Client: All Scripts/Avenel Litchfield, IL
(through IT People Corporation)

Project: Migration of .NET API to Azure

Project Timeline: Jul 2018 – Nov 2018

Working as a Senior Developer, I developed Azure-based Service Fabric Micro-Services that would 1) provide an audit trail of other micro-service activity and save that activity to a Cosmos DB, and 2) create another Micro-service that would provide an externally accessible API that would communicate with and interact with an Azure Data Lake Factory API. The result was an API that would provide a list of Data Lake Factories, Data Lake Factory Jobs, their execution status, and provide the ability to start a predefined job at will.

Environment:

- Windows 10 Workstations, iPhones, iPads, Azure Cloud Service Fabric, Cosmos DB, MS Visual Studio 2017, .NET Core, NuGet, Postman, MS Code, PowerShell, Node, Agile Methodology.

Responsibilities: (Developer)

- Developed an audit Micro-Service on Azure Service Fabric
- Developed a Micro-Service Web Service API on Azure Service Fabric that would authenticate and communicate with a Data Lake API that would serve up data related to the operation of the Data Lake storage resources.

- Developed the Postman test scripts for remote API execution and the X-Unit test scripts for unit-testing the internal methods.
- Developed the HTML, CSS, and C# code that was a part of the ASP.NET website that communicated with the web services and backend micro-services.

Cordell Practice Management Group, Lead Developer   Nov 2017 to March 2018

Client: CPMG   **Chesterfield, MO**

Project: Website Upgrade

Cordell Practice Management Group (CPMG) maintained multiple external websites pertaining to men's divorce as well as an internal-facing website that allowed Cordell and Cordell lawyers to enter client information, track their billable time, produce invoices, and track lawyer performance through client surveys and post-litigation feedback. There were also multiple background processes, written in multiple computer languages, and other backend 3rd party applications that were a part of the record-keeping activities and required two-way communication with the internal front-end website. When I first started, most of the development activity was occurring directly in the production environment, which proved problematic and in need of change. Upon my departure, four separate environments had been established with consistent database naming conventions throughout, environment-specific variables had been separated from the executable code and stored in separate configuration files, and guidance had been given on steps to continue that design. This setup allowed them to promote code from one environment to the next without any modification or "localization" of code. There were also measures being taken to control access into the TST and PRD environments so that code promotion could be better regulated.

Environment:

- Windows 10 Workstation, MS Office 365, MS VS2015 & VS2017, GitHub Repository, C#, JavaScript, JQuery, JSON, XML, PERL, CPAN, PowerShell, HTML, CSS, ASP.NET, AngularJS, Bootstrap, Web API, Entity Framework, VS Code, npm, yeoman, MS IE, Google Chrome, SSIS, SSMS, IIS, MS TSQL, Trello, Agile Methodology.

Responsibilities: (Lead Developer)

- Lead the development team in the modification of the internal website and background jobs.
- Fulfilled the duties of Scrum Master and lead twice-weekly standup meetings with members of the development and data services teams.
- Mentored junior developers and technical support team members in an effort to identify software bugs.
- Assigned the project manager role for identifying and prioritizing the almost 200 items on the company's project backlog which was reduced to under 100.
- Worked with multiple department heads to more accurately define the level of effort, impact on business, and priority of the top 50 projects on the backlog.
- Identified 500+ TODO items within the physical JavaScript and Angular code.
- Modified the biweekly billing template to coincide with the new billing cycle.
- Updated PERL scripts used in background and backend credit card processing.
- Documented basic development standards that members of the dev team would need to follow.
- Created CPMG specific Non-Functional Requirements, Software Requirements, and Technical Specification documents to accompany the Business Requirements Document so that future development activities could be better documented and development cycles could be shortened.

All Business Computer Services LLC, Consultant   January 2015 to Present

Client: True Manufacturing   O'Fallon, MO
(through Analysts International Corporation)

Project: Website Upgrade and Expansion

Project Timeline: Oct 2016 – Mar 2017

The client wanted to update their Kentico CMS website to allow a user to scan the QR Code affixed to each of their manufactured refrigeration products via a user's smartphone and have the system return the serial number, original shipment date, warranty status, spec sheet, installation manual, video, nearest parts depot, and nearby service locations. They also wanted to allow the user to enter the serial number manually on a smartphone, tablet or desktop computer and have the system return the same information (for example: http://www.truemfg.com/QR/9995432). The next project involved the incorporation and interactive display of a parts breakdown SVG format graphics file upon the successful entry of a manufactured product's serial number. It allowed the user to drill down into through multiple levels of parts disassembly until the user was able to identify the part they needed. This was initially developed for deployment into the European market, but was scheduled for future deployment internationally into all True Manufacturing markets.
The Kentico CMS system utilized an MVC framework that allowed the development and inclusion of Web Parts similar to SharePoint sites as well as traditional HTML development that incorporated JavaScript, JQuery, KnockoutJS, Bootstrap, and CSS. Multiple SQL stored procedures were developed for retrieving the needed information from multiple databases on multiple servers. WCF Web Services/APIs were also developed that called the stored procedures and returned the information to the requesting JavaScript. The HTML web page was created using Bootstrap's row/column structure and multiple CSS media definitions allowing the same page to be viewed on all devices from an iPhone to a huge Surface Hub display screen. The deployment of the production system was completed on an Azure Cloud Platform.

Environment:

- Windows 10 Workstations, iPhones, Android Smartphones, Azure Cloud Servers, Windows Server 2012, MS SQL Server 2016, MS Visual Studio 2015, NuGet, Web Matrix, MS Code, JavaScript, Kentico 8.2, Bootstrap 3, HTML5, CSS3, LESS, Font-Awesome, Node, Bower, Agile Methodology.

Responsibilities: (Developer)

- Developed the SQL stored procedures used to retrieve the data from multiple databases.
- Developed the API Web Services used to serve up the data retrieved from the stored procs.
- Developed the HTML, CSS, and JavaScript to capture the data from the web services and display that data on the target platforms.

Client: Maintz.com   Lake St. Louis, MO

Project: Website Implementation

Project Timeline: May 2016 – Sept 2016

As the owner of this website, I wanted to rewrite it utilizing the AngularJS framework, Bootstrap, HTML5, and CSS3, if for no other reason than to improve my skillset with this technology. The site needed to be responsive, utilize many of the capabilities that the AngularJS framework makes available, and do so in a logical and exemplary way. The website also needed to work equally well on tablets and smartphones, just as it did on standard and extra-large desktops, so Bootstrap and CSS3 were employed for this purpose. JQuery, Bootstrap, and CSS3, specifically transitions and transformations, were used to create some of the animation. The resulting website employs many of the base components within the Angular feature set as well as some additional plugins that extend that feature set. Filters, directives, controllers, and services from the base set of Angular components were utilized as well as a photo carousel and calendar from the Angular-UI library. In the development phase, I utilized Grunt and Gulp as task runners/managers during the development process so

that any time code was changed and saved, the website would be recreated and redisplayed on multiple monitors and devices. Git was used as the source code repository for the website

Environment:

- Windows 8.1 and 10 Workstations, Windows Server 2012, MS Visual Studio 2013 and 2015, NuGet, Web Matrix, MS Code, JSON, JavaScript, AngularJS 1.5.8, Bootstrap 3, HTML5, CSS3, LESS, Font-Awesome, Node, Bower, yeoman, Karma, Protractor, Waterfall Methodology.

Responsibilities: (Architect/ Developer)

- Designed the website layout, UI, color scheme, menu, web pages, and transitions.
- Updated the infrastructure to accommodate a DEV, BUILD, DIST, and PROD environment.
- Wrote the textual content displayed on each web page.
- Researched and incorporated other "Maintz" websites as referenced links from this website.
- Created or acquired and assembled the icons and graphics to be displayed on the website.
- Developed the HTML, CSS/LESS, JavaScript, and JSON files.

