

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.

SKILLS PROFILE

Web Languages: HTML, DHTML, CSS, JSP, JAVA, Servlets, JavaScript, XML, ASP, PERL, LDAP, J2EE, JDBC.
Graphics: Movavi Video Suite, Photoshop, Flash, Actionscript, Illustrator, Fireworks, Shockwave, PSP.
Systems & Servers: UNIX (HP, Solaris, BSDI), LINUX, DOS, Norton, Windows XP, Vista, IIS, Websphere, Netscape Web Server; Solid IBM & Apple abilities, Novell Netware, Lotus Notes.
Development Tools: Vignette, Visual Age for Java, PVCS, Visual Studio, Dreamweaver, PICO, Visual Basic, TOAD.
Testing/QA: JProbe, JUnit, LoadRunner, Resource Analyzer, Astra Site Manager.
Databases & Other: Cognos Report Net, Rational Rose, UML, CICS, MS Access, SQL, Servlets, JRun, CGI, JDBC.
Internet Tools: Hitbox(HBX), Firefox, Internet Explorer, FTP, Webtrends, Eudora, Apple Talk, Kermit, Trumpet, Gopher.

CERTIFICATIONS

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

EXPERIENCE

**Chrysler LLC, Auburn Hills, Michigan,
 Business Analyst,
 Benefits & HR Business Process Integration**

**November 2006 – Current
 On Contract
 The Epitex Group**

- Work with managers in charge of employee compensation and benefits administration to develop content for an HR Employee web based portal.
- Facilitate requirements gathering sessions; help draw out requirements by suggesting ideas for improving existing content, creating new content, layout designs, and organization.
- Organize and led a team of developers to develop "ASK BEN" (Ask Benefits). This tool allows for employees to ask questions, and find answers based on a key word search technique. This helped to reduce the volume of benefits questions from employees by nearly 75%. Also we were able to remove long lists of FAQs, to provide a more interactive useful tool.
- Design and develop "MERT" (Medical Emergencies Response Team) web site. This site list Local, National, and International information preparing employees in the event of an influenza outbreak. It also serves as the central location where employees would find updates in the event of companywide medical emergencies.
- Provide and develop surveys (email, web, and quick poll), analysis, and reports (Excel, PowerPoint) using Perseus Survey Solutions.
- Create and Maintain Marketplace, an employee discounts page.
- Provide business support for several internal applications and databases.
- Assist in the development of email communications and marketing campaigns for benefits related topics.
- Volunteer with: the Star Recognition, United Way, and Lead Developer on the Chrysler Asian Network (CAN) website, consulting on HR diversity group web sites (African American, Native Indians).
- Receive Management and Directors recognition certificates for my efforts.

Skills: HTML, Perseus, JavaScript, MS Office, Lotus Notes, Vignette, Photoshop, Acrobat, Dreamweaver, CSS, Mainframe, HBX.

**DaimlerChrysler Corporation, Auburn Hills, Michigan
 Web Editor HR Web/Portal Strategy,
 HR Business Process Integration**

**April 2004 – November 2006
 On Contract
 The Epitex Group**

- Work with HR/ER Managers to develop content for an HR Employee web based portal.
- Create and maintain the Marketplace, an employee Sports, Entertainment, Merchandise, Electronics, Fitness, and other discounts. Contact companies to prospect and obtain discounts for Employees throughout the US and Canada.
- Develop Access Database to track Marketplace contact information and new leads.
- Created the Corporate United Way web site, setup online donation tool using JavaScript, and converted DVD videos to

Windows Media format so they can be viewed by employees on the Portal.

- Develop and maintain the Employee Cars & Truck channel which provided monthly incentive information, concept vehicle information, and other, the Employee e-Price Calculator and other tools for contractors and employees to purchase vehicles.
- Work with HR Recruiting to establish a tool so that employees could provide online information about Alumni Events.
- Establish and maintain the working abroad Portal Channel to facilitate NAFTA employees worldwide.
- Work as a Volunteer with: The United Way, and in Creating / Maintaining DaimlerChrysler (DCX) Asian Network (DCAN) website, supporting an HR diversity group. I have been recognition certificates from HR Management and Director for my efforts.

Skills: HTML, JavaScript, MS Office, Lotus Notes, Vignette, Photoshop, Video Conversion, Acrobat, Dreamweaver, CSS, HBX.

Yan Design, Berkley, Michigan
WEB Content Manager – Self Employed

May 2003 – April 2004
Self-Employed
WEBCO Consulting

- **Design and Develop Internet web site.**
- Create layout/storyboards for site.
- Interacted with Yan Design to develop color schemes and navigational layouts to meet site requirements.

