

WORK HISTORY

Palmetto GBA (BCBSSC) Columbia, SC Venturi Partners 08/2003 - Present
Developing Excel-based tools to automate technical and administrative business progresses. Applications include budget tracking/forecasting, drug pricing tools, transaction uploading, work item tracking, leave tracking.

Bonsal-American, Inc. Charlotte, NC 07/2002 - 02/2003
Senior Programmer/Analyst – Developed custom Excel-based applications and business solutions for concrete mix manufacturing company. Dealt directly with users developing applications including payroll processing, customer service automation, sales forecasting, freight recovery, sales analysis, training, and general support in an AS/400 environment. Provided analysis of sales transactions and pricing structures. Also supported data conversion and system migration activities between the AS/400 and Axapta systems.

North Carolina Central University Durham, NC 01/1999 – 07/2002
System Accountant / Computing Consultant – Primary interface between the Financial Affairs end users and the IT Department. Generally known as the User Advocate. Nickname was “Data Cop”. Worked with end users to define processes and related procedures and translated them into IT requests.

Developed and validated accounting and financial transactions for the student billing, financial and human resources systems. Transactions covered tuition, fees, payments, purchases, credits refunds, budget, fixed assets, insurance, payroll and system migration data processes. Developed reconciliation processes and tools for validation of results and easy identification of problem items. Lead analyst for investigating and resolving discrepancies.

Also supported system implementations, data conversions, incorporating system changes/updates, developing and improving reporting models, resolving data integrity issues, account reconciliation, monitoring security access and addressing day-to-day issues. Developed custom queries and reports using Excel and Focus, an SQL-like query language on a VAX system.

Blue Cross Blue Shield of NC Chapel Hill/Durham, NC 04/1996 – 06/1999
Senior Operations Reporting Analyst – Working in the Quality Assurance & Management Information unit, overhauled the Benefits Administration reports and reporting systems. Restored confidence to operations reports. Developed operations scorecard tool. Developed the claims error database tracking system and provided analyses to improve claims accuracy. Developed a more efficient call center customer service reporting tool that saved supervisors 30 hours per month each. Developed supervisor reporting tools for the claims scanning system. Provided detailed analyses for the Federal Plan to more effectively apply resources to maximize their performance incentive bonuses. Developed custom queries using Crystal Reports on an Oracle database. Part-time consulting work from 01/1999 – 06/1999.

Budget Analyst – Provided budget preparation and analysis for Benefits Administration. Performed monthly budget reconciliation and discrepancy resolution. Developed innovative budget preparation, tracking and reporting software for Benefits Administration management.

Glaxo Wellcome RTP, NC The Registry 1995 - 1998
Overhauled Excel-based marketing forecast models, adding functionality and improving the user interface. Developed sales force marketing and pricing calculation tools for national sales reps.

BellSouth Morrisville, NC The Registry 1995 - 1996
Developed an Excel-based reporting system to analyze construction schedules and milestones. Identified key weaknesses for management action.

Nortel RTP, NC CHC/CDI 1995 - 1996
Improved the Excel-based telecommunications installation manpower forecasting tool model, reducing code by 70% and improving production performance by 60%. Developed an Excel-based telephone switch configuration / optimization tool. The improved tool reduced hardware costs by up to three million dollars in some scenarios.

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Bell Northern Research RTP, NC The Registry 1994 - 1995

Evaluated and documented telecom software architecture structure. Identified structural weaknesses including a previously undetected major adverse software linkage.

Applied Analytical, Inc. Wilmington, NC Tech Specialists 1994

Developed Excel-based FDA-compliant pharmaceutical analysis software.

Carolina Power & Light Raleigh / Southport, NC 1983 - 1993

Senior Nuclear Engineer – Designed and implemented modifications to nuclear power plant safety systems. Investigated historical technical and regulatory issues for plant systems, identified discrepancies and weaknesses and tracked them to resolution. Developed a manpower forecasting model credited with saving \$50,000 - \$100,000.

