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CAREER OBJECTIVE

To provide Consulting/Support services in an IT environment using my problem-solving and interpretative skills to improve the productivity of a professional administrative organization.

GENERAL SKILLS

- 20 years experience in Data Processing & PC Support
- Computer systems solutions providing & general computer consulting
- Support for MS Office Suite; expert in Access 2.0/97/2000 & Word for Windows/WordBasic and Visual Basic for Applications (VBA)
- Highend applications in MS Access including use of Access Basic/VBA
- Automation of MS Office applications
- Prototyping MS SQL databases using MS Access
- MS SQL 6.5; Database design, queries, stored procedures; Crystal Reports
- Expert Microsoft Word documents & templates
- Good Basic MS Excel Skills
- Hardware/Software installations & upgrades
- Networking with Windows NT, Win95, MS LAN Manager & WFW 3.11
- HTML publications/MS FrontPage 98
- Instruction for groups or individuals
- Broad general skills with Specialist Certification
- Excellent Interpersonal skills
- Able to support remote locations

CAREER EXPERIENCE

Independent Consultant, from 1993.

Systems Analyst/Programmer for TLD Professional Services

- Systems Analyst: Create Specifications, user requirement discovery
- Microsoft Access 2000/97 development & maintenance, including RunTime distribution
- Crystal Reports v7.0 w/ODBC to SQL Server and Stored Procedures
- Visual InterDev - ASP Pages
- Application Documentation

Clients include London Drugs, Children's & Women's Hospital, RCMP, and Township of Langley

Web Administrator/Designer for Steveston Christian Church

The SCC Site (<http://www.steveston.org>) is a focal point for the communication of the church membership with some pages being quite static and others changing once or twice a week. The project also encourages all members to participate in the development of the site.

Systems Analyst/Programmer/Network Technician for Dynamic Datacorp People

- MS Access 2000, MS Access 97, MS Access 2.0
- MS SQL 6.5
- Network cabling & configurations
- Crystal Reports v5.0
- MS Windows NT 4.0
- Netware 4.11 Administration

Development Projects:

- Investment Tracking Database - This MS Access 2000 application tracks all members and their investments, creates automatic correspondence using Microsoft Outlook, determines all payouts to the members.
- Marine Diving Insurance Database - This MS Access 97 application maintains all data for an international insurance program as well as being an *Automation Controller* of Microsoft Word 97. The Automation relationship allows the data to be maintained in Access and have the entire user interface in Access, but all policy production is completed using Rich-Text documents from Microsoft Word.
The project included a complicated conversion process of existing, and sometimes flawed data. Users were highly involved as the development progressed. Training was individual and on-site.
- New Business Penetration/Loss Business Analysis System - This MS Access 97 application is used by the 100+ Business Producers for a national insurance company. MS Access Replication synchronizes data across five locations for consolidation to the company's Controller. Documentation is supplied through an online Microsoft Help File.
- Election Ballot Eligibility System - This MS Access 2.0 application, compiled for run-time with the ADT, controlled all aspects for Mail-In Voting of a provincial union. Mailing labels were produced with Bar-Coding for unique identification of the member. Eligibility flags were set by the user. A bar-code scanner was used to read the returned envelopes for extremely fast sorting of eligible and ineligible votes.
- Crystal Reports was used to create complex reports from Microsoft SQL ODBC Datasource, for two projects. These routines sometimes required the creation of SQL Stored Procedures to complete the requirements

Year 2000 PC Lifecycles Automation Reporting for Westcoast Energy Inc. (Jan-May 1999)

Each department required status reporting of the work being completed in their area. This Summary Reporting identified status items including hardware compliance, MS Access databases and Excel workbooks (both on individual workstations and file servers), software compliance, and user acknowledgement of techniques to be applied in the future.

Originally reporting was build up by hand using reporting from the Business Status database (an Access 97 database shared by a dozen people of so), but the process struggled with errors and was time consuming. Using Automation, we controlled the MS Word document production directly from routines in the Access database; this included all calculations, report details, and formatting. The Summary reports finished between 15 and 140 pages depending on the department involved.

Year 2000 MS Access Remediation for Westcoast Energy Inc. (Jul-Dec 1998)

The Year 2000 Project encompassed the entire company. I operated as part of the team responsible for the *PC Lifecycles* (remediation of all personal computers in the company, excluding servers). This team addressed hardware compliance, installed software, Microsoft Excel workbooks and Microsoft Access databases.

My responsibilities included:

- Determine tools for MS Access remediation
- Establish testing procedures
- Research known Y2K issues that could be published, for MS Access & MS Excel
- Assist users learn how to make their databases Y2K compliant
- Where users could not complete their work on their own, convert databases from Access 2.0 to Access 97, and remediate any found Year 2000 issues
- Using Microsoft FrontPage 98 we published on their Intranet all articles, white papers, techniques, & tools for use by the entire company.

