

Data Analyst



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Education

1973 **B.S. Business Administration**
Culver-Stockton College - Canton, MO

Experience

- 2005-Present Data Analyst**
Mt. Hood Community College - Gresham, OR
Modified and maintained Access databases for various reporting and analytic purposes including enrollment, retention, student outcomes, federal and state reporting, education assessment, and course evaluations. Conducted surveys, analyzed data and reported results.
- 2002-2004 IT Project Manager/Business Systems Analyst**
Austin Energy - Austin, Texas
Used MS Access, Excel, VB with embedded SQL and SQL scripts to extract billing and usage data for Energy department and other city agencies. Managed the analysis, design, development, testing, documentation and deployment of projects relating to data extracted from Customer Information System pertaining to account billing, collections and utility services.
- Projects:**
- **Sales Tax Rebate** - Designed and developed reporting and identification system for tax refunds for City of Austin that generated returns of \$500,000 and \$400,000 for 1999-2001 and 2001- 2003, respectively.
 - **Wastewater Averaging** - Introduced added flexibility to billing system that resulted in more accurate and explainable billing. This enabled automated computation of averages without need for manual labor.
 - **Master Key Accounts Reporting** - Devised reporting system specifically for top 200 Austin Energy clients that comprised 75% of business revenues while providing better services for top-tier accounts.
- 1999-2001 System Administrator**
ORCOM Systems Inc. - Bend, OR
Created test scripts, tested and mentored client and in-house

personnel in assessing new and modified system functionality. Taught staff and clients system configuration and maintenance of control files while serving as Educational Consultant. Delivered “Train the Trainer” courses to client trainers.

- Re-designed AS/400 query course to include CIS database structure and hierarchy that enabled students to create AS/400 queries with the advantage of understanding the specific data used for reporting.
- Developed facilitation section of Solution Design Method course used by ORCOM to train all Project Managers. Chosen to instruct SDM course to PMs and Technical Leads.
- Consulted with clients to design courses that fit their specific needs that drew from real-world business topics and concepts. Utilized ability to translate technical concepts into layperson’s terms that improved student performance.
- Developed and taught courses in application use, database query, facilitation management techniques and project implementation methodology successfully to 500 students.

1997-1998

Senior Systems Engineer

Grapevine Systems Inc. - Flower Mound, TX

Supported clients in use of Stratus VOS for instant-access online tools. Installed, customized, defined and modified processes for online processing of health claims. Simulated, analyzed and corrected problems in on-line securities exchange system.

- Expedited critical issues. Tracked and resolved lost transactions worth multiple hundreds of thousands of dollars by identifying incorrect procedure and/or data. Made real time corrections to code as needed.

1997

Consultant/Programmer

On-Line Strategies Inc. – Richardson TX

Supported clients using Stratus VOS for real-time online applications. Utilized COBOL in modifying OLTP software. Responded to customers as system or hardware issues arose.

- Added code to charge non-bank customers ATM fees for key financial and banking client with over 800 ATMs. This generated approximately \$20,000 per day.

1996

Software Specialist

ORCOM Systems Inc – Bend OR

1995

Technical Consultant/Instructor

S2 Systems Inc – Dallas TX

Installed, configured and modified OLTP software in AIX environment IBM RISC 6000 using Microfocus COBOL, C, SYBASE and ISQL.

- Designed, developed and instituted training system for RISC 6000, then taught employees and clients system configuration and use that greatly enhanced knowledge base and user confidence.

Information Science/Data Processing Instructor

1979-1993

Chemeketa Community College – Salem OR

Portland Community College – Portland OR

Defined, developed and conducted courses in COBOL, RPG and Assembler programming, structured program design and information systems analysis. Held courses covering computer operations and operating systems pertinent to IBM 43xx while teaching microcomputer applications. Collaborated with IT department in defining new course requirements and instructed classes.

- Co-designed two-year Associate Degree and one-year Certification programs. Achieved by creating entire plan of instruction along with identifying course subject matter and instructional methods.
- Modified final-term of COBOL course to require student teamwork on system project versus previously required individual program work. This led to students' use of all taught skills as well as enhancing teamwork abilities in completing complex projects.

Technical Hardware

IBM 390, 43xx Series, RISC 6000, AS/400
Stratus Series 600/1200

Operating Systems

DOS and MS Windows compatible PCs
IBM AS/400, ISeries Control, MVS, VM, OCL, AIX
Stratus VOX, XENIX, Unix, MS DOS and Windows
9x/NT/2000/XP

Programming Languages Utility Data Tools Applications

VB6, VBA, Cobol II, Command Level CICS COBOL,
Microfocus COBOL, IBM Assembler, C and PL/1.
SQL, AS/400 Query, MS Query, DB2, SYBASE ISQL,
Access, ISAM, VSAM, EZtrieve and Gener/OL.
MS Word, MS Excel, MS Access, VISIO, PowerPoint,
AS/400 Client Access.