

James V. Ford

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WORK EXPERIENCE

- **Programmer / Analyst (October 2008-current)**

- State of Arkansas Department of Finance and Administration, Little Rock, Arkansas

- Develop and support production and testing environments of Arkansas Integrated Revenue Systems (AIRS) which combines multiple dissimilar automated and manual tax systems into one combined turn-key operation impacting millions of business and consumer taxpayers and state revenue.
 - Enhance systems by developing code changes in VB.net within Visual Studio, SQL Server, and integrated business objects throughout the entire systems development life cycle.
 - Translate user needs regarding state law to design and create taxpayer communication and forms via automated mail manager tools.

- **Senior Systems Analyst (February 2008-July 2008)**

- Entergy Services Inc, Little Rock, Arkansas

- Supported production and testing environments for 26 Transmission Services and Operations applications that span Windows Server and Unix platforms
 - Identified coding, data and process errors; resolved system disruptions.
 - Enhanced systems by making code changes in C, C++, C#, PL/SQL, PHP, Java, Visual Basic, and others.
 - Updated records and produced reports from Oracle 10g database using PL/SQL via SQL*PLUS, and shell scripts.
 - Performed 24/7 on-call duties.
 - Provided functional, technical, and testing design support for development projects.

- **Software Analyst (August 2007-January 2008)**

- Tek Systems, Little Rock, Arkansas

- Designed, coded, and supported internal engineering website for Alltel Communications.
 - Reviewed and coded scripts in HTML, JavaScript, PHP, Perl, and Linux shell to access Oracle and MySQL databases.
 - Documented logical system flows.
 - Automated manual engineering research tasks.

- **Development Team Lead / Solutions Developer (December 2004-June 2007)**

- Acxiom Corporation, Conway, Arkansas

- Led / managed team of 9 associates for the JPMorgan Chase Reporting and Analytics team in support of their campaign marketing efforts; consisting of Business Systems Analysts, developers, testers, production personnel.
 - Managed design, build, production, and support of 4 client data warehouse applications: Acquisitions Performance, Profit and Loss, Analytical Data Repository, and user reporting via MicroStrategy (similar to Business Objects). These applications were used by the nation's largest issuer of credit cards to better target their customers, drive revenue, and measure accounts against performance standards.
 - Proceduralized and documented coding standards, data backup and retention strategies, and code versioning.
 - Converted a weekly build process from a manually intensive system that took 3 days to complete to a lights-out automated system that completes in 15 hours.
 - Created level of efforts (LOEs) estimates for all incoming client work requests using PERT (probability distribution) tools. Assessed risks, disk space utilization, process cross impacts, and resource allocation.
 - Managed all phases of the project development process including: timelines, resource allocations, time tracking, milestone achievements, and budgeting.
 - Proposed new revenue opportunities and enhanced existing revenue streams.
 - Designed and documented changes for analytic system over 10 project cycles. All project cycles were completed on time and within budget.
 - Coded and tested korn shell scripts and Oracle PL/SQL procedures and reports to derive individual and aggregated data from large targeted marketing campaigns.

- ***Client Server Developer/Analyst (December 2000-December 2004)***

- Alltel Communications, Little Rock, Arkansas

- Supported both production and testing environments of a multiple tier telecom billing/provisioning system (VII).
 - Identified coding issues, data problems, and system disruptions. Resolved process errors, including one that saved the company \$60,000/month.
 - Enhanced billing system by making code changes in C, C++, and embedded dynamic SQL; modify windows via Foundation Repository.
 - Maintained over 10,000 source code files related to clients, servers, and shared library executables.
 - Fixed/Updated records and produced reports from Oracle 9i database using PL/SQL via SQL*PLUS, cursors, and Korn Shell scripts.
 - Debugged both client and server applications using a Unix-based debug tool and Visual Studio.
 - Performed 24/7 on-call duties, which included coordinating and leading SWAT teams in critical systems situations.
 - Provided technical and functional design support for many development projects.
 - Designed, coded, and supported comprehensive internal website used daily by hundreds of employees.
 - Assisted other team members as subject matter expert for both Wireless Number Portability and Switch Interface issues.

- ***Client Data Analyst (June 1998-December 2000)***

- Acxiom Corporation, Conway, Arkansas

- Defined, planned, executed, and reviewed data/marketing projects for Sam's Club and Wal-Mart via database management/warehousing. Provided corporate level customer support.
 - Standardized data while performing postal hygiene, suppressions, and householding for large targeted campaigns.
 - Created, executed, documented and audited queries/programs using Navigate, Quickjob, and JCL.
 - Managed project requests ensuring all pricing, quality, resource, communication, and privacy guidelines were met or exceeded.
 - Built and maintained team web site and departmental LAN security.
 - Trained new associates on various systems.

- ***Computer Operator (April 1992-May 1998)***

- Lincoln General Hospital, Ruston, Louisiana and Gaylord Entertainment, Nashville, Tennessee

- Maintained a fully interfaced IBM AS/400, ES9000 mainframe, and LAN systems.
 - Ran nightly processing and back-ups for payroll, medical information, laboratory, billing systems, and other ancillary systems.

PROFESSIONAL SKILLS

- **Programming Languages**
 - C, C++, C#, VB.net, Korn Shell, HTML, JavaScript, PHP, Perl, Java, and JCL (JCL maintenance only).
 - Installing Perl modules, managing Apache installations and custom .htaccess.
- **Operating Environments**
 - Unix (Solaris, Linux, HP-UX, AIX), AS/400, Windows Server
 - Cron, scheduled tasks, and other custom scheduling applications.
- **Database Systems**
 - Oracle 8i-10g, Sybase 11.5, DB2, MS SQL Server, MySQL, MS Access
 - Performance tuning in both batch and OLTP systems.
- **Applications**
 - MS Office applications
 - SQL editors and developers. (PL/SQL Developer, Toad)
 - Visual Studio and Unix (gdb) debuggers
 - FCP Design (Foundation, Windows Design)
 - Business Objects
 - Source Forge, CVS, Dimensions source code control / versioning tools
 - Remedy Helpdesk
 - Abinitio graphs (database and flat file processing)
 - Tivoli and Legato Tape Management Systems
- **Other Skills**
 - Building ETL data marts/warehouse for reporting and analytics.
 - Extensive Web Design and Coding
 - Project planning, documentation, and communication
 - Entity-Relationship Diagramming and database table structure analysis and design
 - Mainframe and AS/400 Applications and Operations
 - Extensive Business Analysis and Communication

EDUCATION

Bachelor of Science in Computer Information Systems

Louisiana Tech University, Ruston, Louisiana (May 1998)

GPA: 3.75/4.0 for classes in major field of study

- **Ongoing Education**
 - Oracle Query Tuning in both 8i and 9i – instructor led
 - Introduction to Java Programming – instructor led
 - Beginning ASP.NET 2.0 in C# – textbook driven

References Available Upon Request