

**PROFILE** Fifteen years of Business Analysis, Project Leadership, Web Development, Design, Graphics, and Multimedia • Consistent track record of delivering projects on time and within budget • Adept to communicating with both technical and business groups • Self-motivated analytical thinker with strong interpersonal, written and verbal communication skills • Exceptional leadership in taking projects from concept to completion • Creative and innovative designer, thinks outside the box.

**CORE COMPETENCIES** **Project Planning • Deadline Driven**  
Project Manager and developer for the Latin America Satisfaction and Time to Repair Survey. This application improved Customer service, increased efficiency of service centers, and reduced costs.

**Detail Oriented • Meticulous Contributor.**  
Wrote function design, support requirements, security requirements, site metrics/reporting requirements, test strategy, interactive model, systems context diagrams, architecture model, macro design, logical data model, deployment plan, physical data model, component model and help requirements documentation.

**Team Player • Cross-Functional Collaborator.** Liaison between webmasters, developers, internal and business customers to ensure cross-functional success of projects.

**Architect • Modeling for Design and Development.** Using J2EE design patterns and SunTone Architecture Methodology to design applications for DaimlerChrysler DealerCONNECT. Sequence, Class and Use Case diagrams using Rational Rose gave developers a roadmap for successful completion of project requirements.

**Quality and Assurance • Improving Project and Product Quality.** Wrote test scripts and used test tools to complete load, regression, network, acceptance, backend failure, and memory leakage tests meeting DaimlerChrysler DealerCONNECT application standards.

**Leadership • Managing the Time Line.** Took the initiative to develop matrix that tracked development, test, and production server downtimes. These down times shortened development, testing, and production of application time. This analytical information supported DaimlerChrysler Department Manager's goals to develop project planning and management strategy that could be mapped to deliverables. Projects were realigned and timeframes reassessed to avoid slip dates.

**Customer Service • Educating the Customer.** Introduced new eCommerce application to Chrysler International Dealers in Belgium. Gathered data from International Dealers as part of the application development process. Using this data the eCommerce application was rolled out providing an innovative online ordering system that allows dealers to purchase and monitor part deliveries from global distribution centers. This project set the stage for future interactive Dealer applications to effectively and efficiently run their operations.

**Technology • Understanding the Tools.** Develop, design and manage the GM Legal Information System (GMLIS), an integrated system serving the legal information needs of GM Legal Staff, GM Clients, and retained counsel worldwide (Asia Pacific, Latin America, Africa and Middle East, and the United States). Coordinated the efforts of 10 Practice Area Managers and 35 International content providers – in collecting and publishing of documentation and cases to the web.

**CHRONOLOGY** **Chrysler LLC** – Benefits/HR Portal Strategy, HR Business Process Integration, Auburn Hills, MI Nov. 2006 – Current  
**Business Analyst** – project analysis, planning, surveys, and portal development.

<b>DaimlerChrysler Corporation</b> - HR Web/Portal Strategy, HR Business Process Integration Auburn Hills, MI <b>Web Editor</b> - develop content for an HR Employee web based portal.	Apr. 2004 – Nov. 2006
<b>Yan Design</b> , Berkley, Michigan <b>WEBCO Consulting contract</b> - design and develop internet web site from concept to completion.	May 2003 – Apr. 2004
<b>DaimlerChrysler Corp.</b> – DealerCONNECT - Canada and Warranty Services, Auburn Hills, MI <b>Project Manager</b> - provided project planning and development of VIP (Vehicle Information Plus) application. This application improved time/cost of ordering parts.	Apr. 2002 – Apr. 2003
<b>SunSoft Technologies Inc.</b> – Farmington Hills, MI <b>WEBCO Consulting contract</b> – Interact with SunSoft staff and CEO to create an intuitive web site.	Dec. 2001 – Feb. 2002
<b>Pfizer Pharmaceuticals</b> – Web Services, Ann Arbor, MI <b>Web Developer</b> – improved efficiency of the web development process by using timelines, deliverables, and delegated tasks to team members.	Sept.2001 – Nov. 2001
<b>General Motors Corp.</b> – GM Legal Staff, Detroit, MI <b>Webmaster</b> – Oversee the planning and development of all legal web projects.	Mar. 2000 – Aug. 2001
<b>DaimlerChrysler Corp.</b> – International Services , Auburn Hills, MI <b>Webmaster</b> – Lead designer and developer on International Service and Parts Inter/Intra/Extranets.	Feb. 1998 – Mar. 2000
<b>TRW</b> – Automotive Electronics Division, Farmington Hills, MI <b>Senior Intranet Engineer</b> – New Engineering web applications improved productivity and saved TRW over100K in the last quarter.	Aug. 1997 – Feb. 1998
<b>United Technologies, Inc.</b> – Automotive Wiring Systems, Dearborn, MI <b>Web Designer/Developer</b> – Web Design set the standard for United Technologies Headquarters home page. Used the web as a tool to effectively communicate QS9000 standards throughout the organization, achieving approval for standardization within record times.	May 1996 – July 1997
<b>WEBCO Consulting</b> - USA, Canada, Europe <b>Founder</b> – designed and developed web sites for companies in Michigan: Yan Design, SunSoft Technologies; Ontario: Royal Bank of Canada, Bayshore Trust, Voyageur Quest, Canadian Non-Profit Resource Network (Ontario Provincial Government); Italy: DSM & Valnet Network Development.	Nov. 1994 – Current

