



## Senior Crystal Reports Consultant

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CENDIEN CORP: **(214) 245-4580**

<http://www.cendien.com>

## Senior Crystal Reports Developer – Cendien – Crystal Reports Experts

### Crystal Reports Professional Services

Over 23 years experience in a variety of industries I am an innovative project leader with 17 years of experience in Enterprise-level implementation of Software Development Life-Cycle (SDLC), including business & process analysis, group metrics ITSM, change management, problem management, gap analysis (identifying risk points of manual processing), documentation of functional and business requirements, business cases, software review and selection, process re-engineering, process improvement studies, workflow documentation, project planning, Application Interfaces (API) between accounting and operations software, disaster recovery, implementation, training, deployment, support, report analysis and design

My experience providing technical and business process leadership necessary to develop company delivery systems and components, to design and build such systems, and for major technical projects including the design and implementation of client- server based, relational, and Internet applications. Strong analysis and design expertise in implementation of Operational Infrastructure, document & e-mail management, and Internet applications for global operations in diverse matrix companies. Willing to travel and relocate.

### Crystal Reports Technical Skills

Business Process Modeling (BPM), Data Modeling, Entity Relationship Diagrams (ERD), testing, requirements gathering, Windows 95/98/NT/2000/XT Development Environments, Organization Optimization, Data Analysis, Object-Oriented Analysis, Business Case Design, XML, UML, ERP, CRM, .NET Software Development Life-Cycle (SDLC), Microsoft Office Suite; System Management Server (SMS), Word, Excel, Access, Power Point; Visio Professional; Seagate Crystal Report v 7.0/8.0; Internet Explorer, Win Zip, Lotus Notes, ServicePlus v 5.1 (Service and Asset Mgmt), iMedRIS (Compliance & Grant Mgmt software), Blackbaud (Accounting Software), Acrobat Reader, Realty Generator (Internet Real Estate Management System), Client/Server, Intranet/Extranet/Internet, SQL, UNIX, Sybase, MS Access, Relational databases, iMedRIS (functional database), Kronos, MD People, SAS, HR Health, Cerner, Wizwig forms designer, Cold Fusion, ACD telephone Systems, Novel, AS400, Tandem, ADT- Payroll, Quicken, Quickbooks, CA Service Desk, Peoplesoft

### Crystal Reports Clients / Experience

#### Technology Client

#### IT Operations Consultant

- Business Analysis and Project Management of the Global Reporting Strategy for FDC, including implementation of global reporting software "Configuresoft", identified and designed analytical reporting metrics; Key Performance Indicators based on ITSM strategy.
- Data source identification of Service Desk and other ancillary systems, to data map current reports to correlate to the new reports.

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- Consulting with FDC management on defining organizational effectiveness, transitional change management working with cross functional team members globally. Working with management on defining effective metrics, reporting, and definition of roles to meet and exceeding measurements with in the ITSM. Definition and design of Global Reporting Strategy.
- Interpret technical writing from development teams to revise for global business units
- Developing Global Reporting training materials for cross functional business units on Ad hoc, developer, and programmer training.

### HealthCare Client

#### Implementation and Integration Manager / Consultant

- \$300,000 software implementation for Internal Review Board, Scientific Review Board, Contract and Grant Management, and Non-Profit Accounting and Finance.
- Worked with Business Process Modeling (BPM) tools, and developed group metrics for aligning strategic, annual, functional, and departmental objectives and as a management tool for system implementation
- Consulting and counseling management on innovative process/procedure management tactics to meet compliance requirements including compliance research and documentation on future and existing compliance requirements, SOX and HIPPA
- Provided the following: Business Operations Analysis, Gap Analysis, Business Cases, Functional Requirements, Project Management documents for Accounting/Finance, Internal Review Board, and Contract/Grant Management software implementation
- Conducted a Process Improvement Study and process modeling to ensure consistency and productivity.
- All phases of internal and external vendor contract negotiations in a matrix organization.
- Standardized and monitored the project using six sigma management methodologies. Ensure portfolio project data was accurate and available for review by leadership. Used negotiation skills to achieve project outcomes around issues, scope, schedule, costs/budget and resources.
- Managed the program funding/budget process with the Health Plan organization in coordination with KP IHR management.
- Designed the application interface between accounting and operational system to implementation according to the IHR and compliance requirements to meet SOX, Federal Grant Application, and HIPPA requirements.
- Designed and implement business process and improvement strategies to align best practices with regulatory and compliance governing bodies, while meeting the requirements of implementing a business intelligence system (BI) to create Scorecards and Dashboards for IHR.
- Lead departmental team leads on program and process methodology and executed it within the established organizational framework and mentor project team members.
- Software analysis and process design to implement two functional database solutions
- Computed and presented budget funding and resource priorities to boards
- Resolve technical issues in support of implementation plans and documented equipment requirements for new implementation.
- Interfaced with suppliers to provide delivery systems direction, products and services.

