

# JOHN SMITH

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## PROFESSIONAL PROFILE

Accomplished, versatile and results-driven professional with extensive background in system architecture, web design and software development, implementation and support. Proven success in strategic planning, implementing best practices and continuous systems support. Demonstrated skills in IT infrastructure, business transformation solutions and functional support. Recognized for strong attention to detail, take charge efforts and ability to multi-task. Strong time management, organizational and analytical skills. Creative problem solver, skilled at identifying issues and implementing successful and innovative solutions. Contributes unparalleled troubleshooting, resolution and technical skills. Adapt easily to new professional settings and adeptly acquire skills and knowledge toward supporting company goals. *Additional core competencies include:*

- Enterprise Architecture
- Systems Analysis and Integration
- Software Development Life Cycle
- Emerging Technologies
- Strategic and Tactical Planning
- Product Development
- Design Solutions
- Process Improvements
- Change Management
- Problem Resolution

## TECHNICAL SKILLS

- **Programming:** Java, C++, C#, XML, XSL, JWS, SQL, PL/SQL, MQ series
- **Applications:** Oracle 8i, 9i, 10i, 11i, 12i, OOAD, Microsoft SQL Server, Application Server
- Capable of full life cycle systems analysis and design
- Database development, monitoring and troubleshooting
- Web design, launch and management
- Software interface design
- Multi-tiered web application design

## PROFESSIONAL EXPERIENCE

IBM, Tulsa, OK

2005 – Present

*Server Architect (2010 – Present)*

Monitor system performance and address and network or server related issues. Carry out functional, system and technical design reviews, as well as code reviews. Recommend and implement streamlined processes.

- Analyze business architectural models that are currently being worked on within the department. Provide recommendations as needed. Ensure that solutions are in line with the principles from FEAF and DoDAF.
- Effectively communicate with stakeholders and regularly present current information to increase satisfaction.
- Review and audit the EA environment to monitor and maintain accurate data.
- Monitor and review existing documentation for the IT processes. Make recommendations as needed.
- Gather information through stakeholder interviews and surveys. Use the key findings to develop useful processes and software, in addition to resolving issues.

*Oracle Senior Software Analyst (2005 – 2010)*

Managed and closed Oracle sales opportunities with the assistance of the Sales Department. Ensured proficiency through the use of forecasting and account resources.

- Managed product positioning through web based presentations and effective communications.
- Increased customer pipeline by creating effective campaigns that targeted Oracle users and prospective accounts.
- Maintained knowledge of technologies, new and existing Oracle products and trends within the industry.
- Analyzed client requirements and architected Oracle based solutions on key findings.
- Managed all aspects of the sales process.
- Performed data modeling for OLTP and data warehousing applications.
- Created and maintained company databases, including production and quality assurance
- Implemented and maintained security policy, backup, recovery and DR sites.

- Composed scripts for system maintenance and monitoring.
- Handled performance tuning, database monitoring and database troubleshooting.
- IT Administrator responsible for Treasury Banking, accounts payable, accounts receivable, month end and year end script.
- Acted as Bank Vault software IT administrator.
- Replaced the customer account software to a more streamlined system.
- Designed and implemented a feedback system for users' problems and issues regarding the functionality of various interfaces.
- Coded web design interfaces using XML, XSL, Java and JWS.
- Provided intranet support for all employees, including troubleshooting and account set-up.
- Developed the Advantage@Work system.
- Provided customer support using Microsoft SQL Server and Oracle 9i, 10i, 11i and 12i.
- Developed new banking software interfaces.
- Developed the company's snapshot area, fundamentals area and broker screening area.

Orbitz Incorporated

2002 – 2005

*Web Developer*

Designed, launched and maintained corporate websites for high-profile web company clientele.

- Established standard operating procedures for implementing web projects from requirements definition through database architecture and production implementation.
- Maintained strong emphasis on user-centred design, usability standards and human factors testing.

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## EDUCATION & CREDENTIALS

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**PhD, Computational Intelligence** – Computer Science Department (Exp. 2015)

**Bachelor of Science, Business Management** – University of Phoenix (2002)

**Project Management Professional (PMP)** – Enterprising Application Integration/Data Warehousing (2010)

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## TRAINING

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**PL/SQL DBA** – IBM (Sept 2010)

**Oracle DBA** – IBM (May 2010)

**Six Sigma Green Belt** – IBM (February 2009)

**Oracle Peoplesoft Financials Software Admin.** – IBM (October 2006)

**Oracle JD Edwards Software Engineer** – IBM (October 2006)

**SAP Financials Software Admin.** – IBM (August 2006)

**Oracle Financials and HRMS Application Admin.** – IBM (January 2006)