Special Projects – Evaluated Engineering Support Unit operations, and recommended and implemented improvements. Managed the plant design document database and computer system. Developed procedures, implemented operational improvements, and oversaw training efforts.

Senior Specialist Regulatory Compliance – Evaluated nuclear power plant operations for regulatory compliance. Investigated plant incidents and violations, interviewed plant personnel, developed reports for regulatory agencies and provided recommendations for improvements. Prepared presentations for senior management to give to regulatory agencies. Maintained the plant's regulatory commitment tracking system for four years, resulting in more efficient operations, reduced manpower requirements by 70% and no missed commitments during this period.

Sargent & Lundy Engineers Chicago, IL 1978 - 1983

Licensing Engineer – Compiled nuclear power plant documentation and reviewed it for Nuclear Regulatory Commission (NRC) compliance. Developed presentations for senior management. Coordinated responses to NRC inquiries and resolved issues between technical disciplines. Maintained Safety Analysis Report documentation.

Safeguards / Shielding Engineer – Evaluated nuclear power plant safety systems for compliance to NRC regulations and performance under simulated accident conditions. Analyzed time series data streams for individual components and systems. Developed computer models of nuclear power plant shielding configurations and evaluated them for different accident scenarios and for regulatory adequacy.

CONSULTING POSITIONS

The following positions were worked on a consulting / independent contractor basis. Some of these positions were worked concurrently with other positions. Agencies are listed where applicable.

Brainbench.com Internet Independent 2002 - 2003

Developed the MS Excel 2000 Interactive Exam for Brainbench.com, the largest internet skills testing service.

Blue Cross Blue Shield NC RTP, NC Independent 1999 - 2001

Enhanced Excel-based budget tracking and forecasting tools for department managers, addressing changes in compensation and the budget process.

F. B. Johnston Hillsborough, NC Independent 1999 - 2000

Revised equipment numbering software, converting it from Lotus to Excel, combining two programs into one and reducing production time from 10-15 minutes to 3-6 seconds. Developed a tool for the Quality Assurance Engineer to track and trend internal and external generated errors.

Miscellaneous Projects 1995 - 1998

Data conversion / migration (Lotus to Excel), power user computer training, staffing agency software development, management evaluation software development, form design, general computer consulting.

Island Computer Services / Double Scorpio Software 1985 - 1994

A side business where I developed, marketed and supported federal income tax software for personal computers (PC, Macintosh, Apple II). The customer base included users in all fifty states and seven foreign companies. Software was favorably reviewed in several major publications.

Computer Experience

Platforms / Operating Systems

PC, Macintosh, HP Workstation, AS/400, Data General, VAX, Mainframe, Oracle
DOS, Windows, Macintosh OS 9/10, UNIX, AOS/VS, Banyan, PathWorks, CICS

Analysis Tools

Excel, Focus, Crystal Reports, SQL, VBA, DataQuery, Lotus 123, Access

Other Software

Word, Powerpoint, Word Perfect, Groupwise, Outlook

Certifications / Awards / Recognition

- MS Excel Most Valuable Professional (MVP) – Brainbench.com
- MS Excel Master Power User – Brainbench.com
- MS Powerpoint Power User – Brainbench.com
- Developed the MS Excel 2000 Interactive Exam for Brainbench.com
- Award for spreadsheet wizardry in the 1992 International Software Developer Competition
- Finished 31st in a field of 86 in the 1993 International Software Developer Competition
- Authored a 12 part spreadsheet tutorial column for Softdisk magazine
- Who's Who in the Computer Industry, Who's Who International, Who's Who in the Macintosh Industry
- "The world's greatest AppleWorks spreadsheet wizard" - Softdisk magazine
- Two columns of personal quotes listed in MacUser magazine.

Education and Training

- Georgia Institute of Technology (Atlanta, GA), Bachelor of Nuclear Engineering
- Pfeiffer University (Charlotte, NC), Masters of Business Administration (one-third complete)
- Total Quality Management
- Root Cause Analysis
- Analytical Trouble Shooting
- ISO 9001