Client: Fidelis Care   Buffalo, NY
(through Catalyst Solutions)

Project: Sybase & VB.NET Application Upgrade

Project Timeline: Feb 2016 – May 2016

Fidelis Care was upgrading their Sybase Database Engine Platform in preparation for the upgrade of their Facets Software Application to the current release. In an effort to increase the speed and performance of the new DB engine, new hardware was purchased on which the database was to operate and it was that hardware that would be utilized in the new production environment. In order to minimize the effort required at Go-Live and in an attempt to make other future upgrades run more smoothly, Fidelis made a decision to update all code that referenced a static IP address to a more dynamic DNS name. My role was to help the Fidelis development team identify all of the source code containing IP addresses so that their development teams could remediate the code. I was also asked participate in a second project to analyze stored procedures, modify VB.NET applications, and modify a VB6 application that needed, not only an update of the IP addresses to DNS names, but a number of other business logic and database schema modifications.

Environment:

- Windows 7 Workstation, Windows Server 2012, MS Visual Studio 2010 and 2013, MS VB6 and VB.NET, MS SQL Server 2012 Management Studio, SQLDBX, and PowerShell, Waterfall Methodology.

Responsibilities: (Senior Developer)

- Analyzed SQL stored procedures and made suggestions for improving speed, performance, logic, error reporting, and logging functionality
- Modified VB.NET applications to point to a DNS name rather than a hard-coded IP address.
- Modified a VB6 application, incorporating configuration files that identified the DNS name of the Sybase and MS SQL Server database servers.
- Updated the MS SQL Server database schema, eliminating 7 fields and adding 12 others.
- Helped develop and modify a PowerShell script that would traverse the entire TFS directory structure and a network drive/directory structure looking for files with IP addresses, and once found, would report the filename, line number, and content that needed to be changed.
- Helped Fidelis establish a working VB6 development environment so that any future modifications, that needed to be performed prior to converting the application to a .NET platform, could be performed within that environment.

Client: Lumeris / Essence Group Healthcare   St. Louis, MO
(through Catalyst Solutions)

Project: BCBSA EHR Processing System Implementation

Project Timeline: Aug 2015 – Jan 2016

Lumeris, the software development arm of Essence Group Healthcare, needed to provide additional Electronic Healthcare Record (EHR) transaction processing (specifically 270/271 and 276/277) for multiple trading partners and two separate Blue Cross Blue Shield organizations through the Blue Exchange. Three separate C# applications were developed, each of which used a common function library. The three applications were 1) a Windows Service application, 2) a Web Service application, and 3) a Test Suite testing tool. The Windows service ran on a Facets Application Server and read the inbound queue of the IBM WebSphere MQ Server, performed some pre-processing edits, sent the transaction to the HIPAA Gateway Web Service, performed some post-processing edits on the response, and placed the edited response on the outbound queue. The web service application provided access for trading partners so that they could submit those same transaction types directly. The Test Suite testing tool allowed the QA tester to load and send specific transactions through the MQ Server, through the external Web Service, or through an internal direct connection and capture the resulting response transaction for compliance analysis. It also provided the ability to identify multiple transaction files to run through the system in mass, thus allowing easy regression and performance testing.

Environment:

- Windows 7 Workstation, Windows Server 2012, IBM WebSphere MQ, MS Internet Information Server, MS Visual Studio, MS SQL Server 2012, Waterfall Methodology.

Responsibilities: (Senior Developer)

- Developed a written requirements document detailing the design and functions of each of three applications.
- Solely developed the pre and post-edits used to manipulate the content of the 270, 271, 276, 277, 997, and 999 X12 transactions being processed.
- Solely designed and developed the Test Suite Testing Tool. This included:
- A selectable configuration that allows the tool to point to one of 4 environments
- An override section that allows individual overrides of any environment variable
- A single transaction processor that allows the submission of a request transaction through one of three delivery mechanisms
- A multi-transaction processor that allows the tester to load multiple transactions at one time and have them submitted for processing at a predetermined time interval.
- Solely developed a reporting tool that would extract pertinent data from the transaction logs and provide both detailed and summary reports for MQ and Web Service transaction activity.

Client: Elite Renovations   St. Louis, MO

Project: Website Implementation

Project Timeline: Jan 2015 – July 2015

Elite Renovations needed a website that would allow its potential clients to view the type of work that they were capable of producing. The website had to include the ability to upload photo images of past work, the ability to easily describe and categorize those images, and the ability to retrieve the images by any one of the categories. Since customer satisfaction was important to ER, the website had to contain a testimonials page and the ability to update that information quickly and easily.

Environment:

- Windows 7 Workstation, MS Visual Studio 2013, NuGet, C# Razor, MS SQL Server 2012 / SQL-CE, HTML, CSS, Artisteer, WebHelpers, WebMatrix, Waterfall Methodology.

Responsibilities: (Web Designer/Developer)

- Captured website requirements detailing the content of each webpage to be included.
- Developed a prototype showing the overall design and layout, color scheme, and functionality.
- Collected the initial images to be displayed on the Home, Contact, About, and Photo Gallery pages.
- Designed and developed the backend database used to capture the information pertaining to each image.
- Created the website using an MVC ASP.Net architecture, a Razor/CSHTML format, and a SQL CE backend database.
- Provided post production support for http://www.eliterenovations.us.

Beacon Hill Technologies, Senior Project Manager   *June 2014 to January 2015*

Client: Express Scripts Inc.   St. Louis, MO

Project: Multiple Project Management Activities

Project Timeline: June 2014 – January 2015

Express Scripts Inc. (ESI) was updating the claims processing logic for multiple high volume clients that required some special handling of their member's pharmaceutical prescriptions. The modification of the business logic and claims adjudication process required the coordination and combined efforts of both onshore and offshore personnel. ESI utilized a very strict and well-defined "Express One" methodology that clearly separated the multiple phases of a project and a list of deliverables that needed to be completed and approved within each phase in order to move from one phase to the next. Over the term of my contract, I managed three separate projects and delivered all three under-budget and two out the three on time (one was postponed due of its dependency on another project's delayed implementation date of which I had no control).

Environment:

- Windows 7 Workstation, MS 2010, MS Visio 2010, MS Project 2010 Professional, SharePoint 2007 & 2010, Clarity, VPMi, and ARC, Waterfall Methodology.

Responsibilities: (Senior Project Manager)

- Worked with multiple onshore and offshore teams in multiple locations to define, design, develop, and test solutions to the identified business requirements prior to implementing them into the production environment.
- Worked with multiple department heads to more accurately define the level of effort (LOE) from an initial rough order of magnitude (ROM) created as a part of the project charter.
- Converted the multiple LOE's into individual tasks that identified the number of resources needed by each team to complete their portion of each project phase which lead to a complete work breakdown structure for each project.
- Worked within the EPMO department of ESI to coordinate the use of matrixed resources who were also working on several other projects, simultaneously.
- The successful deployment of each project's solution into production.
- The post-production support effort for each solution.
- Simultaneously managing multiple projects, each having different delivery dates – one having at least one implementation each month over a six-month span.

GenPact-Jawood, Senior Consultant   *May 2013 to April 2014*

Client: Horizon Blue Cross Blue Shield of New Jersey   Newark, NJ

Project: ICD-10 Diagnostic Codes Review

Project Timeline: March 2014 – April 2014

The client was preparing for the eventual replacement of the ICD-9 Diagnostic and Procedures Codes with the ICD-10 version of the same that is used throughout the world and was scheduled for national adoption on October 1, 2014. All medical policies that defined how claims were paid needed to be reviewed.

Environment:

- Windows 7, Windows Office 2010, MS Visio 2010, Waterfall Methodology.

Responsibilities: (ICD-10 Assessment Lead)

- Lead ICD-10 Business Operational Testing Readiness Assessment Team to help client determine whether or not Horizon BCBS was ready for the ICD-10 implementation on October 1, 2014.
- Separated master ICD-10 questionnaire (450 questions) into 34 unique department/area questionnaires used as the basis for each facilitated question and answer session.
- Facilitated question and answer sessions between client and consulting agency subject matter experts.

