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Quality Manager

Member Number: 22135629

Hazard, KY 41701

Portfolio: https://www.beyond.com/people/22135629

Professional Information

Job Function: Management & Business, Information Technology

Education: 4-Year College Degree

Experience: 3 – 5 Years

Employment: Any Position Type

Salary: $60-80k

Citizenship: U.S. Citizen

Resume

Qualifications Summary

Project Manager experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; Detail-oriented and committed to producing quality results in a timely manner by applying appropriate SDLC methodologies.

Technical Skills

Database Platforms: MS SQL Server, MySQL / PHPMyAdmin, and MS Access

Programming & Scripting Languages: ***, *** / ASP, PHP, MVC Frameworks, CSS, and HTML

Skill Sets: Software Development Life Cycle, BaseCamp, ActiveCollab, MS Project, Configuration of e-Commerce solutions, MS Sharepoint Application Administration, CMS Systems (WordPress & Drupal), Information System Design, ERP & CRM Solutions, and various Adobe and Microsoft Office products.

Experience Highlights

Director of IT Operations

Technologies applied: ASP / ***, MS SQL Server, PHP / MySQL, HTML, XML, CSS, Kayako, ActiveCollab, OpenCart, Drupal, Camtasia Relay Server, MS Sharepoint, Angel LMS, and PowerCampus & PowerCampus Self-Service Portal

* Supervised a team of 6 IT professionals at a higher education institution by facilitating technical initiatives to improve enterprise systems and student services.

* Performed operational management tasks such as leading staff meetings, budget planning, project management, task delegation, and conducting employee performance reviews.

* Provided oversight, leadership, and coding assistance for all development endeavors with regards to the school's student information System (PowerCampus) and PowerCampus' Self-Service Portal including:

o Creating specific action rules that trigger and run SQL update procedures when a student's application status changes within the system.

o Re-allocating data within PowerCampus database in conjunction with the development and configuration of the Online Application Form ***).

o Re-establishing the integration connections in the *** config files of PowerCampus Self-Service when upgrades or database changes were made to any of the enterprise systems (PowerFaids, PowerCampus, and Great Plains)

* Converted the school's dated web presence by improving the front-end and integrating Drupal on the back-end for content management.

* Installed, configured, and customized an open source eCommerce solution (written in PHP / MySQL) called OpenCart used to power the school's online gift-shop.

* Implemented a solution called Camtasia Relay Server which made it possible for Faculty / Students to record, encode, and incorporate impromptu video screencasts into online courses.

* Enhanced and tailored the online application form to ensure that the data captured provided administration with necessary information to assess qualified applicants.

* Configured third-party application plug-in environment variables for the school's Learning Management System (Angel) which ran in an *** environment.

* Provided Quality Assurance for Ad Hoc reports written in ASP by enhancing application code and adding desired features.

* Utilized Kayako to establish a Faculty Work Order and Student Help Desk management solution

* Installed, Configured, and utilized ActiveCollab to manage internal projects and delegate tasks across the IT Department.

* Provided MS Sharepoint application administration such as creating web parts, document libraries, and setting permission levels.

Project Coordinator

Technologies applied: ***, VBA, PHP / MySQL, Code Igniter, Adobe Acrobat Professional, HTML, and CSS

* Designed, developed, and administered a *** application used to track incoming call data at the Crisis Call Center. The application provided the following capabilities and features:

o Connected to a MS Access database which was housed on a company network drive making it possible for users in different locations to connect to the database and use the application.

o User Level permission

o Ad Hoc reporting feature for administration to query and analyze call data at a glance and export the data to an Excel file.

* Developed a Resource Directory database using VBA and MS Access which was used in conjunction with the Call Center Application to provide callers with important resource contact information upon request.

* Assisted in the development and Administration of the secure corporate Intranet, which in turn saved the company thousands of dollars in postage (employee wide memos, agency e-newsletters, etc.) and provided an online application solution for Human Resources by integrating a public HR interface with the company's front-facing website. The intranet application was written entirely in PHP and connected to a MySQL database.

* Overseen the Design, Development, and Beta testing of a web-based banking solution (written in Code Igniter / Connected to MySQL database) used to track client bank accounts for one of KRCC's partnering residential Mental Health facilities.

Employment History

Director of IT Operations - (Nov. *** – Aug ***), Frontier School of Midwifery and Family Nursing, Hyden, KY

Project Coordinator - (Aug. *** – Oct. ***), Kentucky River Community Care, Inc., Hazard, KY

Monitoring Operator - (Feb. *** – July ***), IBM / CDI Corporation, Lexington, KY

President – Consultant - (Jan. *** – Present), WaveFade Media LLC, Hazard, KY

Education & Training

Eastern Kentucky University, Richmond, KY (***)

BA in Business Administration with emphasis in Computer Info. Systems

Completed “The Effective Leader Manager” (April ***)

SESCO Management Consultants Johnson City, TN

Community Involvement

Participated on the IT panel at the A.I.T.E.S. workshop on the campus of Hazard Community & Technical College. *** Profile

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