

Dean K. Anderson

SUMMARY

Dean has been in the Information Technology field since 1986. He is proficient in Oracle Relational Database Management Systems (10g, 9i, 8i, 8, 7, 6) and client server tools including Developer 2000 (Forms 3.0 / 4.5 and Reports 2.5). Dean also has advanced level SQL, PL/SQL and SQL*PLUS programming skills, a working knowledge of Oracle Developer Suite 10 g (Forms 9i / 10g and Reports 9i / 10g), SQL*Net, SQL Loader, SQL Developer, TOAD, MySQL, PuTTY, WinSCP, UltraEdit-32, PFE, as well as, Windows and UNIX (AIX/HP/Solaris) platforms from an application development perspective. He is well versed in software application adaptation, planning, structured analysis, design and programming methodologies, data flow, and with modeling and management principles. Dean is adept in the testing, documentation, maintenance and troubleshooting requirements in development and production environments on both large scale, multi-platform, client/server distributed, and smaller scale stand alone systems. Dean is highly skilled in Oracle PL/SQL development, SQL data extraction, manipulation and loading, flat file manipulation using PL/SQL, reading fixed length and delimited source file formats to populate target database tables, data migration encompassing implementation of various data mappings for Extract, Transform and Load (ETL) projects. He is self motivated and directed, with keen attention to detail. Dean is able to prioritize and execute tasks in a high-pressure environment, has the ability to present ideas in user-friendly language, and skilled in building and maintaining client relationships. Dean demonstrates strong analytical, problem solving and decision-making skills when working in a non-supervised environment.

Industries: Consumer Product Development, Consulting, Information Technology, Internet / Web, Software, Healthcare, Banking/Finance, Education, Armed Services, Construction

Functional Areas: Systems Analysis, Business Analysis, Object Oriented Analysis/Design, Systems Analysis/Design, Business Process Reengineering, Resource Management, Strategic Planning, Facilitation, Negotiation, Planning and Control, Presentation, Technical Writing, Problem-Solving, Coaching/Mentoring, Team Building, Application Development, Testing, Production/Operation Support, Training, Customer Services, Marketing/Sales, Finance/Accounts

Methodologies: e-Development Framework, Client Server Framework, Client Server Development, Configuration Management, Multi-Tier Development, Object Oriented Analysis, Object Oriented Design, Object Oriented Programming, Productivity Management, Risk Management, ITL Standards, Full System Development Life Cycle

SKILLS PROFILE

Application Development Tools: MS Internet Explorer, Netscape Communicator, Oracle Developer Suite 10g, Oracle Developer 2000, Oracle Forms, Oracle Reports, SQL Loader, TOAD, SQL Developer, Visio, Dreamweaver, FireWorks, HomeSite (5.5/5.0/2.50), PaintShop Pro, PowerBuilder, COBOL, C Compiler, Java Development Kit, Putty, Ultra Edit-32, PFE, Text Pad, NoteTab, TopStyle Lite , WinSCP, Flash Maker Professional

Application Package: MS Outlook, MS Outlook Express, Pegasus Mail, GroupWise, Norton Utilities, Oracle Application Server, Lotus Notes

