



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

I have rapidly advanced my skill sets through numerous, successful, short-term contracts as well as permanent full-time employment and consulting opportunities. I have experience with successfully architecting SQL Server 2000 data and developing and/or updating complex reports with Crystal Reports v. 11 and MS Excel XP. Last year I was able to bring a first of its kind reporting application to market which encompassed 20 scientifically developed metrics for medical practices. I have successfully researched report requirements and effective ways of presenting metrics to varying audiences. I have engaged in team effort to build Lawson Business Intelligence dashboards. I have successfully instituted new, complete helpdesk system and participated on 2-man, fast paced, help desk team for small (150 client) company. I have built workstations, servers, and small (5-10 node) networks from scratch. I successfully built and/or administered 5 production servers including a printer server, an anti-virus server, a HEAT Auto Ticket Generator server, a HEAT Service and Support server, and a SQL Server 2000 server for HEAT back end. I have an industry standard certification as a HEAT System Administrator. I have completed 90% of training classes at New Horizons for the Microsoft Certified Database Administrator (MCDBA) certification. I have also designed several application icons and other artwork.

Crystal Reports Technical Skills

- Expert in Crystal Reports v. 9, 10, & 11
- Proficient in SQL Server 2000, 2005 data architecting using stored procedures, views, tables, and relationships using SQL Enterprise Manager and Query Analyzer.
- Expert in MS Excel including pivot tables, formulas, linking, data access, charting, presentation, controls, etc.
- Expert in Windows Server and Workstation operating systems
- Systems Administration with Windows 2000 Server and Windows Server 2003
- Certified HEAT systems administrator capable of administrating HEAT ATG, iHEAT, BPAM, ManCon, Service & Support, Self Service, and Asset Tracker
- Proficient in DOS batch programming including login scripts
- Very proficient in MS Office Suite
- Proficient at ETL using SQL Server 2000 DTS
- Experienced w/ application programming using VBA
- Advanced troubleshooting skills
- Experienced in help desk architecture design
- Able to build Windows servers, workstations, and small networks
- Expert in building and troubleshooting Servers, Laptops and PC hardware
- Expert in Ghost imaging
- Experienced with antivirus administration
- Varied experience/expertise with numerous other operating systems, software, hardware, and technologies including Linux, Mac, Lawson B.I., Remedy, Visual Studio .Net, imaging programs like Photoshop and The Gimp, antivirus software like MacAfee and ATG, CAT 5

Cendien Consulting

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terminating, firewalls, wireless, scanners, digital cameras, flat panel monitors, switches, hubs, routers, and PDA's

Crystal Reports Clients / Experience

Consulting Company

Data Architect

- Originally retained as a contractor, brought on permanently after only a month in a newly created exempt position due to superior performance
- Key player in company-wide upgrade of ERP package from Encoda to MS Dynamics Solomon
- Solomon system backup administrator and administrator-in-training
- Writing and/or modifying Crystal v. 10 reports
- Architecting data for financial and other reports using SQL Server 2005
- Data QA, analysis and testing

HealthCare Client

Crystal Reports Developer

- Engaged in Lawson Business Intelligence 9.0 development and roll out for National Office and national Market Based Organizations across the country
- Developing dashboards in LBI 9.0 (similar to Crystal Enterprise) to deliver Crystal Reports to users
- Writing and/or modifying Crystal v. 10 reports
- Modifying existing Remedy Help Desk System Crystal Reports using v. 10, which includes requirements gathering, status reports, design modifications, customer acceptance testing, 3rd party testing, client approval, extensive documentation, and implementation

University Client

Programmer Analyst

- Trained to be a web programmer including PHP, HTML, and JavaScript
- Wrote and/or modified Crystal v. 9 reports
- Exposed to many LAN/WAN technologies and skills including SAN, Fiber Optics, pulling and terminating CAT 5

Computer Support Client

Systems Consultant

- Part-time, on-call, independent computer systems consulting to a diverse, existing clientele of small businesses
- Issues range from remote administration to email server maintenance to wireless access point installation and OS configuration