Client: Noridian Mutual Insurance Corporation (NMIC)   Fargo, ND

(Noridian Healthcare Solutions, Blue Cross Blue Shield of North Dakota, Blue Cross Blue Shield of Wyoming, Blue Cross Blue Shield of Nebraska)

Project: TIBCO EDI Processing Implementation

Project Timeline: May 2013 – October 2013

The client was replacing its EDI processing engine with a more robust, configurable, and scalable suite of products. Because the X12 transactions were being processed for BCBSND, BCBSWY, Iowa Medicaid, and CMS, extra care was taken to ensure that those X12 transactions were processed accurately, efficiently, and within the SLA's dictated by CMS and the Blues Association. Noridian Healthcare Solutions was awarded the contract to process CMS Medicare claims for Jurisdiction E, in addition to Jurisdiction F, and the anticipated increase in transaction volume needed a more robust and more economical solution. As Senior Project Manager for this effort, I needed to coordinate the activities of multiple departments within not only NHS, but also coordinate those activities with a number of other organizations, like BCBSND, BCBSWY, IAMCD, CoreLink, and the software vendor. Additionally, I took over the project management of a Provider Portal Project which used the Agile development methodology and Jira to manage, track, and report on its progress.

Environment:

- Windows 2008R2 Application and Web Servers, LINUX EL6 Application and Database Servers, TIBCO Application Suite (TI Portal, Foresight, Business Connect Gateway, Business Connect Interior, Business Works, Instream), Oracle 11, Windows 7, Windows Office 2010, MS Visio 2010, MS Project Professional, Project Server, SharePoint 2007 & 2010, MS SQL Server 2008, Jira, Waterfall & Agile Methodologies.

Responsibilities: (Senior Project Manager)

- Worked primarily with the NHS EDI Team and TIBCO, the 3rd party software vendor, to develop the project plan that would encompass the efforts of 6 separate business entities and multiple departments within those business entities.
- Worked within the EPMO department of NMIC (the parent company) and helped coordinate the use of resources that were working on several federally demanded projects, like the Affordable Care Act (PPACA or Obama Care), Health Insurance Exchange (HIX), and the newly acquired contract for Jurisdiction E of CMS.

- The design, procurement, and installation of a significant infrastructure that transcended four separate environments within their SDLC model.
- The communication of processes from that infrastructure to various internal platforms including a mainframe and various external sources including the Blue Exchange.
- The research, design, and implementation of a multi-company, multi-departmental testing effort that included issue tracking, triage, resolution (break-fix), and retesting.
- The successful deployment of that solution into production
- The support network for that solution, thereafter.
- The project management of a second project, a provider portal, used to register providers and test the validity of their electronic claims submissions.

All Business Computer Services LLC, Senior Consultant   *Jan 2005 to Present*

Client: Government Employees Health Association (GEHA)   Lees Summit, MO
(through HP Technologies)

Project: Facets Application Upgrade

Project Timeline: August 2012 – February 2013

The client was moving to TriZetto's Facets V5.01 application after using its predecessor, Erisco's Claim Facts, for a number of years and wanted to duplicate a number of reports they had become accustomed to using in their daily operations. The implementation included the development of multiple report technical specification documents, including Story Cards and the associated SQL for each report utilizing both the Facets data model and the HPXR data model, after performing the necessary business analysis to determine the needs of the business owners that would be using those reports in the daily operation of their respective departments.

Environment:

- Facets 5.01, hpXr Data Mart, Windows 7, Windows Office 2010, MS Visio 2010, SharePoint 2010, IE 8, MS SQL Server 2008, and SQL Management Studio, Waterfall Methodology.

Responsibilities: (Business Analyst / Report Designer)

- Worked with the Business Owners and Subject Matter Experts (SMEs) to develop the report design documents used by the offshore team to develop the reports.
- Since most of the reports were duplications of the existing reports that GEHA used with their existing Erisco Claim Facts system, the design documents included both a current state and future state definition and comparison.
- Also created the Structured Query Language (SQL) used to generate the data used in the report.
- Since the reports were designed to run from the hpXr Data Mart used in conjunction with the Facets application and database, the SQL generated included both a Facets version and an hpXr version.

Client: MED3OOO   Pensacola, FL
(through HP Technologies)

Project: Facets Web Portal Implementation

Project Timeline: August 2011 – July 2012

The client wanted to deploy TriZetto's WebSphere-based CWS Web Portal to 5 separate environments for 3 separate customers, including the State of Florida's Children's Medical Services, and perform custom modifications, specific to each customer, to each web portal. The modifications involved Java Server Pages, JavaScript, HTML, CSS, MS SQL stored procedures, Web Services, Windows script command files, and WebSphere configuration changes. Some of the modifications made to the CWS web portal were in concert with C# extensions made to the Facets GUI application. All modifications included the creation of supporting documentation and storing all file modifications within the TFS source code repository.

Environment:

- Facets 4.71, CWS 4.61, Windows 7, Windows Server 2008 and 2003, MS SQL Server 2008, IE 8 & 9, WebSphere 6.1, Java, JavaScript, HTML, and CSS, Waterfall Methodology.

Responsibilities: (Lead Web Developer)

- Worked with the Development Team to develop the modifications to the TriZetto's standard CWS web portal to address the specific needs of each of the client's customers.
- Installed the CWS web portal and supporting software on the associated SQL Server Database Servers and Facets Application Servers in each of 5 separate environments (15 separate servers).
- Created documentation that defined the step-by-step process for performing those installations in case the client needed to install additional environments. This lead to a standardized installation process and a standardized deployment.
- Created a standard directory structure and supporting command files to start, stop, and monitor the operation of the web portal and supporting software.

Client: HealthNow of New York   Buffalo, NY
(through Invoyent)

Project: Facets Application Upgrade

Project Timeline: October 2010 – February 2011

The client, Blue Cross Blue Shield of Western New York and Blue Cross Blue Shield of Northeastern New York dba HealthNow of New York wanted to upgrade its TriZetto Facets 4.41 application to the 4.71 version and upgrade its Inter-Plan Teleprocessing Services (ITS) BlueCard application to 11.2 on the same weekend. They also wanted to perform this upgrade in a more structured and controlled testing environment that followed a very strict SDLC model and they wanted to do it using the newest testing methods and tools. In order to accomplish all of this, additional development and test environments and their associated support systems needed to be constructed along with the installation of a number of development tools, testing tools, and a variety of additional applications to support the initiative. The multiple development environments along with multiple test environments were established for this upgrade which allowed the execution of multiple parallel development efforts, as well as QA Testing, User Acceptance Testing, and Performance Testing, Waterfall Methodology.

Environment:

- Facets 4.71, Windows XP and Server 2008, IBM AIX, VM Ware, Sybase 15.0, SQL Server 2005, IBM DB2, Windows Script, Pega Systems, UCDS, SFA, IBM Cognos, and Informatica

Responsibilities: (Environment Manager)

- Worked with Project Teams to gather specific project details and requirements associated with proposed environments and/or changes to existing environments
- Assisted in preparing environment project plans with schedule, budget and resources
- Coordinated the completion of the necessary activities and tasks with technical teams based on approved project plans
- Defined SLAs for environment support and maintenance
- Established and executed standards to maintain integrity and productivity of environment
- Reviewed/approved proposed coding and/or data changes to assigned environment based on defined entry/exit criteria and SLAs
- Reviewed/approved proposed application and/or infrastructure changes to each environment
- Implemented and maintained environment management process
- Oversaw environment management risks and mitigation strategies
- Maintained log of environment infrastructure / applications
- Confirmed compatibility of integrated application versions and infrastructure
- Facilitated environment update analysis discussions

- Served as an escalation point for environment issues
- Acted as a liaison with business and IT support teams

Client: Western & Southern Financial Life   Cincinnati, OH
(through HP Technologies)

Project: Facets Application Implementation

Project Timeline: April 2010 – August 2010

The client wanted to migrate from its legacy system, Erisco's Claim Facts, to TriZetto's Facets 4.51 application since Claim Facts was no longer going to be supported. Unlike most major health plan organizations that use Facets, Western & Southern Financial Life (WSFL) was primarily a life insurance company that did not pursue external health plan clients or members. They used this software to simply provide health plan coverage to all of their employees, spouses, and dependents.