Databases / DB Tools: Oracle, MySQL, ODBC, SQL Developer, TOAD

- Desktop Tools:** Adobe Photoshop, Adobe Acrobat, PaintShop Pro, Lotus 1-2-3, MS Office Suite, Pagemaker, Corel WordPerfect Suite, Photo Shop, Visio, Wordperfect, Nero Premium, Roxi Easy CD Creator, Power Director, ProShow Gold, ULead Video Studio, Sonic Foundry Vegas 4. 0, CD Stomper, Cute PDF, WinRAR, WinZip, Printkey2000, MAGIC Self Service Help Desk, Service Ticket Systems, Norton's Anti-Virus, Norton's Internet Security, McAfee Anti Virus, Avast Anti-Virus, Porta Web Album, Belarc Advisor, MS Communicator, Jabber Messenger, MSN Messenger, Yahoo Messenger, ICQ, Realplayer, Windows Media Player, File Renamer, CCleaner, CleanUp!, Spybot-Search and Destroy, AVG Anti-Virus, AVG Anti-Spyware, XSpySoft, Ad-Adware, MS Windows AntiSpyware, Ewido Virus Scanner, Panda ActiveScan, Housecall Trend Micro's Virus Scan, Download Accelerator Plus, Limewire, BearShare , Password Corral , Norton Ghost, Flash Maker Professional, MindMap
- Hardware:** HP, Compaq, Dell, IBM PC and Compatibles, MacIntosh PC, Sun Microsystems, Vax mini computers, Mainframe
- Methodologies / Techniques:** e-Development Framework, Client Server Framework, Client Server Development, Configuration Management, Multi-Tier Development, Object Oriented Analysis, Object Oriented Design, Object Oriented Programming, Productivity Management, Risk Management, ITL Standards, Full System Development Life Cycle
- Network Software / Communications:** TCP/IP,SSL,HTTP,HTTPS,FTP,SMTP, Internet, Intranet, ODBC, Novell, Netware, CISCO VPN
- Operating Systems:** MS Dos, MS Windows (all Versions from 3.1 - Vista), Sun Solaris, UNIX (AIX/HP), X-Windows (Exceed)
- Programming Languages:** PL/SQL, SQL, SQL*Plus, UNIX Programming, HTML, JavaScript, CSS, PHP, C, COBOL, PowerBuilder 5, PASCAL, FORTRAN, BASIC
- Testing Tools:** Manual Test Scripts, DMS (Document Management System), DIMS (Development Issues Management System), JAM (Job Activation Module), TIDAL Enterprise Scheduler
- Utilities / Command Languages:** Debugger, FTP, SFTP, Core FTP, PUTTY, Telnet, TinyTerm Plus, WinSCP, Cisco VPN, TIDAL Enterprise Scheduler, Unix shell scripting,Sed,Awk,MS office
- Other:** CSV, Data Management, Project Management, Production/ Client Support/ Management, DBS (monitoring, security), PC build and troubleshooting, Website Development, Computer Training, ORACLE SQL / PL/SQL Training

PROFESSIONAL EXPERIENCE

- KEANE, INC.** **07/06 - Present**
- LARGE US HMO** **04/08 – Present**
- HEALTH INSURANCE**
- Senior QA Test Analyst / Senior Oracle Developer / Senior Oracle Production Support Analyst*

This engagement is a maintenance/development/testing project supporting distributed applications for a Health Management Organization that is both a “not for profit” and a “for profit” business. Since 1979, this organization has been committed to providing a higher standard of health care coverage and to improving the quality of care for every member. The company offers health plans local to Massachusetts but has a national reputation for excellence (currently ranked #2 for US health plan providers).

The Keane engagement consists of 40 resources in Halifax; three in Vermont and less than 20 on-site in Boston.

The majority of the resources in Halifax are working on the business's TAHPMaster application (2.6 million lines of code). The environment is an HP3000 midrange computer running MPE/iX 7.5. The applications being run are COBOL, COBOL VPLUS, ORACLE, Cognos Powerhouse and HP JCL. The TAHPmaster system is the fundamental back bone for THP and is critical to the running of their business. If the system is not up and running THP employees are not able to function. Every weekend the checkrun produces over \$30 million in checks based on this code... that we have responsibility for. There is currently a project under way to convert the code from HP3000 to HP9000

There are four distinct parts of the Halifax development team:

- The “Release” which is a monthly defined amount of enhancement work.
- The Quick Response Team, “QRT” which is responsible for the quick hits (under 40 hrs) and Production Support (24x7).
- The “Projects” which are larger development projects
- And “Special Projects” these are typically not “TAHPMaster development” work such as DBA, Oracle, port, and testing.

The team philosophy is that a team member should only have one team lead that they report to directly. A team member may be involved in a number of the activities listed above at any time but one team lead will be aware of their assignments and support the team member as required. There is one Project Manager for all resources in Halifax who acts as an escalation point for all internal and external issues. In addition, the PM supports the team leads and team members to insure that everyone is having as much fun as

