

# John Strangways

## INFORMATION TECHNOLOGY PROFESSIONAL

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### WORK HISTORY

#### 2008 - PRESENT

##### Analyst (Contract)

REHABILITATION SERVICES, INC., City, ST

Analyze treatment plans based upon medical diagnosis to coordinate and develop cost effective automated solutions with software provider, Methware. Documented and defined requirements for security permissions and roles. Created new security roles and permissions based upon industry and corporate best practices. Designed, documented and tested new security permissions or security change requests using Black Box and White Box scenarios. Processed company payroll using Peachtree Complete Accounting 2009.

##### Selected Achievements:

- Designed security procedures and policies to support Methware change management.
- Delivered \$18,000 in annual savings by implementing Methware patient inventory module.
- Authored step-by-step training materials in a user friendly approach.
- Reduced turnover 100% through proper application software training .

#### 2000 - 2008

##### PeopleSoft Security Administrator/Business Analyst I

COMMUNITY COLLEGE, City, ST

Analyzed the pre-existing security architecture and retro-fitted security for the upgraded applications. Synchronized security roles and permissions with Houston Community College's best practices. Coordinated security permission enhancements with end users. Communicated system security changes and processes to appropriate personnel. Resolved security and permissions issues with users diplomatically. Implemented and maintained PeopleSoft Finance System. Authored process and procedure documentation in a user-friendly manner. Developed quality assurance test scripts for all patches, modifications and upgrades to ensure permissions were still valid. Performed comparative analysis in conjunction with Senior Business Analyst.

##### Selected Achievements:

- Authored campus-wide training materials utilizing PeopleSoft User Productivity Kit (UPK).
- Conducted training classes and initiatives for the application development department.
- Ensured that end-users accessed the application with the appropriate permissions.

#### 1999 - 2000

##### Network Administrator/System Support Engineer

SEAFOOD RESTAURANT, City, State

Worked within a dynamic, fast paced environment supporting multiple sites worldwide. Installed and configured Netware servers, desktop computers, desktop components and network printers. Conducted support and maintenance through debugging and testing for the purpose of remediation. Assigned security permissions according to corporate best practice standards. Liaised with users to analyze and design security enhancements.

EDUCATION

- Selected Achievements:
- Facilitated support for 3000 worldwide users.
  - Troubleshoot, diagnosed and corrected deficiencies with users TCP/IP connections.

- **Bachelor of Science – Business Education**  
Southern University  
City, State
- **Certified Novell Administrator, Netware 4.11**  
CTREC  
City, State
- **Certified Business Teacher (Life Certificate)**  
State

SKILLS

LANGUAGES

SQL, PeopleTools 1 & 2, Application Designer, Oracle Query

OPERATING SYSTEMS

Windows Vista, XP Professional, 2000, 98, 95 and 3.x; Novell Netware 4.11

BROWSERS

Mozilla, Firebox, Netscape, Internet Explorer

SOFTWARE

PeopleSoft Enterprise Management System 8, Methware IV, Crystal Report Writing 9, Mercury Vignette, Magic Service Desk, MS Office Suite, Microsoft Visio, Microsoft Project, Outlook, PC Anywhere, Go To Assist, TCP/IP protocols