Environment:

- Facets 4.51, Windows XP and Server 2003, IBM AIX, Oracle 10gR2, PL/SQL, & Crystal Reports, Waterfall Methodology.

Responsibilities: (Technical Analyst)

- Worked with the Interface Team in identifying gaps in the multiple interfaces that were developed for communicating between third-party trading partners, clearinghouses, and other external business entities.
- Created an automated utility for comparing the contents of each interface file with a "golden" copy. The row by row and column-by-column comparison helped confirm whether or not the interface was ready for production.
- Worked with the Reporting Team in developing templates to be used in creating a "standard" look to all of the Crystal Reports developed for the project.

Client: Blue Shield of California   San Francisco, CA
(through Mekaza, Inc., Spherion, & ABCS)

Project: Facets Application Implementation

Project Timeline: August 2007 – December 2009

The client wanted to migrate from its legacy system to TriZetto's Facets 4.61 application to take advantage of the flexibility that change would provide to their core business processes and their ability to respond to the ever-changing customer needs. Although the initial plan was to migrate just the core business processes, the scope was expanded to include the revamping and modernization of BSC's major infrastructure as well.   This included the implementation of an Enterprise Service Bus that would insulate changes made to external systems having significant impact on internal systems or processes. The project also involved the combined efforts and coordination of activities between not only BSC and TriZetto, but also two additional vendor partners, EDS and CTS, who were included in the development and deployment of this very complex and integrated system.

Environment:

- Facets 4.61, Windows XP and Server 2003, IBM AIX, VM Ware, Oracle 10gR2, SQL Server 2005, Windows Script, SQL Server DTS and Reporting Services, Business Objects XI, and Informatica, Waterfall Methodology.

Responsibilities: (SCRM Project Manager)

- Developed a project plan that identified the tasks, activities, deliverables, and milestones pertaining to the work of the Software Configuration & Release Management (SCRM) Team and managed that team of 10 to complete them on time.
- Interconnected the SCRM project plan with the other teams projects plans through a defined set of "Gives" and "Gets" to and from each other's plans.

- Identified risks and issues associated with inter-team handoffs, delays, workarounds, etc. that would impact the SCRM Team's ability to complete their tasks on time and within budget.
- Conducted weekly meetings with team members to review progress toward the completion of each assigned task.

Responsibilities: (Environment Governance Lead)

- Identified the need for environment rationalization and the need to create an authoritative body within Blue Shield that could help control the proliferation of environments that would occur without that governing body.
- Defined and helped create three separate governing bodies designed to rationalize, analyze, scrutinize, approve or disapprove the creation of new environments for the Shield Advance program.
- Helped select the members of the three governing bodies so that appropriate membership from all business and technical areas of the company would be represented.
- As the appointed meeting facilitator of the Environment Governance Board, helped its membership make intelligent business decisions by analyzing the cost and ROI associated with each requested environment. The EGB was the executive level governing body that had the budgetary approval authority to approve the expenditure of funds needed for the addition of new environments and subsystems.
- As the appointed meeting facilitator of the Environment Management Team, as well, was responsible for developing the weekly agendas, organizing the topic presentations, helping the membership rationalize, analyze, scrutinize, and vote on the addition of new requested environments, and then tabulate and record the votes collected and publish the results.
- Responsible for streamlining the environment requirements gathering process. Defined the process, created the documents to collect the data, and created the template documents used to solicit the request for environment approval.

Responsibilities: (Infrastructure Architect)

- Helped define the system design architecture of the Facets application and reporting platforms, the Informatica data warehouse platform, the enterprise service bus, and the network storage systems.
- Worked with, instructed, and helped multiple teams define and gather their business and technical requirements so that the system architects could properly design and size the solution systems that would be used by these teams.
- Brought a great deal of Facets knowledge and experience to the table in every discussion and meeting held within the Shield Advance program allowing BSC to avoid some of the pitfalls experienced by other clients.

Client: APS Healthcare   Silver Springs, MD
(through HP Technologies)

Project: Facets Application Upgrade

Project Timeline: March 2007 – July 2007

The client was a four million-member mental health insurer that wanted to upgrade its version 2.96 Facets application/database to version 4.01 and then from 4.01 to 4.31 in a single weekend. The physical conversion time was originally expected to take almost 90 hours. After analyzing the list of tables to be converted, the order in which they were to be converted, the database configuration, and server configuration, recommendations and subsequent adjustments were made that allowed the double conversion to version 4.31 to occur in less than 30 hours. Being a hosted client, the upgrade required the involvement and coordination of activities between the client and TriZetto's hosting center in Denver, Colorado. Because of the increased functionality built-in to the new version, the upgrade required the redefinition of multiple Customer Service business processes and workflows, the incorporation of new EDI forms processed through the HIPAA Gateway, and the remediation of several custom applications, interfaces, extracts, DTS packages, and reports. The project required not only technical leadership overseeing the upgrade of custom reports, interfaces, DTS packages, and custom applications, but also, due to the untimely exit of the project manager, required the assimilation of project management leadership, as well.

Environment:

- Facets 2.96, 4.01, & 4.31, Windows XP and Server 2003, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services, Waterfall Methodology.

Responsibilities: (Technical Lead / QA Manager / Co-Project Manager)

- Provide technical leadership on the Facets conversion process, including the automation and execution of over 200 custom SQL scripts that extracted data from both systems, compared the results, and provided feedback to the business teams of the outcome.
- Re-organize and complete the project plan
- Provide technical leadership on the testing of business processes and scenarios that would validate the effective conversion of the data.
- Coordinate the activities of 10 business areas (Benefits, Claims, Customer Service, EDI, Finance, Manual Eligibility, Member Referral, Provider Networks and Pricing, Provider Operations, Reporting) with the activities of the IT department.
- Oversee the QA of all data, interfaces, and processes used in the new version.
- Work with the technical staff at the hosting center to resolve any technical issues that arose from the upgrade process.
- Provide technical leadership on the conversion of reports, interfaces, DTS packages, and custom applications.
- Help define, organize, schedule, and coordinate all activities involved in performing a Parallel Test of the old and new systems, in performing the System Integration Tests, and in performing the End to End Tests of all jobs, interfaces, reports, and output.
- Provide technical leadership to the client's staff regarding the installation, configuration, and integration of the non-hosted Letter Server.
- Provide technical leadership to the reporting staff regarding the use of XML output files and the incorporation of same into their reporting process.

Client: BCBS of Louisiana   Baton Rouge, LA

(through HP Technologies & First Consulting Group)

Project: Facets Application Upgrade

Project Timeline: February 2006 – March 2007

After converting approximately 50,000 HMO members in "Wave 1" of this activity, the client continued the "Wave 2" activity by converting about 400,000 PPO members from their legacy system to Facets version 4.11 using a monthly installment approach of converting 1/12th of the membership per month based on anniversary date. This conversion included not only the transfer of basic data like membership, groups, billing, eligibility, claims history, and provider information, but also included the creation of over 35 interfaces, 200 reports, 6 custom applications, additional tables and table content in their local data mart, and additional operational utilities to maintain and control the additional functionality provided. The client also requested help in analyzing various aspects of their automated batch schedule to determine the best configuration for current claims volume and the best configuration for the anticipated claims volume after completing the final phase of the "Wave 2" membership conversion.

Environment:

- Facets 4.11, Windows XP and Server 2000, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services, Waterfall Methodology.

Responsibilities: (Technical Lead / Project Manager)

- Provide technical leadership on the development and implementation of over 35 B2B interfaces.
- Provide technical leadership on the development and implementation of over 200 reports.
- Provide technical leadership on the development and implementation of 6 custom applications.