Skills: Dreamweaver, Photoshop, Illustrator, HTML, CSS, JavaScript, and FTP.

DaimlerChrysler Corporation, Auburn Hills, Michigan
Project/Compliance Manager and GUI Developer
Dealer CONNECT – VIP (Vehicle Information Plus)

April 2002 – April 2003
On Contract
DCG Consulting

- **Design GUI (Graphic User Interface), using Photoshop, Homesite and Dreamweaver. Write alerts, data validation, and ensure GUI is compatible with both IE and Netscape.**
- **Coordinate the development and planning of VIP with developers, management, and customers.**
- **Ensure that GUI is compliant with Dealer CONNECT design standards, color formats, screen sizing and layouts are sufficient for multi-language and international conversions.**
- **Develop VIP Project Plan using MS Project and assigned team tasks to allow us to complete the application on time and within budget.**
- Provide project documentation during design, development, testing, staging and piloting of all applications.
- Prepare Functional Design, Support Requirements, Security Requirements, Site Metrics/Reporting Requirements, Test Strategy,
- Use Mercury LoadRunner to create test scripts. Analysis of network, load, regression, acceptance, backend failure, and memory leakage tests to meet DaimlerChrysler Dealer CONNECT standards at 100%, 200%, 500%, and 1000% congruency.
- Monitor and provide Management with monthly server performance matrix.
- Volunteer and assisted in coordinating events for Warranty Services Summer picnic.

Skills: Dreamweaver, JAVA, JSP, JavaScript, HTML, CSS, XML, Adobe Acrobat, HomeSite, Visual Age for Java, Photoshop, JDBC, DB2, CICS, Websphere, UNIX, FTP, Rational Rose, UML, PVCS, MS Project, JProbe, LoadRunner.

Sunsoft Technologies Inc., Farmington Hills, Michigan
Web Content Manager - Self-Employed

September 2001 – February 2002
Self - Employed
WEBCO Consulting

- **Design and Develop Internet web site.**
- Develop layout design and CSS using Dreamweaver.
- Document all processes and procedures.
- JavaScript/DHTML development in a cross browser environment.
- Interact with Sunsoft Technologies staff and CEO to create layout/storyboards for site.
- Create all illustrations and animations using Photoshop, Illustrator, and animation tools.

Skills: Dreamweaver, Photoshop, Illustrator, Animagic, HTML, CSS, JavaScript, and FTP.

General Motors Corporation, Detroit, Michigan
Webmaster
GM Legal Staff

March 2000 – August 2001
Full Time
GM Employee

- **Intranet/Extranet/Portal webmaster.**
- **Develop Java Servlets to automate manual processes.**
- **Provide intranet and web tool training to Legal Staff.**
- **Project Manager, oversee the planning and development of all web projects.**
- Develop, design and manage the GM Legal Information System (“GMLIS”), an integrated intranet system serving the legal information needs of GM Legal Staff, GM Clients, and retained counsel worldwide (Asia Pacific, Latin America, Africa and Middle East, Canada, and the United States).

- Implement, develop, and maintain related intranet sites used by GM Legal Staff and GM Clients for specialized information needs, such as GM DNR (Domain Name Registration) and GM Secretariat (Registration of GM Corporations and Business Entities).
- Liaison with Webmasters of other GM client business units to coordinate the development of a corporate wide Portal and Legal Portlet Channels.
- Coordinate the efforts of 10 Practice Area Managers and 35 content providers – in the collecting and publishing of documentation and cases to the web. Oversee and manage Consultants, Communications and Administrative staff (35 content providers) who provided content for the web.
- Manage the GMLIS on GM web hosted servers.
- Manage system security by setting up and maintaining passwords for GMLIS and SCITS LDAP tables.

Skills: SDP-21, Dreamweaver, Adobe Acrobat, HomeSite, HTML, JAVA, Java Servlets, JRun, Photoshop, CSS, Illustrator, Access, Oracle, SQL, LDAP, JavaScript, Quickplace, iPlanet, UNIX, FTP, FLASH, Web Reporting, Astra Site Manager, and other tools to design and develop user friendly web sites and portals.