- An integral part of the Oracle Testing, Oracle Development and Production Support teams, serving as a subject matter expert to provide client-focused, high quality testing of Oracle database changes, data file extractions, analysis and support of the engagement's Information Warehouse (an ORACLE 10g Data Warehouse) which supports a variety of business requirements networked among numerous distributed database applications.
- Working with the business sponsors and customers to finalize project scope.
- Liaising with Project Managers/Leads to ensure conformance to quality and testing requirements; identifying activities that will be conducted in the project to assure quality in line with the department's standards.
- Reviewing technical approach and design documents to validate conformance with business need.
- Deriving Test Strategy and Test conditions for projects.
- Developing integrated test plans and test cases based on use cases identified among technical requirements and design specifications.
- Executing the appropriate Quality Assurance testing and QC reviews for major project deliverables.
- Logging issues identified during testing in a Development Issues Management System (DIMS) and following up on corrective actions.
- Identifying requirements, review requirements, estimate effort and recommend technical solutions.
- Designing, developing, and integration testing of Oracle 10g data extract files using Oracle external tables as a convenient, seamless way to move data in and out of the database, integrating SQL*Loader and Data Pump functionality with the power, script ability and ease of SQL statements to validate extract file data for both validity and discrepancies against the engagement's Information Warehouse tables.
- Designing, developing, and testing of PL/SQL code to load data from external tables.
- Developing/modifying various test scripts that are utilized by the different projects.
- Producing, publishing and maintaining documentation.
- Participating in peer code design reviews.
- Analyze existing processes, transactions, and data models to troubleshoot and resolve reported issues and

problems.

- Design, development, and delivery of data warehousing solutions.
- Mentoring and providing ORACLE Fundamentals, SQL, Quality Assurance training sessions to team resources.

Environment: Windows XP Pro, UNIX (HP9000), Oracle, ODBC, Toad, SQL, PL/SQL, SQL*Plus, IP, Internet, Ultra Edit-32, Reflections, Lotus Notes, Putty, SFTP, WinSCP, Kadet Ticket Systems, Document Management System (DMS), Development Issues Management System (DIMS), TIDAL Enterprise Scheduler, JAM (Job Activation Module)

GLOBAL FINANCIAL SERVICES PROVIDER

07/06 – 04/08

AUTOMOTIVE

Senior Oracle Production Support Analyst

This engagement is a maintenance/development project supporting distributed applications for an automotive financing business. This organization utilizes near-shore resources as a strategic source of labor for application outsourcing. The applications support the organization's North American operations, and have interfaces to other distributed applications as well as a number of critical mainframe applications. Activities include performing modifications to resolve unplanned production abends (some applications have 24x7 support needs), providing research and analysis to address user requests, and implementing functional enhancements to the supported systems.

Provide Production support IT services for the Global Financial Services Provider Information Warehouse. The database ware house resides on a central HP-UX (Hewlett-Packard UNIX) server with an Oracle 9i Relation database.

- An integral part of the Sustain Production Support team, serving as a subject matter expert to provide client-focused, high quality analysis and support of the engagement's Information Warehouse (an ORACLE Data Warehouse) which supports a variety of business requirements networked among numerous distributed database applications.
- Coordinate, initiate and test deployments for System Change Requests.
- Act as the primary contact for System Change Requests and resolution of issues.
- Provide daily report of all activities for assigned End User Requests and details of any problems encountered and the resolution thereof.
- Provide input in global team Status Meeting to update Manager and Team Members of the work activities and any issues arising.
- Act as On Call Primary Pager Support on a Weekly rotation basis 24/7
- Identify and document requirements, review requirements, estimate effort and recommend technical solutions
- Designing, developing, and testing of PL/SQL code to resolve reported data issues
- Producing, publishing and maintaining documentation
- Participating in peer code design reviews
- Analyze existing processes, transactions, and data models to troubleshoot and resolve reported issues and problems
- Design, development, and delivery of data warehousing solutions
- Mentoring and providing training to team resources
- Providing ongoing support of existing data warehouse modules with an emphasis of providing excellent client service
- Monitoring Batch Cycle runs to ensure Information Warehouse data maintains high availability and accuracy for all users worldwide.

