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CAREER SUMMARY

Current/Recent Projects

- The Blood Connection, Greenville, SC - Office 2010 and SharePoint 2010 Implementation: Analysis, Training, and SharePoint consulting for 100+ user site upgrading from Office 2003 to 2010; Designing, deploying SharePoint 2010 solution that will integrate 15+ line-of-business applications using InfoPath and custom SharePoint development
- South Carolina Judicial Department - Jail Web-based Inquiry Application and Interface: Statewide web-based application for Prosecutors, written in ASP.NET and C#, .NET 3.8, that retrieves data for individuals currently and previously incarcerated; responsible for UI design, development, and analysis/development of NIEM-compliant XML schema
- SLED (South Carolina Law Enforcement Department) RAP Sheet Project - Law Enforcement Interface: In cooperation with NLETS and the FBI, created XSLT for translating NIEM-complaint XML data. Partnered with UNISYS for testing data flow with web services; law enforcement data was returned as a result of queries via NLETS switches and displayed to authorized end-users. Obtained an FBI security clearance
- Greenville, SC Probate Court - Web-based Marriage Licenses Application - ASP.NET, C#, .NET 3.8 web application developed for Greenville, South Carolina, a marriage license tracking system in ASP.NET 3.8 using the Entity Framework and Dynamic Data
- Spartan Technology Website - Webmaster for Spartan Technology Solutions, Inc.: Design, develop, and maintain company website using ASP.NET, VB.NET, and Flash. Developed a secure Support Ticket Entry application running on SQL Server
- Spartan Technology SharePoint 2007 Enterprise Portal - Site-Administrator: Responsibilities include overseeing project sites for all South Carolina Judicial Circuits. Create document libraries with custom metadata; managed security settings, users, and user groups.
- SC Department of Social Services (SCDSS) – Statewide implementation of the Spartan Legal Case Management System for DSS legal offices across South Carolina as well as the governance staff; authored requirements documents, design and specification documents, technical writing and end-user documentation; data mapping for CAPSS (Child and Adult Protective Services) interface

Past Projects - Highlights

- SharePoint 2003 Site-Administrator for PCSS (now CSDC) - Implemented sites for Sales, Marketing, Technical Support, Documentation, Product Development. Compiled an extensive RFP (Request for Proposals) Response library for Marketing
- Web-Based JEMS (Judicial Enforcement Management System) - Development team member for several iterations of the web-based JEMS application, one of which included the use of Web Parts; later iteration involved development in Ruby using Ruby on Rails
- Serviceable Document Tracking for Westmoreland, Pennsylvania - Responsible for quality assurance, change control, CSS development for ASP.NET web-based application used by Law Enforcement to track and deliver serviceable documents, such as warrants
- IVR Telephone System for City of Austin, Texas - Requirements gathering, design, configuration, deployment, and testing of an IVR system used by the City of Austin Municipal Court; managed translation to Spanish
- Web Inquiries - User Interface design and development of several ASP.NET web-based applications for government users to search for, view, and print court data
- Electronic Filing Application for the Eastern Caribbean - Partnered with Tybera to develop, test, and document an electronic filing solution

- SC State Case Management System for the SC Judicial Department - Analyst, technical writer, change control administrator for a State-wide software implementation managed by the South Carolina Judicial Department. Partnered with Bearing Point Project Managers for requirements gathering, scheduling tracking.
- Webmaster - Designed, developed and administered corporate websites for PCSS (now CSDC) and Smith Data Processing (now QS/1)

EXPERIENCE

Experience Summary

- 16 years Technical Support, End-User Training, Software Testing
- 15 years Technical Writing, On-Line Help Development
- 10 years Network Administration responsibilities
- 12 years Web Design, Website Administration
- 7 years Software Change Management / Configuration, General IT, network, database administration duties (SQL, DB2)
- 5 years Web Application Quality Assurance
- 5 years .NET Development, especially ASP.NET, web application design - especially App Themes, Master Pages, CSS
- 1 year XML schemas, XSLT, NIEM development

Positions Held

Spartan Technology Solutions, Inc. Spartanburg, SC 2007 - Present

Web Development and Design / Technical Consulting: Webmaster, SharePoint 2007 Site-Administrator, User-Interface and XML/XSLT Developer; Manage company website and SharePoint portal; perform business and system analysis for new projects; develop user interfaces for web-based applications; assist with conversions, data mapping and migrations; technical communications including requirements, project documents and on-line help