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- Database mapping to create data feeds
- REPORTING: Developed reporting through retrieving the database dictionaries and entity relationship diagrams (ERD) to identify data values for report requirements. Crystal Reports were the tools that I used to develop reports from the various different systems due to the diverse software platforms.
- Minimized risks of downtime or error through planning, automation, and disaster recovery.
- Initiated Program delivery through disciplined project management processes in close collaboration with business partners, program realization team members, software vendors and various KPIT entities
- Creates and executes technical implementation plans for installing and upgrading customer facing systems.
- Sustain strong ongoing relationships with client project sponsors and senior management during project. Exhibiting leadership ability to motivate, set achievable objectives, maintained a positive outlook, took responsibility to make decisions and provide constructive feedback.
- Designed an Enterprise Application Integration (EAI) to show integration between the KP IHR and other applications relevant to business needs.
- Development and maintained all project documentation, implementation, automated training manuals, standard operating procedures, system maintenance manual, and database administration manuals.

### Real Estate Client

#### Consultant, Business Strategy Solutions

- Consulting and counseling management on approaches to target high volume potential clients and foster their relationships to produce selling opportunities
- Provided the following: Root-cause analysis of Operational processes, research and trending information, performance based gauges, and system recommendations to generate identifiable improvement methods and tools to measure improvements
- All phases of contract negotiation for large real estate firms
- Guided and directed less experienced (non-technical) users on new software.
- Trained and managed implementation of new software across-functional teams on new software functionality for 13 different locations.

### Data Storing Client

#### VP of Administration

- Implemented and directed all phases of a multi-location software migration for a \$12 million service and asset program for Western Union/First Data Corporation
- Designed and implemented a new technical service department to manage client services for First Data Corporation/Western Union service programs.
- Managed budgets, staffing models, process and program design to drive efficiencies and increase productivity
- Devised new and innovative service strategies that gained world wide recognition in client relationship development through unique communication skills, client training, effective negotiation, out of the box problem solving, call evaluation and response

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- Innovator of employee motivational events, strategic hiring, and developing effective communication strategies within the work place environment
- Trained managers on management techniques: Legalities on hiring/termination, effective communication, organizational strategies, time management, change management processes, gap analysis, metric and measurement development, employee progression plans, team motivation, and successful meeting skills
- Designed and monitored all reporting for Service Level Agreements (SLA), ACD call center, gap analysis, group metrics and measurements used to evaluate all departments and progression
- Development of data maps for database transfers on a daily basis for continuity between all Western Union/ FDC Call Center organizations and accounting.
- Visited and trained Western Union/FDC organizations on new software, and process and procedures of new ASAP program.
- Created Training criteria's and manuals for three FDC divisions on hiring techniques, personnel development, departmental goals/mission statements, personnel and technical training manuals
- Designed all reporting/exception reporting structures in Crystal Report Writer for the Depot program provided to Western Union and Money Gram/Travelers Corp
- Defined group metrics to measure, monitor and report on Service Level Agreements, design quarterly and financial reporting and presentations for Executive Management of Western Union, First Data Corporation, and ClientData
- Led Risk Management initiative for safety procedures, training, and reporting for OSHA, EEO, ADA compliance, and management training on hiring, termination, and legal practices surrounding employment
- Provided root-cause analysis of Operational processes, research and trending information along with process changes, and system recommendations through gathering requirements and articulating business processes and Business Intelligence reporting for WU/FDC.
- Designed reporting for all departments including WU/FDC accounting, production, inventory rotations, operations and executive management.
- Designed all exception-handling processes and reporting
- Implementation of all operational, logistics, purchasing, and sales software programs to create infrastructure continuity
- Change management consulting from set up to implementation of all new and redefined process and procedures, and software implementation strategy
- Created extensive library of training, procedural and process manuals for new automation system, and executive presentations on Integrations of prepackaged software, Mapping of Import/Export programs, and software interface.
- Designed Logistics and Distribution Center for new equipment production facility for Western Union and Depot Facility for Money Gram/Travelers Corporation
- Negotiated, implemented and managed extensive benefit programs to create employee confidence and continuity for Health/Dental/LDD/ADD benefit plans, 401K and Cafeteria Plans
- Designed and Authored: Job Descriptions, Pay grade levels, training and HR Manuals

### Telecommunication Client V.P. of Administration

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- Developed and ensured that the company was migrated toward the newest technology offerings that would generate higher efficiency, enhanced reporting and tracking capabilities.
- Prepared and managed annual budget, staffing models, and programs to drive efficiencies and productivity.
- Developed and directed the management of Fulfillment, Operations, Accounting and Operational and Financial Administration.

### Telecommunication Client

#### Project Manager

- Managed due diligence team for sale of Network.
- Interfaced with sales/marketing, collections, and the M.I.S team to create reports for analysis to develop new credit/collection procedures and processing. Reduced workload by 30% and created continuity between sales and credit/collections by working with stake holders to identify and clarify needs by each department and solidify requirements that created continuity between departments
- Designed and developed long distance billing and cost analysis system that undetected areas of revenue loss
- Developed, implemented, and automated the operating tools for asset management and order processing for a calling card division.

### Government Client

#### Sr. Technical Support Rep

- Trained government entities on new versions of software and hardware
- Trained and Supervise new support representatives to attain \$1 million in revenue a month

### Crystal Reports Education / Certifications

- Internal Review Board (IRB) 101 and 102 Kaiser training
- Business Admin / Accounting
- Project Management
- Six Sigma Training
- Bullet Proof Manager, Communication Strategies, Conflict Resolution, Hiring/Termination, leadership and management strategies

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