Environment: Windows XP Pro, UNIX (HP), Oracle, ODBC, Toad, SQL, PL/SQL, SQL*Plus, Visio, IP, Internet, Ultra Edit-32, Putty, SFTP, WinSCP, CiscoVPN, GMACFS Secure Access SSL VPN, Jabber, MS Communicator, Kadet Ticket Systems, EDS Service Center Ticket System

CAPITAL DISTRICT HEALTH AUTHORITY

07/98 - 01/06

SOFTWARE DEVELOPMENT

Senior Systems Analyst - Team Lead

Reengineered a complex, mission-critical health care software system (Oncology Patient Information System - OPIS), at a health care facility within the largest integrated academic health district in Atlantic Canada, from an Oracle Forms v3.0 application to an Oracle Forms v4.5 application. Outcome enabled less costly, more efficient maintenance options while offering the oncology services department greater scalability benefits to support direct patient care and disease registry perspectives. The OPIS system is an application resides on an AIX UNIX server with an Oracle 8.0 Relation database, and is accessed via TinyTerm Plus client software.

- Provided day-to-day operational support of OPIS for the Oncology Services Department.
- Conducted feasibility studies, systems analysis, programming, testing, implementation and training.
- Worked with the business sponsors and customers to finalize project scope.
- Lead a team of business analysts for the Business Systems analysis phase.
- Derived functional requirements and specification using use case methodology.
- Conducted walkthrough sessions with the business and technical teams for business artifacts.
- Reviewed technical approach and design documents to validate conformance with business need.
- Derived Test Strategy and Test conditions for various projects.
- Prepared test cases based on the identified use cases.
- Performed Quality Assurance testing and QC reviews for major project deliverables.
- Managed knowledge transfer sessions for the Transition phase. Knowledge transfer to Baseline support teams and Organizational change management teams.
- Managed project scope change controls.
- Resolved user issues, maintained internal and external relationships with business community.
- Worked closely with managers and external clients - gathered business requirements, provided advice, guidance, operational and project services.
- Formulated procedures; ensured quality, programming and project management standards were met.
- Prioritized initiation requests; ensured projects were delivered on time, budget and to user satisfaction.
- Resolved user issues, maintained internal and external relationships with business community.
- Provided direction and leadership to the IT team of programmer analysts, systems analysts and technical specialists; including scheduling, assignment, review/monitoring work, recruitment and performance evaluation.
- Tracked, monitored and communicated progress against project plans.
- Legacy data integration.
- Bug fixing, development and production testing, code analysis, data extracts, data imports

Environment: Oracle Developer 2000 Motif, AIX Unix, Exceed, FTP, Putty, Toad, SQL, SQL*Plus, Internet, GroupWise, Novell, HTML, Source Code Control Systems, MAGIC Self Service Help Desk

DEAN'S CONSULTING SERVICES

06/04 - Present

CONSULTING SERVICES

IT Consultant

Self Employed, offering IT solutions to small businesses and home owners. Primarily performing computer repairs, troubleshooting, upgrades, maintenance, network setup, sales, training, and website development to clients locally, and abroad.

- Website design, hosting and maintenance for clients locally, nationally, and internationally.

- Enabled companies to market products and services, to gain a competitive edge, and increase business profit margins to acquire new clients.
- Provided customized computer based training and mathematics tutoring services on Campus at Dalhousie University at Nova Scotia Community College and thought private sessions.
- Provided computer service repairs and upgrades.
- Delivered concept training courses on site at ctc Train Canada for students from provincial government departments:
 - Oracle 10g Fundamentals
 - Oracle Developer 10g: PL/SQL Functions, Procedures and Packages
 - Oracle Developer: Introduction to Oracle Forms 10g
 - Introduction to Oracle 9i PL/SQL

Environment: HTML, PHP, MySQL, Windows, FTP, Dreamweaver, Oracle, ODBC, Toad, SQL Plus, IP, Internet, ProShow Gold, Ulead Video Studio, Pegasus, MS Internet Explorer, MS Office, Nero, Rixio Easy CD Creator, Oracle Developer 10g (Forms & Reports)

SOFTWARE KINETICS

10/92 - 05/98

SOFTWARE DEVELOPMENT

Oracle Software Specialist

Provided application development services in a Full Systems Life Cycle environment for a variety of Oracle, and PowerBuilder projects.