Instructor on behalf of the Minoru Senior's Centre, 1997

- *Introduction to Computers* is a course especially designed for centre members who have limited or no experience with PCs. Primary objective is to introduce enough information to give the students the ability to determine the impact and benefits of owning and operating a computer in their own home environment. Also a number of students wanting help removing their *fear* of computers. The course was very well received.

Micro/Network Technician for the University College of the Fraser Valley (a multi-campus college), which is comprised of six Netware 4.1 servers and over two hundred client workstations; second contract for installation of 64 new Win95 machines, 1996/1997

- New system installation (WFW/Win95)
- office organization & productivity
- System optimization
- Hardware upgrades & general maintenance
- Application installation, including Netware Client, Groupwise, Perfect Office, MS Office
- Network cabling from office back to hubs
- General staff consulting & recommendations
- HP LaserJet productivity
- TCP/IP configurations

Network Technician for the Credit Union Central of BC, 1996

- Part of an emergency team recovering the user environment following the failure of a Netware 4.1 server

Census Commissioner in Richmond, for the 1996 National Census

- The Commissioner reports to the Area Manager, and is responsible for managing all Census Representatives dealing with the public, within the Commissioner's territory

NT Network Installation for the Burnaby Community Skills Centre

- Design and implementation of a MS Windows NT 3.51 network used by students and staff

Instructor on behalf of the Open Learning Agency

- Single and two-day on-site courses in Microsoft Access

Solution Provider for Small & Residential Offices

- Hewlett-Packard *Advanced Product VAR*
- System Upgrades
- New System Installs
- Custom *MS Access* Applications
- General Support for OS/2 v2.1
- Contact Management, primarily with *Maximizer*
- General Consulting
- LAN Recommendations
- Publications using *Adobe PageMaker*
- Creating Windows Help Files
- Visual Basic

Chairman of Electronic Communication Committee for a Federal Political Party

- Co-ordinate all ideas for Electronic communication, by computer or other electronic means
- Serve as System Analyst for national computer systems and reporting
- Participate in the interview/selection process for any technical computing personnel
- Assist various executives in determining their computing needs

and **Systems Analyst** for this Party

- Evaluation and support of their system needs, locally in their Head Office and distributed across the country
- Microsoft ACCESS Applications
 - ◆ Development and maintenance of the National Membership System
 - ◆ Development, maintenance, and management of Electronic Funds Transfer (EFT) Donations System

Accounts Representative for a Canadian Computer Memory Wholesaler, 1995

- Supporting current and new accounts by meeting and supplying the needs for the individual accounts (memory products include: variety of common SIMMs, Laser upgrades, Notebook upgrades, PCMCIA cards) -- this often required recommending appropriate memory for their needs

Elections Canada Operations Technician, 1993

- Management of data-entry operators and their schedules
- Co-ordinates and monitors the production operation of the voters list for the Returning Officer
- Administrate the Local-Area-Network
- Trains and Supervises the production centre personnel

12 Years data processing with a large forestry Corporate HO data centre, from 1981 through 1993.

Programmer Analyst

- HP3000 systems, using COBOL, IMAGE, KSAM, V/Plus on Corporate systems (purchasing, Employee systems)
- Support of two (2) Microsoft LAN Manager networks, approx. 60 people
- Office productivity support of PC products; MS Word, Excel, FreeLance Plus, DataEase, MS Access, MS Windows & WFW, Norton Desktop, Norton Backup

Operations Analyst

- HP3000 systems for Computer Operations support (Help Desk System, System Stats, Disaster Planning)
- Extensive work and support with HP LaserJets, since their introduction
- HP LaserJet integration between HP3000 & PC LANs
- PC Application support
- Creation of Disaster Plan for Data Centre(s) disaster (in DataEase)
- Data Entry system to support the B.C. Lions Society Timmy's Telethon (in Cobol)
- Member of the corporate head office move into new building, including redesign and implementation of new primary data centre

FORMAL TRAINING

- Microsoft Certified Product Specialist
 - Implementing and Supporting Windows NT Workstation 3.51
 - Implementing and Supporting Windows NT Server 3.51
- Netware Administrator (CNA 4.1)
- HP JetAdmin (Network Printing Mgmt)
- HP OpenView (Network Topology Mgmt)
- COBOL
- HP IMAGE/3000 (Database)
- Dale Carnegie - Effective Speaking and Human Relations

PUBLISHED ARTICLES

- INTERACT, The Magazine For Users Of HP Computers - January 1992
LaserJet Printers On The HP 3000
Spooled HP LaserJets should be high on the list of those who want quality printing from the HP 3000.
- INTERACT, The Magazine For Users Of HP Computers - April 1992
Special Features For Your Old LaserJet
The author describes a way to obtain scanned signatures and logos and also calls for improvements in ways to send requests directly to the printer.

PERSONAL STRENGTHS

- People Oriented
- Resourceful
- Technical
- Well Organized
- Self Teaching
- Analytical

PROFESSIONAL MEMBERSHIPS

- Vancouver MS Access Developers Association
- Past President of the British Columbia Regional Users Group (BCRUG), affiliated with INTEREX.
- Deacon of the Steveston Christian Church

REFERENCES - Available upon request.