

JOHN ARNOLD
Software Business Analyst

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Attn: Chief Information Officer / Hiring Authority

Dear Sir or Madam,

Thank you for taking your valuable time to review my qualifications for the IT position with your organization. Stakeholders don't come to IT for technology, they come for solutions. With experience as a Software Developer and IT Manager I am ideally qualified as the technical liaison between business stakeholders, vendors and development teams. I bring this unique perspective and experience to the Business Analyst position where my primary role is translating project goals and business rules into technical solutions by defining project objectives, priorities and coordinating implementation strategies.

As a Manager I reported directly to senior management and routinely collaborated with Business Development attending customer presentations, preparing project cost estimates and assisting with proposal generation. My responsibilities included establishing development best practices, managing web application development, resource allocation and overseeing third party vendor implementations.

My career has focused on web application development in a variety of vertical markets for **Fortune 500** companies including **Reliant** (NRG), **NASA**, **Walmart**, **HealthSouth**, **Mattel** and the **Dr Pepper/Snapple Group**. Working with Advertising and Business Development agencies I understand the importance of brand identity, messaging and intuitively connecting with a target demographic.

In 2014 I temporarily stepped out of my career to care for my son who was left 100% disabled and bedridden from a traumatic brain injury he suffered serving in the Marine Corps. The limited support from the VA was inadequate to cover the 24-hour care he required. With the death of my son I am now returning to the workforce.

Please contact me to discuss how I can join with your team in tackling today's technology opportunities. Thank you for your consideration.

Best regards,

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SOFTWARE BUSINESS ANALYST

QUALIFICATIONS:

- Twenty years enterprise-level web application development experience as a Software Business Analyst, Development Manager, Information Architecture and Application Developer
- Performed client presentations, requirements elicitation and project documentation: Project scope, cost estimates, project proposals, requirements specifications, wireframes, site maps, prototypes, database design and development timeline projections
- Software Business Analysis in multiple development environments including: Java, .Net, C #, PHP, CFML, Oracle, MS SQL
- Responsible for all aspects of implementing and managing the Software Development Lifecycle utilizing the SEI CMM/CMMI development methodology
- Resource management, project prioritization and development scheduling of both internal teams and third-party vendors
- NASA Certificate of Recognition – Johnson Space Center Technical Innovation Award
- Founding board member of Houston Interactive Marketing Association ([HiMA](#)). International Institute of Business Analysis ([IIBA](#)) member since 2012

COMPREHENSIVE APPLICATIONS EXPERIENCE:

- Expert MS Word and Excel skills
- Advanced MS Project and Visio skills
- Axure RP Prototype design
- SQL Server configuration 2000/2003/2005
- HTML, CFML, CSS, JavaScript
- Functional knowledge: Adobe InDesign, Image Ready and Photo Shop
- Various commercial and propriety CMS: SiteCore, Ektron, SalesForce
- Multiple UX/performance testing and defect tracking systems
- Advanced ColdFusion Server configuration v. 3.0~5.0
- Dreamweaver / Homesite / Studio development platforms

PROFESSIONAL EXPERIENCE:

2014-2020

Personal Care Assistance

Corporal Craig Maddy USMC – Everett, WA (Veterans Affairs)

CraigMaddy.org

- Trained and supervised numerous part-time CNAs. Coordinated all aspects of care, managed therapies, appointments and transportation
- RN level medication, enteral nutrition and respiratory therapy preparations, scheduling, administration and documentation
- PTA level physical therapy, tilt table and mechanical stander operation
- CNA level personal care, mechanical lift and wheelchair transfers. Vehicle mechanical lift operations

2011-2014

Online Business Analyst

Reliant Energy (an NRG company) - Houston, TX (Clear Point Creative)

Reliant.com

- Documented Software Requirements and Test Plans for enterprise-wide site Re-Branding and Functional Redesign
- Elicitation of business stakeholders and documentation of Business Requirement Specifications for web application development
- Review and validation of Technical Specifications and Enterprise System Test plans. Preparation of UAT plans and defect resolution
- Coordinate third-party vendor application development, implementation and testing