DaimlerChrysler Corporation, Auburn Hills, Michigan
Web Engineer
International Operations

February 1998 – March 2000
On Contract
TECH Team

- **Internet/Intranet/Extranet webmaster.**
- **Deployment of web based client server applications.**
- **Computer Graphics and Multimedia design.**
- **Provide Internet/Intranet/Extranet training and education.**
- **Project Manager, oversee the planning and development of web projects.**
- Project Manger and developer for Latin America Satisfaction and Time to Repair Survey. This tool was developed using server side JavaScript using Live Wire, HTML Forms, and Java Chart to produce dynamic graphs to report results. This application is used to improve Customer service, increase efficiency of service centers, and reduce costs.
- Design and develop multimedia Customer Assistance System - User Guide CD-ROM.
- Develop dealer database: a dynamic database that works with image maps to locate dealers.
- Worked with team to develop Dealer Agent Workbench (DAW). This project allows customer relations worldwide to quickly log problems and solutions to dealer related problems.
- Lead designer and developer on International Service and Parts Retail Operations e-commerce project.
- Design and develop entire DaimlerChrysler International Service & Parts Intranet, Internet and Extranet, which spans 5 departments. New projects continue to increase employee productivity.

Skills: Dreamweaver, Adobe Acrobat, HomeSite, HTML, JAVA, FTP, Java Script, Live Wire, Photoshop, Illustrator, Paint Shop Pro, FLASH, Shockwave, Access, Sybase, Lotus Notes Database, SQL, UNIX, Websphere, LDAP, Webtrends, Astra Site Manager and Load Testing.

TRW - Farmington Hills, Michigan
Senior Intranet Engineer
Automotive Electronics Division

August 1997 - February 1998
On Contract
Innovisions Technologies

- **Used ColdFusion to integrate the front end HTML with the backend Oracle using ODBC.**
- **Design and developed interesting and innovative Intranet web pages using HTML, PERL CGIs, Cold Fusion, Java, JavaScript, Multimedia and Database applications.**
- **Replaced a four-man team saving TRW over 100k in the last quarter.**
- **Setup, installed and maintained NT 4.0, and Netscape Suitespot Server for the Farmington Hills' Intranet.**
- **Develop an engineering online assistance form, which provides for immediate response and solutions to difficult Engineering Systems' problems.**
- **Train and Educated over 200 TRW employees on HTML, Netscape: Navigator and Communicator, and Adobe 3.01.**
- **Develop an online drawing database so engineers can quickly markup, change and share schematics for production.**
- Made purchasing decisions for software to be used in development of web pages.
- Install and maintain an extensive statistics of all Intranet activities.
- Develop a secure extranet system so that project teams can work more closely with venders and suppliers. This Extranet will allow for Engineers to be more productive by being able to work while on the road or at home.

Skills: Adobe Acrobat, Hotdog, HTML, JAVA, Java Script, PERL, CGI, ColdFusion, Oracle, Access, Photoshop, Paint Shop Pro, Novell, SQL, FTP, UNIX, NT, Netscape Web Server, Webtrends, and Astra Site Manager.

United Technologies Inc. – Dearborn, Michigan
Web Designer/Developer
Automotive Wiring Systems Division

May 1996 – July 1997
On Contract
DCI Consulting

- **Design, develop and implement intranet for company.**
- **Using HTML, Java, CGIs, and Multimedia applications, to design home page and web pages, for Wiring Systems and international counterparts.**
- **Current web page design is now being applied to United Technologies Headquarters home page.**

- **Train and Educated United Technologies employees throughout the U.S., Mexico, China, and Europe on HTML(Hypertext Markup Language), PDF (Adobe Portable Document File), graphic design and other useful tools.**
- Recommend HTML and other Intranet tools to be used in web page design.
- Design and recommend cost effective ways of using HTML in day to day activities.
- Assist in NT server design, development and maintenance.
- Provide consultation on new projects, software and hardware purchasing decisions.
- Use HTML to design effective communications of QS9000 standards.

Skills: Adobe Acrobat, Hotdog, HTML, JAVA, Java Script, PERL, CGI, Oracle Designer, Access, Photoshop, Paint Shop Pro, FTP, VRML, Novell, UNIX: Solaris, NT, Netscape Web Server, Webtrends

**WEBCO Consulting
Founder/CEO**

**Nov. 1994 - Present
Self-Employed**

- **Internet/Intranet/ecommerce Sites:**
- Yan Design (GM Buick Interior Design Lead) - Berkley, Michigan, USA
- Sunsoft Technologies - Farmington Hills, Michigan, USA
- Royal Bank of Canada - Toronto, Ontario
- Bayshore Trust Company (first loan company to provide loans over the internet) - Toronto Ontario
- Voyageur Quest - Toronto, Ontario, Canada
- DSM & Valnet Network Development - Toronto, Ontario, Canada & Torino, Italy
- Canadian Non-Profit Resource Network, Ontario Provincial Government - Kitchener-Waterloo, Ontario, Canada

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 Thesis: "The Last Frontier" Closing the African Telecommunication Gap	1991
PROFESSIONAL	Languages: Read, Write, Speak: English, Some: French & Mandarin. Affiliation: Detroit Economic Club, Sheridan Alumni, University of Guelph Alumni.	