Senior Crystal Reports Developer – Cendien – Crystal Reports Experts

Crystal Reports Professional Services

Eight years of experience with project management and business intelligence report development utilizing tools such as Microsoft Project and Crystal Reports/Enterprise/Server (up to and including v.11).

Project management opportunities have included all forms of IT development: "rehab" of existing applications, as well as new development. BI reports developed and written include standard ad hoc reports, on-demand and linked subreports, OLAP (cube) reporting, cross-tab, statistical analysis, charting, "publish-to-intranet," and scheduling of reports at the enterprise level.

Crystal Reports Technical Skills

Operating Systems	Programming Languages/Tools/ERP's	Databases
MS Windows XP Professional, Server 2003	Oracle SQL, PL/SQL, MS Office Professional through v.2003, MS Project through v.2003, (prior to acquisition by Business Objects) Crystal Reports v. 7.0 thru 8.5, (post-acquisition) Crystal Reports/Enterprise/Server v. 9.0 thru XI (11.0), ADO.NET and ASP.NET (as applied to Crystal)	Oracle 8 through 10g, MS SQL Server (2000 and 2005) and Access

Crystal Reports Clients / Experience

Resturant Client
Crystal Reports v. 10 Developer
Contract Deliverables included**:**
- Extract data, design, and implement tracking reports from client's Incident Tracking database, as well as MS Excel spreadsheets used to supply "missing," or "unavailable" in said DB
- Wrote a number of prototypes as customer didn't have a firm idea of what format was desired. These included cross-tab reports and "Top N's"
- Loading, and ensuring proper operation, of Crystal Reports v. 10 Developer Edition on client's machines

Manufacturing Client
Crystal Reports v. XI Developer
Contract Deliverables included:
- New report development, as well as modifications to "canned" reports included in a new implementation of an Epicor vertical-market (manufacturing) ERP system

- Reports developed and modified were in an ASP.NET format. As a result, typical Crystal Reports development modalities could not be accommodated.

Telecommunications Client
Crystal Reports v. 10 Developer, Crystal Enterprise Administration
Contract Deliverables included:
- Participation as the "resident Crystal expert" in an ongoing, growing data warehouse, ETL initiative. Crystal Reports v. 10 was the tool of choice for extracting meaningful data from database tables.
- Detailed metrics were required on a 24 x 7 x 365 basis, with reports scheduled and "ad hoc" for tracking of daily, weekly, and monthly data.
    - Totally rewriting existing reports to enhance performance and reliability, as well as facilitate the addition of new data
    - Ad hoc report development
    - New development in Crystal v. 10

Telecommunications Client
Crystal Enterprise v. 10 Administration, Microstrategy Administration, other duties surrounding administration of MS Server 2003 Enterprise OS
Contract Deliverables included:
- Crystal Enterprise v. 10 Administration on nine separate Production and Development servers
- Responsibilities included maintaining and supporting over 29,479 users and 31,547 object (~90% of which were reports)
    - Non-clustered environment. All instances had to be maintained separately
- Made recommendations to enable fail-over and load sharing between existing servers to enhance performance and reliability
- MicroStrategy support for three servers
- Various other duties surrounding Active Directory maintenance and additions and break/fix for other troublesome applications

Financial Client
Crystal Reports Developer
Contract Deliverables included:
- Developing 33 separate Crystal Reports (v. 10) based on Use Cases or reports descriptions ("wish lists") developed by the client
- Architecting and implementing a "user-friendly" structure for Crystal Enterprise v.10. Many of the reports I developed were for "online" usage, thus such things as parameters had to be easily accessible and obvious to novice users.
- Advised client on "best approaches" to solving challenges related to processes such as utilizing Oracle Views for access to security-sensitive database information
- Storing completed reports in PVCS for version control

Medical Software Client
Data Analyst
Contract Deliverables included:

- Data normalization for a new implementation of Microsoft Dynamics CRM 3.0
- Suggestions for optimizing data structure and schemas in MS SQL Server 2005 based on the unique needs of this small, rapidly growing 3-D Medical Imaging software company.
- Suggesting alternatives to the large number of manual processes that are rapidly becoming outmoded due to the company's growth. These included such things as identifying valid prospects, assigning consistent organization, licensing, and maintenance agreement numbering, and identifying database functions that could substitute for manual entry items.