## SKILLS PROFILE

**Web Languages:** HTML, DHTML, CSS, JSP, JAVA, Servlets, JavaScript, XML, ASP, WML, VRML, PERL, LDAP, J2EE, JDBC, JNDI, SOAP, Web Services, Tag Libraries, J2ME.

**Graphics:** Photoshop, Flash, Illustrator, Fireworks, Shockwave, Paint Shop Pro, Animation tools, ACDSsee, 3D Graphics, 3DS Max 5, Snappy, Video Capture, Bryce.

- Systems & Servers:** UNIX (HP, Solaris, BSDI), LINUX; DOS, Norton, Windows NT/2000, XP Pro, Vista, IIS; Websphere, Netscape Web Server; Solid IBM & Apple abilities.
- Development Tools:** Vignette, Visual Age for Java, PVCS, Visual Studio, Dreamweaver, Dreamweaver Ultradev, Home Site, Hotdog, HotMetal, Notepad, Coffee Cup, PICO, Basic, Visual Basic, JAVA SDK, Metrowerks CodeWarrior, TOAD.
- Testing/QA:** JProbe, JUnit, LoadRunner, Resource Analyzer, Astra Site Manager.
- Databases & Other:** Cognos Report Net, Rational Rose, UML, DB2, CICS, Oracle, Sybase, MS Access, dBase IV, FoxPro; SQL, Cold Fusion, Servlets, JRun, CGI, JDBC, Live Wire.
- Internet Tools:** Netscape, Internet Explorer, WSFTP, FTP, Webtrends, Eudora, Gopher, Archie, Mosaic, MIDI, WAV, WINTalk, Trumpet, Agent, Telnet, TCP/IP, TCosy, Cosy, IPHONE, Switchview, MSMail, WinFax Pro, Cross Talk, Apple Talk, Kermit, LapLink.
- Software:** Microsoft: Office, Project; Convert Movie; Other: Perseus Survey Solutions (Vovici), Adobe Acrobat.
- Telecom/Mail:** Northern Telecom SL-1 Administrative certification, Novell Netware, Lotus Notes.

<b>CERTIFICATIONS</b>	• <b>Health Insurance Portability and Accountability Act (HIPAA) Compliance Training</b> , DaimlerChrysler	<b>2007</b>
	• <b>Cognos Reporting &amp; Authoring</b> , CONGNOS	<b>2006</b>
	• <b>Dreamweaver Ultradev</b> , SmartPlanet.com	<b>2001</b>
	• <b>IT Architectures &amp; Infrastructures</b> , GM University	<b>2000</b>
	• <b>Business Implications of IT</b> , GM University	<b>2000</b>
	• <b>Intranet/Internet and the Web</b> , GM University	<b>2000</b>
	• <b>ASP for Webmasters</b> , SmartPlanet.com	<b>1999</b>
	• <b>Lotus Notes Database Admin.</b> , NTT	<b>1999</b>
	• <b>Microsoft Visual Basic 4.0</b> , Microsoft	<b>1997</b>
• <b>Dale Carnegie</b> , London, Ontario, Canada	<b>1990</b>	

**EDUCATION** **Post - Graduate Diploma in Telecommunications Management**, Sheridan College, Oakville, Ontario, Canada **1993**

**Specialized Honors B.A. in Political Science**, University of Guelph, Guelph, Ontario, Canada **1991**  
**Thesis:** "The Last Frontier" Closing the African Telecommunication Gap

**PROFESSIONAL** **Languages:** Read, Write, Speak: English, Some: French & Mandarin.  
**Affiliation:** Detroit Economic's Club, Sheridan Alumni, University of Guelph Alumni.