- Provide technical leadership on the configuration and performance tuning of the database, servers, and batch schedule.
- Provide technical leadership on the design and development of a data warehouse, data mart, and data store and the automated population of same via the interfaces.
- Provide technical leadership throughout the SIT Testing effort and on through the Volume and Stress Testing effort.

Client: OSF HealthCare   Peoria, IL
(through HP Technologies)

Project: Facets Upgrade

Project Timeline: August 2006 - November 2006

The client wanted to upgrade its version 2.96 Facets database to version 4.11 and then from 4.11 to 4.21 in a single weekend. The physical conversion time alone was expected to be in excess of 25 hours. After analyzing the list of tables to be converted, the order in which they were to be converted, the database configuration, and server configuration, recommendations and subsequent adjustments were made that allowed the double conversion to version 4.21 to occur within a 14 hour timeframe. The client also wanted to implement an ASO reinsurance Data Mart that would extract data from that Facets database and two external data sources, integrate them into a single Data Mart, and produce automated reports that would be available via a SharePoint Portal and SQL Server Reporting Services. This was a fast-track project that included discovery, requirements definition, design, development, testing, implementation, and rollout into production in a 45 day time period.

Environment:

- Facets 2.96, 4.11, & 4.21, Windows XP, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Provide technical leadership on the Facets conversion process and the automation thereof.
- Provide technical leadership on the configuration and performance tuning of the database.
- Provide technical leadership on the design and development of a data warehouse, data mart, and data store and the automated population of same.

Client: TriZetto Hosting Center   Greenwood Village, CO

Project: Blue Cross Blue Shield of Michigan

Project Timeline: March 2005 - July 2006

Provided technical leadership and consultation to Blue Cross Blue Shield of Michigan, on behalf of The TriZetto Group, for the ongoing support of the technical infrastructure and supporting scripting system (dubbed Launchware) that provided standardization, environment independence, multi-server communication, and task-launching capabilities to 10 separate Windows and UNIX servers in each environment.

Environment:

- Facets 2.96 & 4.11, IBM AIX 5.1, Windows XP, Sybase, bcp, PERL (Unix/Windows), UNIX Bourne Shell and Korn Shell Scripting, Excel, VBA, XML, Business Objects, Brio, Data Integrator, Vitria, ftp, MQSI, Windows Script, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Provide technical leadership on the upgrade and implementation of two major application servers.
- Provide technical leadership on the reconfiguration and implementation of Launchware on the two new application servers and its incorporation into a Facets 4.11 environment from 2.96

- Provide technical leadership on the redesign, development, and consolidation of three separate applications into one.
- System Architect & Designer of LaunchWare.
- Designer and Developer of the Automation of the Bill Print Solution.
- TierMed ftp and VPN communication subsystem.
- Business Objects Archive and Purge Automation
- Data Integrator Parameter Table Standardization and Automated Update
- Automated Archive File Purge on ALL systems
- LaunchWare Notification Subsystem Development & Implementation
- LaunchWare Runstats Gathering Development & Implementation
- Development, Implementation, & Production Code Promotion
- Development, Implementation, & Production Troubleshooting & Support
- Scripting Technical Issue Management
- UNIX & Windows Scripting Development & Maintenance
- UNIX & Windows Scripting Automated Code Generator
- UNIX & Windows PERL Scripts
- UNIX & Windows ftp communication and ftp scripts
- Sybase SQL and Stored Procedures
- Windows VBA and XML
- Creation and Continued Revision of Trizetto Coding Standards
- Creation and Revision of Transition Documentation

Client: TriZetto Hosting Center   Greenwood Village, CO

Project: United Health Care

Project Timeline: January 2005 - March 2005

Provided technical leadership and consultation to United Health Care, on behalf of The Trizetto Group, for the creation of the technical and functional design documents involving the separation a production database into two separate ones while upgrading each to the current release level.

Environment:

- Facets 2.96 & 4.11, Windows XP, Microsoft Word & Excel, Sybase 12.5, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Provide technical leadership on the separation of the production database into two.
- Provide estimates on upgrading the custom utility I wrote for performing the original merge, to perform the reverse activity and do it with the new database schema in Facets version 4.11 from version 2.96
- Provide expertise and step-by-step details to the functional design of the separation.

Lanier & Associates, Senior Consultant   *February 2003 - January 2005*

Client: TriZetto Hosting Center   Greenwood Village, CO

Project: Caresource Indiana

Project Timeline: November 2004 - January 2005

The client was moving from a legacy system to Facets and needed to convert its legacy data to a format that could be loaded into Facets. This required the analysis of the legacy data, the relationships between the multiple tables from which the data was to be extracted, and the reassembly of that data for insertion into the Facets relational data model.

Environment:

- Facets 2.96, Windows XP, Microsoft Excel, Microsoft SQL Server 2000 & DTS, Waterfall Methodology

Responsibilities: (Technical Lead)

- Automate loading of relational data from flat files into an RDMS.
- Automate the filtering of the data into target database tables
- Automate the creation of SQL code that will insert the filtered data into a Facets 2.96 database.

Client: TriZetto Hosting Center   Greenwood Village, CO

Project: Blue Cross Blue Shield of Michigan

Project Timeline: July 2004 - November 2004

The client wanted to add hundreds of customized reports and letters to the standard Facets application configuration. Each report needed to be capable of being launched separately or combined with several others on a predetermined schedule. The task required a complete analysis and understanding of the two operating system platforms and 10 different servers for each of five separate environments. It necessitated the development and use of a code generator that allowed for the continued refinement of over 1500 scripts in those five environments. This positively affected the code promotion process, reducing the error rate from 28% of the problems to less than 2% of the problems. This also prevented an $18M penalty from being levied because it was the most significant reason that the client was able to meet its targeted delivery date with its customer.

Environment:

- Facets 2.96, 3.x, & 4.x, IBM AIX 5.1, Windows 2000 & XP, Sybase, bcp, PERL (Unix/Windows), UNIX Bourne Shell and Korn Shell Scripting, Excel, VBA, XML, Business Objects, Brio, Data Integrator, Vitria, ftp, MQSI, Waterfall Methodology.

Responsibilities: (Technical Lead)

- System Architect & Designer of LaunchWare.
- Designer and Developer of the Automation of the Bill Print Solution.
- TierMed ftp and VPN communication subsystem.
- Business Objects Archive and Purge Automation
- Data Integrator Parameter Table Standardization and Automated Update
- Automated Archive File Purge on ALL systems
- LaunchWare Notification Subsystem Development & Implementation
- LaunchWare Runstats Gathering Development & Implementation
- Development, Implementation, & Production Code Promotion
- Development, Implementation, & Production Troubleshooting & Support
- Scripting Technical Issue Management
- UNIX & Windows Scripting Development & Maintenance
- UNIX & Windows Scripting Automated Code Generator
- UNIX & Windows PERL Scripts
- UNIX & Windows ftp communication and ftp scripts
- Sybase SQL and Stored Procedures
- Windows VBA and XML
- Creation and Continued Revision of Trizetto Coding Standards
- Creation and Revision of Transition Documentation

Client: TriZetto Hosting Center   **Greenwood Village, CO**

Project: EC Gateway Script Duplication System Project

Project Timeline: January 2004 - July 2004

The creation of EC Gateway scripts was done differently by just about everyone responsible for developing them. TriZetto management asked for a system that would reduce the hours spent in producing a script, as well as a system that would provide some standardization in the code creation process. It was initially stated that developers were having to spend an inordinate amount of time creating and then, debugging the scripts they created for moving medical record documents around from one server to the next. The system I developed would not only create the script itself, but would also create the supporting files including all of the Word documents used in the Code Review process, the Visio flow diagrams, the code listings, the log listings, the trace files, the test files, and the test files directory hierarchy. What used to take a week or more to complete, was now capable of being done in a day.

Environment:

- EC Gateway, Facets 2.96, Windows 2000, Sybase, PERL 5.6, UNIX utilities, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Designed and built the EC Gateway Script Duplication System from the ground up.
- Conducted individual and classroom training sessions to transfer the knowledge to the local full-time and contracted staff members.