- Evaluated, designed, developed, tested and integrated technologies chosen for a variety of projects.
- Conducted feasibility studies, systems analysis, programming, testing, implementation and training.
- Worked with the business sponsors and customers to finalize project scope.
- Derived functional requirements and specification using use case methodology.
- Reviewed technical approach and design documents to validate conformance with business need.
- Derived Test Strategy and Test conditions for various projects.
- Prepared test cases based on the identified use cases.
- Performed Quality Assurance testing and QC reviews for major project deliverables.
- Evaluated, designed, coded, tested and implemented a customized DBA Manager Application to automate many of the database administration duties performed within a client's Oracle environment.
- Provided application support, training of packaged software, and the installation of various software programs.
- Created and updated SQL, PL/SQL, and SQL*Plus scripts.
- Enabled companies to market products and services, to gain a competitive edge, to increase business profit margins and to acquire new clients.

Environment: Oracle Developer 2000 (Forms 3.0 - 4.5 & Reports 1.0 - 2.5) , HTML, FTP, Oracle, ODBC, SQL, PL/SQL, SQL*Plus, IP, Internet, WIndows, Machintosh, PowerBuilder 5.0

ENVIRONMENT CANADA, CANADIAN PARKS SERVICE

05/92 - 10/92

SOFTWARE DEVELOPMENT

Programmer Analyst

Functioned as a programmer / analyst in designing and implementing extensive enhancements to an Oracle application - an Automated Work Planning Information System (WPIS), and a PCSA LAN Manager Information System interface. These applications were a Multi-Tier Client / Server implementation utilizing Oracle database 7.0 engines, and "C" programming language. These applications operated on a Windows 95/98 system.

- Coded applications as required.
- Provided management with tools to optimize analysis of business information to provide an edge on making sound decisions.

Environment: PL-SQL, SQL*Plus, Oracle, C, Windows 3.1

CENTRAL GUARANTY TRUST COMPANY**02/90 - 08/91****SOFTWARE DEVELOPMENT*****Senior Programmer***

Member of the RIFF & AGENT Information Systems team responsible for designing and implementing extensive enhancements to the COBOL applications - Registered Retirement Income Fund System and an Agent Commission System.

- Analyzed user requirements and operational procedures.
- Documented changes to various modules.
- Wrote program specifications and steps to address concerns.
- Modified existing programs.
- Developed, tested and installed new programs.
- Coded applications as required.
- Provided management with tools to optimize analysis of business information and to provide an edge on making sound decisions.

Environment: IBM Mainframe, COBOL

NIDAK ASSOCIATES INC.**09/88 - 11/89****CONSULTING SERVICES*****Custom Software and Business Systems Consultant***

Designed, coded, integration testing, implementation, documentation, user support, training and technical writing for a variety of financial applications for major clients. Programming in the Windows Architecture using "C" and DB IV.

- Coded an Ontario Home Ownership Savings Plan (OHOSP) application for a major Canadian Bank.
- Coded a Corporate Customer Information System (CIF) application for a major Canadian Bank.
- Coded a Lump-Sum Payment System for a major Canadian Bank.
- Designed a Financial Software package for processing Canadian Forces Reserve Pay Accounts.
- Coded applications as required.
- Provided clients with tools to optimize analysis of business information and to provide an edge on making sound decisions.

Environment: C, Windows 3.1/95, DB IV.

EDUCATION

BACHELOR OF COMPUTER SCIENCE Mathematics & Computer Science Saint Mary's University Halifax Nova Scotia, Canada	BACHELOR OF EDUCATION Mathematics Dalhousie University Halifax, Nova Scotia, Canada
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CERTIFICATIONS / LICENSES**NS Teacher's Certificate**

TC5

08/95

PUBLICATIONS / PRESENTATIONS / INDUSTRY AWARDS

Certificate in Leadership Development

Saint Mary's University

11/03

- Managing Workplace Conflict – November 2003
- Leadership Development Workshop – October 2003

Certificate in Business Communication

Saint Mary's University

11/02

- Interpersonal Communication Skills - November 2002
- Business Writing Skills – October 2002
- Writing and Editing Professional Materials – October 2002

GOVERNMENT SECURITY CLEARANCE

NATO Confidential/DND (C), 98 - present

NATO Top Secret/DND (TS), 87 - 95

NATO Secret/DND (S), 95 - 98

NATO Secret/Civilian D.S. (S), 92 - 98

NATO Secret/DND (S), 81 - 87