

# JIM BROWN

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## Objectives

To obtain a challenging position with an organization that will utilize my computer and customer service skills as well as my creativity to further develop my IT expertise. One that encourages growth and that will provide me with both challenging and rewarding career opportunities.

## Summary

- Results-driven, detail-oriented with a commitment to high standards
- Senior Business Systems Analyst with extensive knowledge in Analytical and Statistical data
- 25+ years of software Quality Assurance, Software design and technical spec writing
- 30+ years of IT experience MCSE & CNA with widespread knowledge of problem solving and support
- Extensive PC Software / Hardware, Server and Peripherals, Network TCP/IP wiring, hub, router, switch and wifi
- Strong understanding of SQL Query and Script Automation

## Skills

<b>Analyst</b>	Software Quality Assurance, Business and System Analyst
<b>Information Technology</b>	Extensive PC Software/Hardware, Server and Peripherals (Technical Support)
<b>Logistics</b>	Hospitality, (Hotel and Restaurant) SCM, Warehousing
<b>Database</b>	PL/SQL Query Oracle, T-SQL Query Microsoft SQL Server, Power BI and Microsoft Access
<b>Experience</b>	Project Manager, Team Leader and Customer Support Representative
<b>Programming</b>	Batch/Scripting, Visual Studio VB.NET, Full Stack, DevOps, HTML, Bootstrap, ASP.NET, JS, CSS

## Software

- Windows (all versions including Azure)
- NT Server, Terminal Server, Citrix, Hyper-V and IIS
- Microsoft Office (all versions including 365)
- POS - Point of Sale
- PMS - Property Management System
- WMS - Warehouse Management System

## Networking

- Install and configure hub router, switch and Wi-Fi
- IPX/NETX
- TCP/IP
- ODBC
- File IO and XML
- Cat5/6 certify, Wireless, RF and AP

## Education

<b>Wichita State University</b>	Fall 1991
Bachelor of Liberal Arts and Sciences Emphasis: Administration of Justice/Psychology	
<b>Cowley County Community College</b>	Spring 1988
Associate of Applied Science Minor: Administration of Justice	
<b>Microsoft Certified System Engineer (MCSE)</b>	Fall 1999
Networking Essentials	Microsoft Windows Server Enterprise
Microsoft Windows Workstation	Microsoft TCP/IP Internetworking
Microsoft Windows Server	Microsoft Internet Information Server
<b>Certified Novell Administrator (CNA)</b>	Fall 1999
Novell NetWare 5.0 Administration	Novell NetWare 5.0 Advanced Administration

## Work Experience

### DB Schenker, Inc.

**Systems Integration Analyst, Principle** 2013 – present

- Final acceptance authority for proposed WMS/peripheral application enhancements
- Automation of Daily Metrics (Visual Studio VB.NET and SQL Server Reporting Services)
- Development/Deployment of Web Based Real Time Dashboards
- Web Report Development (SQL Server Reporting Services)
- Ad-hoc Data Request (PL/SQL query Oracle and Microsoft T-SQL query)
- IT Systems Support: Interfaces SAP to WMS, WMS to Dematic Multishuttle EMS

<b>Work Experience Cont.</b>	
<b>DB Schenker, Inc.</b>	
<b>Senior Business Systems Analyst</b>	2011 – 2013
<b>Business Analyst</b>	2006 – 2011
Senior Business System Analyst providing 3PL (3rd Party logistics). Generate Metrics for Management and custom reports automating and ad hoc SQL query request. QA all custom code and reports providing technical assistants with interface between warehouse management system (WMS) and Spirit (BAAN/SAP). IT support for the Wichita / Spirit account. Application support for 600 plus users of WMS and 3 <sup>rd</sup> party applications OS, Office and Mail. Hardware support of PC's, printers, network cabling, routers, switches and proprietary hardware RF guns and Pick2Voice system.	
<b>SoftBrands Hospitality, Inc.</b>	
<b>Software Design Business Analyst and Quality Assurance Technician</b>	2002 - 2006
<ul style="list-style-type: none"> <li>• MIS for Research and Development</li> <li>• Stage workstations and servers for different development environments</li> <li>• Liaison between programmer and customer requirements</li> <li>• Business Analyst and Quality Assurance testing include documentation, vision and scopes and spec writing for PMS systems for hotels</li> <li>• Emphasis in the credit card interface by design, training and backing up support and installations</li> </ul>	
<b>Encore/AremisSoft Hospitality, Inc</b>	
<b>Special Project Manager</b>	1999 - 2002
<ul style="list-style-type: none"> <li>• Assigned a 1.5 year project to improve LANmark Credit Card Interface <ul style="list-style-type: none"> <li>○ Instrumental in improving the design, testing and documentation for this software product</li> <li>○ Provided a NT solution for LANmark PMS, a DOS based system designed for Novell 2.x to run on NT</li> </ul> </li> <li>• Expanded the previously outlined 1.5 year assignment to design two additional Credit Card Interfaces</li> <li>• <i>Other Special Projects:</i> <ul style="list-style-type: none"> <li>○ Replacement for XRetrieve (SmithWare DDF Builder)</li> <li>○ OEM agreement for Pervasive SQL</li> <li>○ OEM agreement for Connectix Virtual PC</li> </ul> </li> </ul>	
<b>Lodgistix Hospitality Group</b>	
<b>MIS/Quality Assurance Technician</b>	1996 – 1999
<ul style="list-style-type: none"> <li>• MIS for Technical Services</li> <li>• Maintained 1 to 3 NT Servers, 2 to 4 Novell Servers (3.12 – 5.0), and over 20 workstations and their connectivity to the network (DOS, OS/2, Windows 3.x, 95/98, NT workstation and Microsoft Office, as well as email client)</li> <li>• Worked with customers on an individual basis to ensure they were using their systems to its full potential</li> <li>• Facilitated all hardware and software staging for Technical Services, as well as helped make ready stage systems</li> <li>• Designed, tested and documented the LANmark Credit Card System</li> <li>• Trained and installed the LANmark Credit Card System in the field</li> </ul>	
<b>Squirrel/Lodgistix Companies, Inc</b>	
<b>Senior Support Specialist / Floor Manager</b>	1992 - 1996
<ul style="list-style-type: none"> <li>• Squirrel is a PC based restaurant Point-of-Sale touch screen system that runs under DOS, Windows and OS/2</li> <li>• Provided quick response to customer complaints, staff questions and any and all spontaneous issues or problems</li> <li>• Provided advanced technical support for customer base</li> <li>• Assisted system installers with new installations</li> <li>• Helped build squirrel systems and trained new staff</li> </ul>	
<b>I Can Do School of Gymnastics / YMCA</b>	
<b>Gymnastics Instructor</b>	1984 - 2012
<ul style="list-style-type: none"> <li>• Teach gymnastics to children ages 2-17</li> <li>• Use positive reinforcement methods, patience and enthusiasm</li> <li>• Choreograph routines, explaining concepts and public speaking.</li> </ul>	
<b>Professional / Community Activities</b>	
<b>Homeowners Association Board</b>	2007 - Present
<b>Wichita YMCA Board</b>	2007, 2008 and 2009