Senior Crystal Reports Developer – Cendien – Crystal Reports Experts

Crystal Reports Professional Services

Innovative Project Manager with 10 years success in leading the architectural design, development and implementation of large scale, multi-modular technical solutions to meet challenging business needs. Originative professional with exceptional follow-through abilities and detail orientation, able to plan and oversee multiple projects from conception to successful conclusions through expertise in: Program Development and Management Client Training and Management Product Development and Marketing Cross functional team leadership New Media Strategy and Architecture Test Case Analysis and Design

Crystal Reports Clients / Experience

Consulting Firm
Project Management Consultant,

Managing technical project(s) for a consulting firm in Boca Raton, Florida.Full cycle development from start to completion. Budget analysis and system design are included. Project scope analysis and QA allocation to ensure a quality deliverable.

Retail Client
Senior System Analyst

Currently provides systems support to the Online and Merchandising business divisions as well as key IS web projects in the U.S and CJI Coach Japan. Possesses a key understanding both the business and technical needs of these areas and to design and implement the appropriate technology solutions.Key responsibilities include gathering and documenting client needs and requirements; assessing and communicating the impact of technical limitations and/or capabilities; communicating status to both technical and business units; acting as technical system owner with on call responsibilities; planning, managing and implementing various systems enhancements supporting business with tasks that include developing functional and technical design, providing guidance to programmers, system testing, coordinating user testing, implementation support, and preparing of training/user manuals; managing the execution of system testing and support projects; and identifying opportunities for process improvement within the existing group.Current projects include the migration of the current Merchandise system to a new PLM system using PTC Windchill Solution written in Java, JSP. Participating in design and customization of PLM System, merging data between the current Merchandise system, Karat and SAP.

Financial Company
Project Manager / Web Application Developer

Oversee multiple projects for a nationwide network of established merchants; independent retail locations authorized payment centers. Managed migration of online tool from ASP to ASP.Net using the .Net Framework, with VB.Net and SQL Server for the database. Designed User and Technical specifications tailored to the needs of our Client and also our technical team. Designed and implemented test plan and created test scripts while training our QA department on the new features of the Multi User Web application. Created Stored procedures and Custom reports using SQL Server Reporting Services Tool. Allocated development resources for each module of the Multi User Web Application Project, Customization Project and Report Portal Project. Participated in development of each project using Ado.net, SQL Server, Vb.net and ASP.Net. Successfully completed each project while functioning as project manager and web application developer. Project Overview:Multi User Web Application:The previous site allowed one Agent to login to the system at each location. An agent could have multiple employees however they had to use the same id to login to take Transactions. Moved the Online Site from Single User to Multi User allowing each agent to have multiple logins for employees associated with their agent number. This gave the agent and the Company the opportunity to keep track of transactions, sales and also eliminate or minimize fraud. The project was written using the .Net Framework, with VB.Net and using SQL Server for the database. The Agent now has two levels of authentication. The first is Windows Authentication and the second is a database driven authentication user Id and password response.The Admin of each Agent now has the ability to customize their users and determine the rights available for each user. Since there are agents throughout the country the project also now allows the user to save transactions in loc! al time versus server time. The project also provided Reports for the Agents using the Reporting Services tool provided by SQL Server.Customization Project:This project allows customization of the Multi User Web Application based on the Agents login. Since several of the agents are chains or major corporations we have given them the ability to customize their site based on their Windows Authentication Login. Report Portal: The Report Portal is an extranet that uses Internet Technology allowing Suppliers, Vendors and Partners to login to the Portal and view Custom Reports. The User is allowed to drill down on specific reports based on their login information, print reports and set up alerts. This project was designed and implemented to give our Suppliers, Vendors and Partners access to specific information that may concern their organization. This allows them to view reports and make key business decisions based on specific data.

Retail Web E-Commerce Site
Contract - .Net Application / Web Developer

Dynamic, motivated individual who has solid development skills, is current with the latest Microsoft development technologies. Participated in the full lifecycle application development of world-class E-commerce systems. Played a key role in the design, development and deployment of an international E-commerce application. NET Tools (Visual Studio.NET) and Framework , ASP.NET, VB.NET ,XMLHTTP / SOAP / Web Services. Performed QA on several projects using WinRunner. Performed load testing also on the Personal Web Pages Project. Migrated the Personal Web Pages to

SQL Server, optimizing stored procedures and code to run more efficiently. Developed and implemented design for PromSpot age restriction change.

Major Retail Organization
Senior Programmer/Graphic Designer

Lead a team of 4 in successfully redesigning and enhancing e-commerce website to increase site's functionality/capability and improve customer satisfaction, utilizing ASP, VBScript and JavaScript running under both SQL Server and ORACLE RDBMS. Collaborate extensively with Marketing Teams to analyze business needs and develop new features. Designed and created graphics for national promotions, working directly with the marketing and sales division. Utilized Illustrator, Quark and Photoshop when creating layouts for national promotions and merchandise planning. Plan, monitor and manage all aspects of website design and development strategies, ensuring adherence to project scope and time-lines. Concurrently, accountable for full project development of web-based Task Management tool to establish enterprise-wide standardized project management procedures. Configure the financial and controlling modules for Bed Bath and Beyond using SAP R/3. Utilize Essbase and AS400, to share information for business performance management throughout the organization. Using Essbase and AS400 to provide the processing power, scalability, performance, manageability, and security needed for delivering information to a broad class of users accountable for corporate performance. Worked with the Lotus Group utilizing LMS to manage employees training progress on custom Lotus LCMS objects.

- Directed the design and integration of new sections, including Back To School, Holiday and Fine China.
- Spearheaded the redesign and enhancement of bridal section.
- Led the implementation of new checkout, coupon, internal shipping and product finder capability, resulting in increasing revenue and customer satisfaction
- Collaborated with marketing to implement new email campaigns to increase awareness of products and services.
- Utilized Crystal Reports and Oracle to provide Email Campaign, Internet Usage and Customer Relations reports for the Marketing and Sales departments.

Consulting Firm
Application Developer

Participated in application development for several key projects for web portal, telecommunications and the pharmaceutical industry.

Consulting Firm
Programmer

R&D Programmer assisted in analyzing and resolving escalated application issues. Core team member of Resolution Team accountable for troubleshooting and enhancing system and networks.

Crystal Reports Education / Certifications

6/1991 - 6/1994 U T, Knoxville, Tennessee Bachelor's Degree

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