

OBJECTIVE

With 18-years of IT experience, I am looking to join a growing and dynamic small to medium sized business within the healthcare or software industry that requires technology, infrastructure building, security, documentation, process, testing, and compliance expertise. I am loyal to the business and its goals and strive to balance resources, budget, and needs of the business, while mentoring and supporting employees and our customers on technology and its benefits.

EXPERIENCE

PROSAR Corporation - Director, IT & Development (November '00 - Current)

Direct team of IT professionals supporting and growing a 24 x 7 product safety call center and Contract Services Organization (CSO), lead development and network support team; manage Siebel 7.7 implementation, secure client access to patient information, industry regulatory reporting, CFR 21 Part 11 compliance. Manage corporate and client websites hosted in secure environment.

- Customize, implement, document and administer Siebel Service 7.X on SQL Server
- Engineer applications for EPA and FDA regulatory reporting
- Lead computer systems validation (CSV) and CFR 21 Part 11 compliance, including: security, data audit trails, data integrity, and application testing
- Responsible for IT related SOPs and their GAMP 5 compliance: Software Development, CSV, Disaster Recovery, Operational Change Management
- Project manager and business analyst for software development
- Documentation of all projects and processes, including the SDLC and V-Model
- Manage multi-tier data and core network security: RHEL 5, firewall, gateway, web servers, AV/AS, IPS/IDS, DNS, multiple data, and voice T1s
- Ad-hoc and project-based data research using SQL, views, and stored procedures
- Manage monthly and yearly costs and expenses, personal and professional goals of employees
- Work with COO to support, enable, and nurture growth of company while meeting and responding to business need in the short and long term

Accomplishments

- Planned and executed corporate move while maintaining 24x7 uptime
- Plan for company space and employee expansion
- Implementation of Siebel 6.0, 7.7, and Oracle AERS 4.6
- Development of corporate SOPs for validation and CFR 21 Part 11 compliance
- Continuing management of client, prospect, and FDA QA and Part-11 audits from an IT perspective, respond to RFPs
- Built server and service monitoring system based on IP and simulated logins

Positions Held

- Technical Services Manager
- IT/Development Manager
- Director, IT & Development

Prism Software Solutions - IS Manager (August '99 - October '00)

Directed team responsible for internal network support and security, Exchange, UNIX database applications, and customer web hosting on Windows 2000. Managed application implementations and support after customer go-live. Provided technical consulting and application prototyping for sales team. Engineered software to integrate Progress UNIX database to Windows applications for internal and client use. Designed, installed, and implemented a Windows NT Server network for clients in CA and AL.

BioconX, Inc - Software Engineer/Co-founder (August '98 - April '00)

Engineered applications - One Touch Login™ (OTL™) and One Password Login™ (OPL™) - utilizing biometric fingerprint technology and biometric hardware. These applications secured both network and

workstations, eliminating the need for passwords and usernames. Designed user interface and testing tools.

GuidanceSystems - Software Engineer (January '99 - July '99)

Built applications with SQL Server 7.0, Visual Basic 6.0, Visual Source Safe 5.0, and Exchange 5.0. Applications included: 3-tier Internet keyboarding, and invoicing and customer maintenance application.

American Guidance Service - UNIX Administrator/Systems Analyst (August '97 - January '99)

Responsible for production UNIX environment, that included AR/AP/INV/OE, and staging of NT servers. Provided Sun Solaris UNIX administration and backup for the Oracle 7.3 DBA. Completed Oracle 7.3 upgrades and configurations along with installation of Sun hardware. Custom development of Exchange / Outlook forms and Auto Login application for Customer Service. Developed scripts to monitor system resources and give advanced warning to end-users

NxTrend Technology - IS Systems Engineer (March '96 - August '97)

Responsible for IS operations, NT and UNIX system administration, and helpdesk for 35 users of PCs (X- Windows emulation) in UNIX environment. Built corporate intranet/helpdesk, converted Novell 4.01 network to NT Server 4.0. Configured remote users.

HGA - IS Technical Support (March '94 - March '96)

Installation and configuration of new PCs and notebooks, networking with Novell NetWare 3.1x and 4.1; diagnostics, end user support of 300 employees covering 3 offices, application development with MS Access and MS Visual Basic

EDUCATION & CERTIFICATION

Furthering Education

- 2010/10 - Audits and 21 CFR Part 11
- 2010/07 - GAMP 5 - FDA software validation
- 2010/03 - Red Hat RH-131
- 2009/09 - GAMP5 - Change Management
- 2009/05 - PQLI 101
- 2009/03 - GAMP 5 - End User Applications
- 2009/01 - Process Validation
- 2008/08 - Systems Thinking
- 2007/10 - Computer Systems Validation (CSV)
- 2007/06 - Mini MBA 1-week course
- 2006/06 - "The Emergency Response Planning Conference"
- 2006/02 - Siebel 7.7 - 138-BA77 Siebel 7.7 Business Analyst Core Exam
- 2005/11 - Siebel 7.7 Business Analyst Case Study
- 2005/08 - Siebel 7.7 - 138-CO77 Siebel 7.7 Consultant Core Exam
- 2005/07 - Siebel 7.7 Case Study
- 2005/01 - Siebel 7.7 Essentials
- 2003/06 - Siebel 7 Migration, 4-day course
- 2001/02 - Siebel 2000 Essentials

Certifications

- Siebel 7.7 Certified Business Analyst
- Siebel 7.7 Certified Consultant

DEGREES

AAS degree in IMS, NEI College of Technology (January '95 - June '96)

- Management concepts, leadership, structured systems design, programming principles
- Project manager for class project involving creation of database driven inventory application
- GPA 3.6/4.0, Deans list

University of Minnesota, Twin Cities (September '92 - November '94)

- Computer Science major
- Discreet mathematics, LISP, data structures, physics, calculus, chemistry, English

SOFTWARE & SYSTEMS

Applications, Server, Development

- Siebel Service 6.0, 7.7
- Office 2003-2010 (Win)
- Office 2008-2011 (OSX)
- Expression 4
- AuditDB 2.4-6.5
- OmniAudit 1.x
- Exchange 5.5 -2003
- IIS 4.0-7.0
- BackupExec
- VIPRE
- Text Wrangler, Coda
- Zend Developer/Server

Operating Systems

- Windows 2000-7
- Windows Server 2000-2008R2
- RHEL 5-6
- OSX 10.6-10.7
- Solaris 2.5
- SCO 5.0
- DGUX 5.4
- HPUX 10.2

Languages

- VB 6.0
- Classic ASP
- Client-side JS, VB
- Shell Scripting
- PHP/MySQL
- HTML, CSS

Relational Databases

- SQL 7-2008R2
- Oracle 7.3, 9i, 10g
- Access 2003-2010

Hardware

- CISCO Switches / Routers
- Extreme Networks
- HP ProLiant ML, DL, 9000
- WatchGuard
- DG 9500, 8500, 5500

- Dell 1400SC, 500SC, 6400
- Sun StorageArray 112, 114
- Sun SparcServer 1000E
- Various RAID Arrays

Other

- Data & Voice T1
- TCP/IP v4
- Gb Ethernet
- Wireless protocols

INDUSTRY EXPERIENCE

- Architecture and Engineering
- Education
- FDA Compliance
- Healthcare and Health & Safety Call Center
- Software Consulting
- Wholesale Distribution

PERSONAL

- Poetry Editor, "The Edge Magazine"
- Poetry Editor, "Whistling Shade"
- Founding Editor, Stone Path Review