Client: TriZetto Hosting Center   **Greenwood Village, CO**

Project: United Health Care - Database Merge Project

Project Timeline: February 2003 - January 2004

The client wanted to combine an active Facets production database (Life) with a new Facets configuration database containing similar information but for a totally separate line of business (Dental). The task required a complete analysis of the two databases, the tables in common, and the hierarchical structure of the tables that would need to be merged to insure referential integrity. Data needed to be extracted from the Dental database, temporarily stored in flat text files, and then used as source data for constructing SQL statements for inserting the Dental data into the Life database. These insertions had to be performed in top-down order; using existing Facets "INSERT" stored procedures and the newly created SQL statements. The result was a fully relational Sybase database that contained both Life and Dental data. Using Perl as the main programming language, the process was refined, streamlined, and optimized to reduce its initial execution time to extract and reinsert almost 8 million records from 18+ hours to approximately 3 hours.

Environment:

- Facets 2.96, Windows 2000, Sybase, bcp, PERL 5.6, UNIX utilities, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Developed a PERL common function library to eliminate the duplicate code that was repeated throughout the existing scripts prior to my arrival.
- Utilized PERL as an automated code creation engine for creating other PERL scripts, SQL statements, and SQL stored procedures.
- Designed and developed a spreadsheet that identified every field within every Facets table, each table's hierarchical level within the database schema, each table's dependency on foreign key fields and the tables associated with those key fields, and, in addition to several other pieces of information, included a (Y/N) selection criteria column that allowed one to choose whether or not a table was to be included in the merge process. After the selection process, an automated procedure was executed to create a "top-down" list of tables stored in a data file that would then be used by the PERL scripts.

- Designed and developed an automated logging and error reporting system that not only archived process output, kept track of and tabulated individual record and error counts, but also supplied its output as input to an automated Audit report that reconciled the individual record counts on every table merged.
- Identifying the software and hardware needed to run the merge process internally or remotely without negatively impacting any other internal processes.

Partec Inc., Senior Consultant   *May 2000 to August 2002*

Client: Blue Cross Blue Shield of Missouri   St. Louis, MO

Project: Automated Group Conversion Project

Project Timeline: February 2002 - August 2002

The client implemented Facets 2.95. They required assistance in transferring multiple lines of business data from their mainframe IMS system into a Sybase 12.0 database on an HP/UX platform. In addition, a number of modifications and customizations to the standard Facets application were identified and completed to meet their business needs.

Environment:

- Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX Korn shell scripts, ftp, Waterfall Methodology.

Responsibilities: (UNIX Technical Lead)

- Using the common function library described below, designed and developed a monthly automated process that would accept data ftp'ed from the mainframe, convert it, and insert it into a Sybase database, thereby making it available to an online UNIX-based application (over 29,000 lines of code).
- This monthly process would, in addition to updating the data in Sybase, would extract a subset of the data and send it back to the mainframe for further processing.
- Provide support for the functional and technical teams involved in the conversion project.

Client: Blue Cross Blue Shield of Missouri   St. Louis, MO

Project: Identification Card Creation

Project Timeline: December 2001 - February 2002

The client implemented Facets 2.95. After transferring specific lines of business data from their mainframe IMS system into a Sybase 12.0 database on an HP/UX platform, it was necessary to recreate an automated process for generating ID cards for members of those lines.

Environment:

- Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX C++ & Korn shell scripts, ftp, ERwin, Waterfall Methodology.

Responsibilities: (UNIX Technical Lead)

- Helped define the logical and physical data models for the extension tables used in the project.
- Using the common function library described above, designed and developed an automated daily batch process that would extract the necessary information from multiple sources so that a secondary application, responsible for creating the BCBSMO group ID cards, could be used (over 10,000 lines of code).
- Once the data subset was created, this monthly process would send it back to the mainframe for further processing by a secondary application.

Client: Blue Cross Blue Shield of Missouri   St. Louis, MO

Project: WARP Project

Project Timeline: September 2001 - December 2001

The client implemented Facets 2.95. In the middle of that activity, WellPoint negotiated a merger of the two companies. Some of the legacy data and most of the newly converted data needed to be reformatted and retransmitted to WellPoint for inclusion in their accounting system. Provisions had to be made to incorporate more of the converted data, rather than the legacy data, as that converted data became available.

Environment:

- Facets 2.95, Windows 2000, X-Windows, Sybase 12.0, UNIX Bourne & Korn shell scripts, ftp communications, Waterfall Methodology.

Responsibilities: (UNIX Technical Lead)

- Developed the initial load process that extracted specific data from the existing business in the Blue Cross Blue Shield system, reorganized and reformatted it, and reported it back to the newly merged owner of the company, WellPoint.
- Developed an automated daily process that extracted any new business from the Blue Cross Blue Shield system, reorganized and reformatted it, and then sent it back to the newly merged owner of the company, WellPoint (over 11,000 lines of code).
- Provided technical assistance and problem solving abilities to other technical team members.

Client: Blue Cross Blue Shield of Missouri   St. Louis, MO

Project: Web-based COM+ ftp Object Creation

Project Timeline: June 2001 - September 2001

The client was developing a new Windows-based intranet/internet website that would allow clients to download important documents directly to/from BCBSMO Web Servers. The HTML employed ASP, JavaScript, XML, XSLT, and ODBC connectivity to an Oracle 8i database to control client access and a special directory connected to a UNIX platform to store the selected documents to be downloaded.

Environment:

- Windows 2000, Visual Basic, Visual InterDev, ftp, Component Services Manager, Waterfall Methodology.

Responsibilities: (COM+ Object Development Technical Lead)

- Designed, developed, and tested an ftp COM+ object that could be called by intranet and internet web pages to transfer files from Blue Cross Blue Shield to any of their clients' computers (about 1000 lines of code).
- The COM+ object would allow direct transfer as well as transfers through a remote Proxy Server.

Client: Blue Cross Blue Shield of Missouri   St. Louis, MO

Project: Common Function Library Project

Project Timeline: December 2000 - August 2001

The client was moving from a mainframe IMS system platform to an HP/UX platform. Data needed to be extracted from the IMS database, ftp'ed to the HP/UX platform, and inserted into a fully relational Sybase database. Prior to my arrival on the project each UNIX Bourne and Korn shell script and SQL stored procedure used in the transfer and conversion process had its own logic, style, format, logging mechanism, and error reporting logic. In addition, each new script continued to be created independent of any code previously created.

Environment:

- Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX Korn shell scripts, ftp, Waterfall Methodology.

Responsibilities: (Technical Lead and Project Manager)

- Developed a UNIX common function library to eliminate the duplicate code that was prevalent throughout the existing scripts prior to my arrival. (over 3300 lines of code)
- Developed a series of templates that other developers could use in order to take maximum advantage of the common library and reduce subsequent development time (approximately 1000 lines of code).
- Designed and developed an automated logging and error reporting system that became a subcomponent in all subsequent programs written.
- The automated logging system automatically emailed a predetermined list of recipients the program's logged output, whether successful or not.
- The automated error reporting system trapped and identified errors in the conversion process and notified a predetermined list of support personnel via pager that an error had occurred.
- The error reporting system made it easy for the users to quickly correct inappropriate data BEFORE it was inserted into the application.

Client: CoForce.com   St. Louis, MO

Project: Acting Chief Technical Officer

Project Timeline: August 2000 - December 2000

The client was developing a new web site development tool that would allow a non-technical person to create and update web page content dynamically. The tool was comprised of multiple COM objects, HTML, ASP, JavaScript, ADO, and ODBC connectivity to a MS SQL Server database where the web page content was stored. Newly developed code/features were being promoted to production before they were fully tested. The client was experiencing consuming client support problems, missed delivery dates, and over-budget conditions.

Environment:

- Windows 98 / 2000, Visual Basic, Homesite, JavaScript, Component Services Manager, ASP, Internet Information Server, Site Server, ftp, Waterfall Methodology.