Consulting Firm
Crystal Reports Developer, Crystal Enterprise Administration
Contract Deliverables included:

- Assessment of existing Crystal Reports/Enterprise v. 10.0 installation, including licensing issues
- Recommendations for stabilizing the application and report objects
- Developing a questionnaire for current users to determine such things as:
- Which reports are used on a regular basis and which can be retired
- Which reports are needed, but are currently non-functional
- Which reports users feel could benefit from enhancements
- Other duties included:
  - o Fixes for malfunctioning reports
  - o Performance enhancements
  - o Recommendations for the future based on functionality desired as the application goes into wider distribution
  - o Implementing and migrating data to a new copy of Crystal Enterprise v. 10 on the new hardware

Shipping Client
Customer Service Representative for Dell Computers
Achievements:

- Hired as a employee after successfully completing nearly three weeks of training and serving a 90-day probation period
- Although this was my first position in a Call Center environment, was promoted to Dedicated Account Representative for Dell Computers in Round Rock, Texas one month after completing training

Responsibilities:

- Dedicated rep for Dell Computer's 4-hour Logistics Support team
- Backing up "Universal" reps, when needed, on Domestic, Warehouse, and Freight shipment support

Consulting Firm
Crystal Reports Developer
Nature of work: "Conversion" of existing stored procedures into Oracle 8.0-compliant tables, then utilizing these tables in Crystal Reports 10.0 to develop robust, consistently-performing reports

- Utilizing stored procedures developed over the previous four months in an AMDOCS development effort, I was tasked with the responsibility of determining where necessary data was stored and developing Crystal Reports based on this information. Existing documentation was sparse and often inaccurate.
- With the aid of TOAD, discovered that table naming conventions and business rules were ignored in the interest of using custom-developed tables and associated fields. Data was stored based on datatypes, rather than utilizing standard naming conventions.
- Deadline for development and implementation was four weeks. The project was completed in three weeks – ahead of schedule.

Consulting Firm
Crystal Reports Developer, Crystal Enterprise Administration
Nature of work: Crystal Reports/Enterprise Premium v. 10.0 implementation on PeopleSoft/JDEdwards World ERP

- Planned, advised, and developed reports to facilitate financial reporting currently being done in MS Excel. Originally the project was simply implementation of Crystal Reports as a replacement for Excel. As time passed, the scope increased dramatically, with the adoption of Unity Solutions' jdeDirect product and the addition of Crystal Enterprise and new supporting hardware.

Consulting Firm
Crystal Reports Developer
Nature of work: Crystal Reports/Enterprise Professional v. 9.0 planning, development, and implementation

- Worked with an insurance company on new travel insurance software development
- Developed forms through Crystal that automatically populated fields such as order number, policy number(s), customer name, address, number of travelers, coverages, fellow travelers on same itinerary, etc., based on unique trip ID's
- Authored reports to determine eligibility for insurance coverage(s), restrictions on travelers, fee splits among various travel agencies, among others
- Wrote a cross-tab, "Top N" report that identified the client's major producers and best agency partners
- Introduced the concept of business rules dictating such things as expected performance and formats for future "standardized" reporting efforts
- Reorganized and optimized the reporting structure by doing such things as allowing grouping on the server, delivering HTML reports over the intranet page-by-page to conserve limited bandwidth
- Implemented Crystal Enterprise Professional and aided in training power users and "super" power users on administration and utilization of the scheduling and storage features of this particular version of CE.

Telecommunications Client
Software Engineer
Achievements:

- Rewrote entire project management approach document detailing formalization of the PM process, from initiation through closing phases of each project
- Numerous awards for excellence for going "above and beyond" in being of assistance to my co-workers
- Introduced Crystal Reports as the reporting tool of choice for my group. Achieved proficiency, for the most part, through self-training

Responsibilities:

- Project management, including time tracking and resource management through PeopleSoft Human Capital Management Module (Time & Labor and Workforce Planning), and, to a lesser extent, the PeopleSoft Project Portfolio Manager module.
- Running Crystal Reports against an Oracle 8 database for verification of such things as accuracy of time capture. This entailed writing numerous formulas and designing reports from scratch
- SQL script writing for updating of tables in the Oracle database

Crystal Reports Education / Certifications

- Bachelor of Business Administration, Baker University, Baldwin City, Kansas
- Master's Certificate in Project Management, George Washington University, Washington DC
- Certification: Brainbench Certified ("Expert" level) on Crystal Reports v. 9.0 (latest version of Crystal for which Brainbench offers a test

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