HealthCare Industry

Business Intelligence Architect

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- Worked as part of a small team on a revolutionary new way of managing medical practices
- Quantified vital statistics for entire practices and individual doctors using 20 scientifically developed key performance indicators
- Increased doctor's and medical practice's understanding and awareness of their businesses several fold so they could make intelligent, informed business decisions for the future
- Designed and developed reports using Crystal Reports v. 11 and MS Excel XP to include VBA report behavior modifications, database connectivity, customized formula fields, extensive graphical charting, embedded sub reports and images, data set linking, ad hoc reporting, static and dynamic data sources, conditional field suppression, exporting reports to alternate formats, etc.
- Architected SQL Server 2000 data with Query Analyzer and Enterprise Manager to include ETL package design and testing using DTS, repetitive task automation through SQL scripting, creating and testing stored procedures, creating, testing and auditing scheduled jobs, creating, testing and modifying views, designing and populating data tables, and architecting data relationships
- Researched and architected impressive data presentation application using MS Excel to include design concerns, ODBC connectivity, complex macros using VBA, extensive pivot table usage, graphical data charting, conditional formatting, in-application formula validation, and more
- Developed functional Patient Statement report process using SQL Server 2000 and Crystal Reports v. 11 that laid the foundation for a .Net application to be wrapped around it
- Extensive application, procedural, and process documentation
- Laid groundwork for data warehousing through database maintenance including backup, restore, DTS package design, queries, and historical reporting.
- Minor exposure to Analysis Services and building cubes for use in reporting.

Various HealthCare Clients

Contract Systems Consultant

- Rebuilt wireless computer lab at Rosemont @ Shadow Mountain (HS internet, local group policy, firewalls, routers, Windows XP, antivirus, Ghost, backups, user accounts management)
- Team Lead for PC refresh and ERP software rollout projects at Memorial Hospital
- Team Lead for company-wide system upgrade (OS/2 Warp and Windows 2000 dual boot PC's) at Ford Motor Credit
- Inventory, network design, PC refresh and end-user support for CSBJ
- Assisted with PC refresh project for Wells Fargo
- Upgraded all Wal-Mart Pharmacy computers in Southern Colorado and Western Kansas

Religious Institution

Jr. Systems Administrator

- Managed and administrated 5 production Windows 2000 servers on the domain including the anti-virus server, the printer server, a SQL Server 2000 server, and 2 HEAT call ticket tracking servers

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- Using Crystal Reports v. 8, 8.5, & 9, effectively laid the groundwork for revamping the helpdesk, establishing metrics, introducing reporting capabilities and increasing user satisfaction several fold
- Developed strong, informative reports from scratch and published them to Crystal Enterprise.
- Some Crystal Enterprise administration.
- Set up PCAnywhere clients and hosts for remote users
- Administered SQL 2000 Server to include backup/restore, performance tuning, stored procedures, data integrity, table relationships, views, alerts and scripts
- Introduced, designed and administered complete HEAT call ticket tracking system which improved the operation of the help desk to include decreasing call resolution times several fold, increasing customer satisfaction several fold, and introducing knowledge sharing

Computer Support Client

Consolidated Service Desk Technician

- Answered, assigned and responded to inbound calls from Compassion International's local, regional, and international staff members
- Operating in a Windows 2000 WAN environment, tasked with being the first line of defense for all end user computer issues
- Logged, tracked, and maintained ownership of calls reported
- Used Active Directory to create, remove, and modify users; added group permissions, created email boxes on MS Exchange; solved 1st and 2nd level technical issues in a timely manner; set up new hardware with all related peripherals; installed desktop PC's; installed and migrated users to notebook PC's
- Used remote control capabilities of NetMeeting to remote into international workstations and servers for software/driver updates, security concerns, and patches

Crystal Reports Education / Certifications

Associates of Science Degree in Computer Science

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