Responsibilities: (Chief Technical Officer)

- Provided assistance to the company President in all facets of software development.
- Established a development team to create the web site development tool that became the primary product.
- Defined and established procedures for creating, storing, and archiving source code.
- Defined and established procedures for migrating code from development to QA to production.
- Analyzed the site provider performance and made subsequent improvements.
- Co-Designed and managed the development of a General Motors web site used for the collaboration of multiple regional teams leading up to a final presentation by all teams at a national GM meeting.

Client: Computer Sales International   St. Louis, MO

Project: OnTrack 2000 Application

Project Timeline: May 2000 - October 2000

The client was moving from an HP/UX platform to a Windows 2000 web-based n-tier application platform using MS Proxy Server, MS Web Cluster Servers, MS SQL Server, and MS Application Server. The HTML employed ASP, JavaScript, XML, XSLT, ADO, COM+, and ODBC connectivity to a MS SQL Server 2000 database.

Environment:

Windows NT 4.0, 98, 2000 Professional, & 2000 Advanced Server, MS Cluster Server, MS SQL Server 7.0 & 2000, Active Server Pages, HTML, COM+, MTS, MS IE 5.0, XML, Waterfall Methodology.

Responsibilities: (Shared Project Management & Application Design/Development duties with VP of IT)

- Analyzed existing hardware, operating systems, application software, and facilities.

- Analyzed the skill set of the project team and made recommendations regarding the needed training.
- Helped define hardware infrastructure required to support the 24/7 thin-client applications. MS Office, MS Excel, MS PowerPoint, MS Word, MultiMate, Norton Utilities, Word Perfect, Timeline, Visio, Lotus Notes, MS Exchange Server, MS Proxy Server, Source Safe.
- Participated in third-party software vendor negotiations
- Provided management assistance to Engagement Manager in defining, designing, creating, and implementing a Web-based n-tier application to replace the existing UNIX-based application.
- Defined project scope.
- Developed project plan for secondary project to allow MIS staff to get acquainted with new technology and platform prior to their involvement in the mission critical application.
- Defined rollout schedule for all phases of main project.
- Determined staffing requirements for rollout and continued support of the application.
- Created implementation plan to coordinate activities of several internal departments with third-party software vendor deliverables.
- Defined procedures used for unit, system, integration, regression, capacity, stress, and performance testing.
- Define standards for Internet application development.
- Define standards and procedures for SQL Server use and maintenance.
- Mentored DBA staff on use and configuration of Microsoft SQL Server.

All Business Computer Services, Inc., President　　　　　*March 1991 to February 2000*

Client: WAN Technologies　　　　　　　　　　　　　　　　　　　St. Louis, MO
(through Maryville Technologies)

Project: Customer Support Web Site

Project Timeline: October 1999 – February 2000

The client wanted to develop a secure web-based application that would access the database of its existing internal customer support database and make certain portions of that database available to some of its key customers.

Environment:

- Windows NT 4.0, Active Server Pages, HTML, DHTML, MS SQL Server 6.5, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Analyzed existing customer support application and database.
- Designed and created a web-based ASP interface for the customer support database.
- Designed mechanism for extracting pertinent data from the SQL Server database.
- Configured SQL Server to handle anticipated load volume.
- Implemented a secure front-end to allow only authorized access to historical customer data.
- Integrated the newly designed web interface into the existing web system.

Client: Bridge Communication　　　　　　　　　　　　　　　　St. Louis, MO
(through Maryville Technologies)

Project: MNAD System

Project Timeline: July 1999 – October 1999

The client needed to automate its application update process that updated software on all of its remote servers. As the network of servers grew and the online state varied, it became increasingly more difficult to update the 6200 servers (growing to about 8000) in a timely fashion. The client wanted to develop a program that would query each server to acquire version numbers on each application and create a list of servers and applications that needed to be updated before the update process began, thus reducing the processing time substantially.

Environment:

- Windows NT 4.0, UNIX, Perl 5.0, Socket communications, Waterfall Methodology.

Responsibilities: (Application Developer)

- Analyzed existing application deployment mechanism.
- Created application design documents.
- Designed and created a single node application prototype and tested its feasibility.
- Expanded the single node application into a configurable multi-session application.
- Developed an inter-process communications schema using sockets.
- Created and updated all subordinate Perl scripts used by the application.
- Provided knowledge transfer and technical assistance to individuals responsible for utilizing the application upon project completion.

Client: Illinois Masonic Medical Center   Chicago, IL
(through Maryville Technologies)

Project: Single-Signon Application

Project Timeline: May 1999 – July 1999

The client needed to reduce the effort required to login to multiple applications on a Windows NT platform by its clinical staff of doctors and nurses. In addition to the Windows NT login, each staff member had a separate login and password combination for up to four additional applications. As a doctor made his rounds to each patient's room, it would take between 4 to 7 minutes just to login to the applications necessary before it was possible to enter any data. The client wanted to develop a front-end application that would utilize each user's login to Windows NT as the only login required, and from that login, automatically launch and login to each application appropriate to that user.

Environment:

- Windows NT 4.0, Visual C++, MFC, MS SQL Server 7.0, ERwin, Waterfall Methodology.

Responsibilities: (Project Prototype Designer)

- Analyzed existing suite of application software and logon functionality.
- Created an application design document.
- Designed and created an application prototype in Visual C++ and tested the functional feasibility.
- Co-designed the database structure and table relationships.
- Developed a logical and physical database model using the ERwin modeling tool.
- Created and supported SQL scripts and stored procedures used by the application.
- Provided technical assistance to the individuals creating the triggers.

Client: Omnus   St. Louis, MO
(through Ajilon Consulting)

Project: OmniPlan Product Development

Project Timeline: August 1998 – April 1999

The client was the software development subsidiary of Novus International, a manufacturing firm delivering growth augmenting food supplements to the beef, pork, and chicken producing industries. The client wanted to create a Windows application for the chicken farming industry that would, once populated with years of historical statistical data, be capable of predetermining, by location, the exact day and time that a flock of chickens would reach an optimal weight of exactly 4 pounds. Since the fried-chicken fast-food industry required an exact 4 lb. weight to control their product's quality and consistency, they would charge a penalty for each bird that varied from the optimal weight. The chicken farmer's profitability could change significantly by delivering his flock plus or minus 4 hours from the optimum.

Environment:

- Windows NT 4.0, MS SQL Server 6.5 & 7.0, DTS, MS Visual Basic 5.0, MS FrontPage 98, HTML, DHTML, ASP, Waterfall Methodology.

Responsibilities: (Data Modeler & Database Administrator)

- Participated in initial data analysis prior to database and application design.
- Evaluated and selected ERwin as the internal database-modeling tool.
- Designed and created a database model for a multi-product system.
- Analyzed several customers' raw data sources prior to starting upload design.
- Designed and implemented automated data uploading scripts & DTS that populated the database tables with each customer's unprocessed data.
- De-normalized data model to achieve improved performance.
- Developed and deployed inter-office intranet web interface that provided current data on customers and prospects.
- Maintained up-to-date licensing information on all development tools and MSDN subscriptions.

Client: Ralston Purina   St. Louis, MO

Project: Data Mart/Data Warehouse

Project Timeline: February 1997 – August 1998

The client wanted to create a Data Warehouse and multiple Data Marts for reporting sales volume data in multiple ways to the executive staff. The raw data from which the data would be extracted was located in multiple locations on multiple platforms and updated both in batch and online.

Environment:

- IBM OS/2 Warp, UNIX, vi, Bourne Shell scripts, Oracle PL/SQL, SyncSort, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Participated in analysis of raw production data sourced from disparate system.
- Participated in defining processes to verify consistent and reconcilable data extraction.
- Implemented DATAMART database used by application development teams to provide information to executives in a timely manner.
- Designed templates for data extraction.
- Implemented application standards in UNIX shell scripting, Oracle PL/SQL scripts, SYNCSORT input files, COBOL execution parameters, and automatic report distribution using Lotus Notes.
- Analyzed, configured and implemented the system used for controlling and archiving source code used by the data warehouse development team.
- Designed and created over 120 programs in Unix Bourne Shell, COBOL, PL/SQL and SYNCSORT, which were used in production, deployment and utilization by the data warehouse.
- Provided primary UNIX development support to a five-person team involved in producing COBOL programs and PL/SQL scripts used in the development of data warehouse systems.