CSDC (formerly PCSS) Boiling Springs, SC 2001 - Present

Web Development and Design / Technical and Marketing Communications: Company webmaster and Change Management Administrator (Software Code Promotions); Implement SharePoint 2003 sites; ASP.NET development: Create application themes, master pages, graphics, CSS, skins for ASP.NET applications; used Telerik controls to enhance user-experience; created CSS, graphics, JavaScript; also user-interface design for Ruby web-based applications

Responsible for Sales and Marketing presentations authored in Flash and Captivate; authored RFP responses Generate multimedia presentations in Flash and PowerPoint, maintained company's status as IBM partner and Certified Solution provider for the State of Texas

Promoted code and database changes (DB2 and SQL Server) for SC State and Bahamas projects; developed configuration management plans; authored in-house standard operating procedure documents; developed statistical reporting, templates, and forms with Crystal Reports and Excel, analyzing cost, development time and resources used throughout project lifecycles

Created DTS packages to migrate codes from legacy systems

Developed installation packages, performed quality assurance activities, automated testing, wrote test scripts, tested multiple platforms including AS/400 DB2, Linux running Apache, Mono

QS/1 (formerly Smith Data Processing) Spartanburg, SC 1994 - 2001

Manager, Technical Communications and Webmaster: Managed Technical Communications department, which authored on-line help, 50+ end-user manuals, marketing materials, and corporate literature for the entire company; assistant Windows NT Administrator; instrumental in securing company's first SQL Server, Exchange, web hosting; designed and authored content for company website; coordinated user conferences; developed automated proposal system for Sales team; designed user interfaces and created graphics for new applications; provided training and support for end-users on a variety of applications

Springs Industries Lyman, SC 1993 - 1994

Claims Analyst: Developed and authored standard operating procedure for corporate claims management; performed extensive analysis and investigation of claims using Windows-based systems

Television Producer/Director

Columbia, SC and Spartanburg, SC

1991 - 1993

Educational and Commercial Television Producer and Director: Clients - Spartanburg Regional, WSPA-TV7, SCE&G, Northland Cable News; Wrote scripts, produced, directed, and edits medical videos, commercials, instruction videos

SCETV (PBS)

Columbia, SC

1988 - 1993

Senior Production Coordinator and Computer Graphics Designer: Designed computer graphics for PBS National Telethons and nationwide satellite educational courses; served as producer and director for local, state, and national television shows; coordinated personnel and engineering for political productions such as Firing Line; assisted with international educational exchange program with Russia, which required basic Russian language skills and writing text in Cyrillic

EDUCATION | ACCOMPLISHMENTS | TRAINING

- BA in English, Furman University, cum laude, supplemented with courses in graphic design and computer science; scholarships to five (5) universities; winner of South Carolina Association of Broadcasters award and scholarship, and a paid internship with South Carolina Educational Television / PBS
- Specialized training in the following: SharePoint 2007 by WinSmarts, Sahil Malik, Microsoft MVP; C#, Visual Basic, Dreamweaver, FrontPage, Windows NT Administration, RoboHelp
- Society of Technical Communications – Webmaster 2003-2004, Vice President 2002, Winner of Achievement Award in the area of Information Design

SKILL SET

SharePoint 2003, 2007, 2010 - Site Administration, Customize UI, Set up Workflows, Configure Security, Train and Support end-users; used SharePoint Designer to create custom pages and integrate line-of-business application into SharePoint

Development Environments: Visual Studio 2003 / 2008 / 2010, Eclipse - Ruby on Rails

Development Activities: Web forms development with ASP.NET and VB.NET, C#, AJAX, JavaScript; Web Part development, Lead UI designer - Master Pages, Themes, Skins, CSS

Website Development Environments - Microsoft Expression Web, Dreamweaver

Graphic Tools - Adobe Photoshop, Adobe Illustrator, Fireworks, Microsoft Blend

Multimedia - FLASH, Silverlight

Business Applications - Microsoft Office 2000, 2003, 2007, 2010 (Special expertise in Microsoft Word; train and support end-users; custom macros, VBA), Microsoft Project, Visio

Databases: SQL Server (NT to SQL Server 2008), DB2 running on AS/400

XML/XSLT Development - Altova XML Spy - XSLT, XPath, XQuery, UML

Report Tool: Crystal Reports

Network / Databases: SQL Server, SQL Databases and related tools (Management Studio / Enterprise Manager, Query Analyzer, Red-Gate SQL Compare, SSIS), AS/400, DB/2, IBM Navigator, various configuration management, installation, and change control tools

Other: IIS and application pools; Install Shield; experience with setup and administration of Development, Test, Accumulation, and Production Environments; manage DLL libraries, Subversion; Visual Source Safe