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http://www.cendien.com

Senior Crystal Reports Developer - Cendien - Crystal Reports Experts

Crystal Reports Professional Services

To provide departments with a combination of IT application support, training instruction for Desktop/Laptop systems, and data analysis for report generation. Examine and advise on technical compatibility solutions for software/hardware. Train and implement software rollout and upgrades strategies for PC-LAN based products.

Crystal Reports Clients / Experience

HealthCare Client

Physician Practice Technology Liaison

- Market Hospital applications to new Physician practices and clinics (Cerner and Siemens)
- Administrate Physician Report delivery system (Cypress) with >= 1,000,000 monthly
- Train Physician office Managers and staff on Medical Records applications
- Communicate daily work flow with a Service ticket/help desk system
- Assess application solutions for office configurations to interface with Medical Records clinical reports
- Evaluate Report delivery errors to adhere to HIPAA patient information standards
- Develop Crystal Reports data analysis over MS Access and Excel databases
- Attend weekly Change Management (Director level) meetings as the Departmental representative
- Training for Cerner Production (Citrix-based) roll-out of all clinical applications in August 2007
- Coordinate directly with Physician Practice Office Managers and staff for computer support
- Orchestrate self-controlled schedule and calendar appointments
- Pinpoint Firewall/Network configurations for remote system conflicts with Florida Hospital
- Possess knowledge of all Windows operating systems and Internet application configurations
- Install Windows/Web-based clinical applications (Java, Virtual Machine) for Medical Records access
- Modify Windows registry and Internet settings
- Load/setup Virtual Private Network for Physician's home use
- Dispense Hospital proprietary applications (SunPort, PACS)
- Issue public internet access for Physicians' PDAs and Handheld PCs
- Distribute Novell Activ-Card Tokens for Physicians' secure (Internet) electronic chart signing

Training Consultant

Desktop Application & Technical Training Instructor

- Implemented creative learning techniques
- Instructed Access Applications Development and A+ Certification track
- Developed analogies and real-world examples to enhance customers' application of subject matter to the workplace



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- Improved customers' problem-solving skills through Situational Computing thus reducing the number of Support Calls
- Implemented situational computing principles through 2-step process (Comprehension and Retention)
- Exhibited professionalism in all teaching situations by treating the classroom like a performance stage with the objective, "Never let the audience see behind the curtain."
- Supported class materials via the Instructor Support Line which is provided for every ExecuTrain customer
- Operated \$35,000 Computer class room labs and \$45,000 Computer laptop labs
- Established an average Student Evaluation score of 4.75 out of 5.00 which motivates a significant number of clients to specifically request classes that I am facilitating
- Wrote Training materials for several key classes where no corresponding manual was available for a custom class
- Taught and inspired approximately 2,000 clients to confidently implement computer skills learned in classes
- Presented Class from eight major Training Material Source Providers---ExecuTrain, Ziff-Davis, Element K, InfoSource, Wave Interactive Learning, MindWorks, FastPlanet, and IDG Books.
- Trained for various clients

Training Center

Desktop Application & Technical Training Instructor

- Teaching Situational Computing
- Invented a teaching method known as Situational Computing that introduces a concept for Comprehension, then re-introduces it so that customers can focus on retention on the 2nd pass
- Analyzed courseware structure and flow to predict class times for customized classes
- Evaluated courseware and manuals for future Source/Writer manual purchases
- Created Study guides and handouts that supplemented course training materials
- Organized scheduling and instructor prep routines that other instructors adopted into their skill sets
- Expanded instructor operations and procedures for software prep and installations
- Operated and maintained \$25,000 Computer class room labs
- Handled and set up \$40,000 mobile computer laptop lab for on-site training
- Taught and inspired approximately 1,300 customers to be progressive in their computer knowledge and skill growth
- Presented course materials on 14 major software packages
- Reorganized the Instructor Reference Library storage system and sign-out procedures
- Delivered and deployed mobile computer labs to client sites while reciprocating setup with site personnel.

Computer Company

Computer Salesman / Consultant

- Consulting, sales responsibilities, forms design, office renovation layout, office
- Manager type coordination, telephone customer service, desktop publishing, and system upgrades.



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- Position: Computer Services
- D2D Computer Services (Self-owned) Orlando, FL (3/98 8/98)
- Home personal computer consulting, computer sales and system installation, teaching
- Computer application software classes, customer support, desktop publishing, and web page design.

HealthCare Client

AS/400 Programmer

- CL Programming
- Technical Support
- Software Distribution Coordinator (Nightly Batch Job Stream)
- Merge new modifications and documentation
- Developed part of the Bank Reconciliation software
- Optical drive hospital forms design
- Application testing RPG/AS400 IBAX software, ImageView enhancements
- New modification testing patient admissions/registrations

Crystal Reports Education / Certifications

- ExecuTrain ICP Trained
- MOUS Master Certified
- B. S. Management Information Systems



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Crystal Reports – CENDIEN Hyperion Consulting and Staffing Services

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