Client: Ralston Purina   St. Louis, MO

Project: Distributed Warehouse Management System

Project Timeline: March 1991 – February 1997

The client was experiencing difficulty locating manufactured product in its warehouses and was having to throw expired inventory away when it was discovered hidden behind more recently manufactured inventory. The client needed an inventory control system that interfaced to the automated manufacturing system that would automatically add newly manufactured product to the inventory and then track its location and movement

throughout the warehouse until it was shipped. Two client warehouse locations included multi-storied robotic inventory control systems in addition to standard floor-stacked inventory.

Environment:

- IBM OS/2, IBM DB2/2, IBM LAN Manager, IBM Communications Manager, Visual Age C++, REXX/2, VX-REXX, RM-COBOL, IBM POMS, LBMS Methodology, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Analyzed database structure of a 3rd party software product used for inventory control.
- Developed an implementation plan, utilizing LBMS methodology, to rollout the Distributed Warehouse Management System (DWMS).
- Created a development plan, utilizing LBMS methodology, to integrate the existing manufacturing system into the DWMS.
- Established code development environment to be used by the warehouse team.
- Designed and created a production distribution system which interfaced the Unitload Labeling System with the DWMS.
- Designed and created a DWMS interface to two different automated multi-storied robotic inventory control systems in two separate locations.
- Designed and created an Automated Event Scheduler, which executed pre-scheduled events at pre-defined times and dates.
- Designed and created multi-server automated backup and log roll-forward suite of programs for pseudo-mirroring of the DWMS production database.
- Designed and created over 150 programs in REXX/2 and C which supported and performed off-hours processing for the DWMS.
- Compiled and coordinated distribution of programs to four separate network environments.
- Developed implementation and rollout plan for the new application.
- Provided primary PC support for a 15-person team involved in interfacing a PC-based application with a HOST mainframe system to perform company-wide inventory control.

Independent Consultant   *April 1989 to March 1991*

Client: Ralston Purina   St. Louis, MO
(through Andersen SRG Consulting)

Project: Pricing & Promotion Online Help System

Project Timeline: December 1990 – March 1991

The client needed to add an online help subsystem to an internally created application that was written in Easel/2 and C. The implementation of the help system needed to be accomplished without interfering with the simultaneous development of the application to which it would be attached. The help system also needed to be capable of being updated dynamically to reflect the changes in the application.

Environment:

- IBM OS/2, C, Easel/2, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Designed and created an Online Help System to accompany the internally created Pricing and Promotion application.
- Trained developers on proper construction of make files that allowed program optimization on a global multi-level directory tree hierarchy.
- Provided technical assistance to programmers as needed.
- Developed implementation and rollout plan for the new application.

Client: Citicorp Mortgage   St. Louis, MO
(through Andersen SRG Consulting)

Project: Image Storage & Retrieval System

Project Timeline: November 1989 – November 1990

The client wanted to implement a nationwide system for processing housing loans by capturing and transferring the associated signed documents electronically instead of absorbing the cost of sending them via Federal Express.

Environment:

- SUN UNIX, X-Windows, C, vi, Bourne Shell scripts, make, ctags, Static & Dynamic Libraries, Waterfall Methodology.

Responsibilities: (APPC Communication Technical Lead)

- Analyzed application and data requirements.
- Utilized Arthur Andersen's Method 1 methodology, which aided in the development and implementation of the image storage and retrieval subsystem.
- Implemented the FileNet Optical Storage and Retrieval Verification System.
- Implemented a Two-Phase Commit via APPC communications between the UNIX database and the mainframe database.
- Converted an automated help upload utility to utilize Arthur Andersen's Design/1 program designing tools.
- Trained development team members on creating dynamic libraries from static archives.
- Created a series of make files that allowed program optimization on a global scale.
- Provided technical assistance to programmers as needed.

Client: May Company   St. Louis, MO
(through Lindenberg & IBM Consulting)

Project: Executive Presentation System

Project Timeline: April 1989 – November 1989

The client wanted to develop a system that was capable of presenting sales data to the executive staff without having to print reams of paper each time a report was generated. The client wanted to use a high quality high-resolution monitor to display the detailed voluminous information, so 20 inch high resolution X-Windows display terminals were employed.

Environment:

- IBM AIX, RS/6000, C, X-Windows, Motif, Waterfall Methodology.

Responsibilities: (Technical Lead)

- Defined and completed final design of the May Company Merchandising Information and Executive Presentation System.
- Provided assistance in project management and task delegation duties.
- Configured default shell, windows, and motif work environment for the programming team.
- Trained new programmers and provided instruction using examples and templates.
- Created utilities for multi-user access to source-code and source-code libraries.

Plus Five Computer Services   *1988 to April 1989*

Voxel 4D Product Development

Environment:

- Windows 95/NT, Fifty different UNIX platforms, MUMPS, C, Bourne Shell scripts, csh scripts, vi, Waterfall Methodology.

Responsibilities: (Divisional Vice President)

- Determined marketability of a medical 4D imaging system.
- Designed appearance, operation, and functionality of that 4D imaging system.
- Defined product features, pricing strategies, discount structure, and distribution channels.
- Created a thorough, functional, and realistic business plan.
- Upgraded the then current product line to an internationally marketable condition.
- Developed in-house systems for lead and sales tracking purposes.
- Created multi-windowed demonstration program used in trade shows and exhibits.

Informix Software   *1987 to 1988*

Smartware Product Development

Environment:

- Windows 3.1, UNIX, C, MS-DOS Batch Commands, Waterfall Methodology.

Responsibilities: (Smartware Product Marketing Manager)

- Defined new product features, pricing strategies, discount structures, and distribution channels.
- Coordinated creative marketing efforts from several departments.
- Implemented special marketing programs.
- Established and developed the Beta-Test Program.
- Coordinated management and activities of other departments (R&D, Quality Assurance, Technical Publications, Marketing Communications, Legal, Sales and Support).

Qualitech Computer Centers, Inc.   *1983 to 1987*

National Computer Store Franchise Expansion

Environment:

- MS-DOS, Windows 3.1, UNIX, XENIX, Bourne Shell scripts, GW-Basic, Compiled Basic, MS-DOS Batch Commands, Waterfall Methodology.

Responsibilities: (National Director of Hardware & Software)

- Performed initial, and continued, hardware and software evaluation and selection.
- Designed a requirements gathering process that would provide a Business Representative the questions needed to obtain the necessary information from a potential client that would enable him to generate a 26 page Business Proposal and Cost Justification document.
- Provided Intermediate and Advanced Training to New Franchisee's technical Support Staff.
- Managed a HOT-Line Support Staff, which provided telephonic support of multi-user accounting systems and productivity tools to both end-users and to ninety-six Value Added Resellers.
- Developed a HOT-Line Support Database, which tracked the type of call, the problem, the solution, and the time spent in arriving at the solution.
- Maintained internal systems control.

Computer Country *1980 to 1983*

Local Computer Store Chain Management

Graduated from salesman to Store Manager in 3 months, to Area Manager in 9 months, to Director of Purchasing and finally to Vice President of Operations – all within 3 years of employment.

Environment:

- Apple DOS, Mac OS, CBM DOS, CPM, Apple Integer Basic, Apple FP Basic, Dow Jones News Retrieval, Waterfall Methodology.

Responsibilities: (Vice President of Operations)

- Responsible for overall operation of six computer retail stores in two metropolitan areas.
- Responsible for overall product selection, purchasing, inventory control, advertising and promotion, and sales and service.
- As a salesman, developed an automated stock portfolio management system that would automatically dial Dow Jones after hours, download portfolio information, and produce a synopsis report by 5:00AM.