

controls, DHS Directive 7 infrastructure integrity, SDLC documentation, QA white box and black box testing

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Western Union Payment Services San Francisco, Ca 2001-2008
Systems Architect

Focus Mortgage payment systems, call center applications.
Principle technologies VB6, VBA in MS Office apps (Office 2000, 2003), ADO/ODBC SQL Server 2000/2005, Oracle 8i & 9i, TN3270, EDI, Java, ETL
Specialties: System design & implementation, database design & normalization, report design & implementation

- Converted legacy call-center support applications from Access to VB6 front-end with interface to SQL Server hosted call-center db. Retained basic look-and-feel of original Access forms to minimize user retraining; queries were migrated from Access to VB and were presented to SQL Server via ADO (ActiveX Data Objects)
This activity required documenting the existing system, identifying "improvement opportunities" and producing a valid ERD (Entity Relationship Diagram) for the SQL db. Work product included analysis of current system, identifying potential weaknesses and audit triggers (noncompliance with corporate data standards such as lack of sufficient audit trails.) Roles: systems analyst, developer.
- Utilized VB6 to create front-end interface for multiple projects, including "Just In Time" mortgage payment system (JIT), including EDI data to database conversion. This system originally utilized Access as the back-end database; I later converted this to Oracle 8i, converting queries stored in the Access db to the equivalent queries in Oracle; these new queries were embedded in the VB6 front-end. Data migration was via a VB interface, to ensure data fidelity.
Roles: data analyst, developer, development team lead.
- Utilized VB6 to create a "virtual operator" for interfacing to IBM mainframe for purposes of "backing out" failed mortgage payments made with JIT (created TN3270 interface to IBM mainframe system.)
Roles: communications-system analyst, developer.
- Utilized VB6 to create a "reporting engine" for the JIT system, based upon the "Active Reports" ActiveX designer/controls. Some reports were created directly as Excel workbooks.
Roles: data analyst, developer.
- Created Excel/VBA reporting tools for call center monitoring system (SQL Server based); assisted with conversion of this system from SQL Server 2000 to 2005.
Roles: data analyst, developer.
- Designed/maintained/extended Access hosted A/R reporting system, with extensive interfaces from Excel for data extraction and reporting. I was in the process of redesigning this system to utilize SQL Server and "dot Net" technology when the Paymap division was closed.
Analysis of this system redesign included assessing weaknesses of current application and identification of costs associated with change-over, costs associated with not changing, impact on users, data migration strategies, virtualization impact on response times, "instance costs" (additional licensing costs for adding either an SQL Server or Oracle instance to the corporate infrastructure,) time estimates for conversion, parallel testing efforts and costs, QA requirements, LOE for ad hoc reporting of Access vs SQL Server, migration to tiered architecture, identification of go/no go scenarios. Roles: Systems analyst, developer, DBA/designer.

Standards and compliance As of passage of the Sarbanes-Oxley act, all of the above mentioned systems were audited and enhanced to provide reporting infrastructure sufficient to ensure compliance with section 404 of the act.
Internal standards for coding and documentation included user training materials, documentation of SDLC, QA testing results (generally "black box"); documentation generally includes system

data flow, database structure(s), internal (code) documentation including naming conventions, high-level system overview. All documentation and code entities were archived in Tortoise CVS for version control

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Contact: Phillip Ford via Linked In: <http://www.linkedin.com/pub/phillip-ford/9/1b7/738>

Robert Half International San Francisco, Ca 1999-2001
Contractor

Staffed with Western Union/Paymap; hired after less than two years. (See Western Union, above)

Additional employment history available on request

Education:

B.S., Management Information Systems

University of Phoenix
Walnut Creek, CA

Extensive Coursework in Computer Science (200+ units)
1972-1977

California Polytechnic State University
San Luis Obispo, California