

Chris S.

Address
Phone • Email

Profile

SOFTWARE APPLICATION ENGINEER

Seasoned professional adept at designing, testing, and conducting dedicated user training for applications delivering major performance gains and cost reductions. Expert at forging international business relationships, creating mainframe and P.C. applications/systems drawing on multiple programming languages, implementing databases, and successfully applying SQL/SQL Server expertise in resolving key issues.

Team Building/Leadership · Software Design, Development · Hardware/Software Support
International Business · Troubleshooting · Database Development, Administration · User Training
System, Application Testing · SQL/SQL Server Expertise · Documentation · Deadline Management
Staff Management · Process Improvement · Multi-Project Management · Emerging Technologies

Professional Experience

XANGO, LLC

Lehi, Utah

2007-2009

Global multi-level marketing company distributing juices and health-related products

Software Application Engineer

Bolstered operational capabilities of Asia markets, including Japan, Kuala Lumpur, Singapore, Hong Kong, Taiwan, and Malaysia, overseeing design and successful deployment of major applications. Spearheaded procedure automation efforts resulting in significant cost reductions. Executed batch programs ensuring proper global shipping, as well as revising and creating new programs maximizing efficiency of daily routines. Controlled all aspects of 2 key applications: Automated Delivery Procedure (ADP) and Commissions Group. Guided development of non-ADP applications closely involving external customers, and crafted SQL applications in support. Proactively involved in Agile methodology.

Key Accomplishments:

- Enhanced overall responsiveness to customers through providing real-time information to executives enabling rapid adjustments. Resulted in 4% increase in global sales.
- Oversaw 5-7% growth in customer base through seamlessly integrating vendor information within system.
- Forged lasting business relationships spanning multiple Asian markets such as Japan, supervising software updating and data conversion efforts, as well as operating as primary liaison between corporate HQ.
- Recognized for exceptional management of Automated Delivery Procedure (ADP) application, including executing daily procedures to ensure order and payment accuracy for online systems.
- Maintained viability of Commissions group, deploying SQL knowledge towards providing critical data for business decisions.
- Managed successful installation of DataTrax software via in-depth knowledge of business operations.

DEER VALLEY SKI RESORT**Park City, Utah****2002-2007**

Top-rated North American resort.

Videographer

Delivered major improvements to Deer Valley Ski School through selecting, managing, and maintaining cutting-edge software, utilized by national television for 2002 Winter Olympics. Coordinated with staff, resolved issues, and garnered praise for effective troubleshooting. Identified efficiency enhancements resulting in 300% increase in usage of state-of-the-art video system. Created MS Access database from the ground up enabling data and activity tracking. Delivered hands-on system training, including documentation, establishing policies and procedures, and training videos

SALT LAKE 2002 WINTER OLYMPICS COMMITTEE**Salt Lake City, Utah****2000-2002**

Organizer of winter sports competitions for global audience.

Results Manager- Bobsled, Skeleton, Luge

Ensured overall data integrity, as well as timely implementation and maintenance of all systems relating to Bobsled, Skeleton, and Luge, involving multiple IT/IS platforms. Served as crucial liaison between Sports Federation and global audience, building expert team responsible for areas such as timing, reporting and track control. Recognized for rapid issue resolution, proactively responding to needs, and accommodating International Broadcasting systems as well as Internet, newspapers, and actual timing of events. Achieved unprecedented success in the areas of Transportation, Security, and Financial, resulting in ongoing use of established procedures.

Key Accomplishment:

- Rewrote and implemented applications and systems for 3 disciplines in under 1 year as a result of major sponsor exiting, achieving "Best Venue" Award at SLOC Olympics for outstanding success. Created all documentation and procedures related to new applications.

WILLIAM COS. INC.**Salt Lake City, Utah****1985-2000**

Major domestic natural gas transporter.

Staff Analyst and DBA

Designed, implemented and trained users in project management systems spanning areas such as Accounting and Engineering. Provided hands-on support and maintenance for 600+ remote PC's across 4 states. Created programs and documentation for large system testing. Researched new technologies, liaised with cross-functional staff, and consistently identified improvements. Forged mainframe and P.C. applications/systems drawing on multiple programming languages, with a particular focus on SQL and database management. Selected and trained as Oracle DBA, supporting high-profile systems through strategic use of tools such as ERWIN.

Key Accomplishments:

- Attained President's Award for new procedure saving company \$14 million over 4 years.
- Spearheaded major in-house software application rewrite bolstering performance and accuracy. 20,000 man-hour project completed on time and under budget.
- Delivered superior results as Oracle DBA, including rewriting contract tracking system currently in use, as well as utilizing Entity Relationship software in creating new systems within Oracle environment.
- Offered far-ranging systems support in Novell, Windows NT, and Unix server environments via Token Ring and Ethernet.
- Pioneered first P.C. application integrating chart reader and chromatograph system data within mainframe databases.

Education

Associate's Degree in Business Management and Data Processing

Salt Lake Community College, UT

Professional Certifications

Oracle7 Database I and II

CAI Computer Automation Intelligence

Select Technical Proficiencies

Hardware: IBM Mainframes, IBM Laptops, Compaq Laptops, Dell Laptops

Software: Oracle SQL*Plus, Oracle GL, SQL Server, Cobol, Easytrieve Plus, MS Access, Excel, Word
PowerPoint, Visio, Project Workbench, DataTrax from InfoTrax, Access (project management tool)
Rbase, IMS DB/DC

Languages: DOS, JCL, TSO, Unix, Shell, Windows 95-Vista, ISPF, REXX, MVS