2009-2011

Technical Services Manager

MedTouch - Houston, TX

Medtouch.com

- Prepared requirements specifications, UX/IA architecture in Adobe InDesign and developed functional HTML prototypes in Axure 5.6
- Established Quality Assurance standards and procedures. Developed QA test plans and issue tracking reporting
- Evaluated, configured and administered third-party software integrations

2008-2009

Interactive Development Manager (managed a team of six developers & indirectly manage four designers & two project managers)

Lopez Negrete Communications - Houston, TX

LopezNegrete.com

- Established and managed the interactive/web development team and defined the software development standards and best practices
- Prepared project presentations, development cost estimates, proposals and development schedules
- Instrumental in conceptualizing, UX/UI architecting and development implementation of Walmart's multi-cultural Hispanic web portal
- Managed interactive development for Walmart utilizing Ektron CMS; Sonic, Fiesta, Dr Pepper/Snapple Group and in-house projects

2005-2008

Technical Director (managed a team of six developers & indirectly managed seven designers & four project managers)

Six Foot Studios - Houston, TX

6ft.com

- Established SDLC standards & procedures and managed all aspects of application development for a Fortune 500 client base
- Attended client interviews and presentations, prepared project estimates, proposals, UX/UI architectures, wireframes, process flow charts, Use Case scenarios and managed production development schedules
- Responsible for third-party vendor evaluations, selection, contract negotiation and implementation supervision
- Houston Interactive Marketing Association ([HiMA](#)) founding committee board member

2002-2005	<p>Software Requirements Lead / Information Architect (supervised a team of eight developers & designers) <i>NASA/Johnson Space Center - Houston, TX (Science Applications International Corp - SAIC)</i> SAIC.com</p> <ul style="list-style-type: none"> • NASA Certificate of Recognition - Johnson Space Center Technical Innovation Award, Employee of the Quarter Q1 2004 • Responsible for all aspects of SEI software development lifecycle; documented Software Requirements and Design specifications • Creation of coding standards and implementation of SEI CMM/CMMI development policies and procedures • Successfully architected, designed and implemented over a dozen JSC intranet dynamic web applications utilizing ColdFusion (CFML), SQL, JavaScript, Cascading Style Sheets (CSS) and Dynamic HTML • Assisted clients with site UX architecture, process flow charting, use case scenarios, design, formatting and content development • Authored monthly Web Forums newsletter focusing on ColdFusion, SQL, and JavaScript techniques and best practices
2000-2002	<p>Senior Technical Support Engineer, Europe (managed a team of five) <i>Macromedia - Brussels, Belgium (formerly Allaire ColdFusion)</i> Macromedia.com</p> <ul style="list-style-type: none"> • Established Allaire's Technical Support presence in Europe, conducted applicant interviewing, evaluation and employee orientations • Senior Support Engineer duties included after hours telephone/email and on-site level three support of production ColdFusion web applications on a variety of server platforms for an international customer base • Managed ColdFusion Call Center providing level one~three technical support of installation, configuration and development issues
1999-2000	<p>Software Engineer <i>ServerLogic Corporation - Bellevue, WA (an Allaire ColdFusion Partner)</i> ServerLogic.com</p> <ul style="list-style-type: none"> • Created web applications using Allaire Studio suite, ColdFusion, SQL, JavaScript, Cascading Style Sheets and Dynamic HTML • Designed Business-to-Business Extranet web applications utilizing ColdFusion integration with MS SQL and Oracle databases • Lead Developer / Re-engineered online stock quotes reporting systems
1999	<p>Software Engineer <i>Cotelligent - Bellevue, WA</i> Cotelligent.com</p> <ul style="list-style-type: none"> • Production web site development utilizing Studio, VSS, VID, ASP, HTML, DHTML, JavaScript and VBScript solutions • Coordinated integration with detail and deadline-oriented development team components • Maintenance Lead Developer for Microsoft Security Adviser / Lead Developer on the Micron PC FreeWare project
1997-1999	<p>Software Specialist / Web Master <i>Northwest Multiple Listing Service - Kirkland, WA</i> NWrealestate.com</p> <ul style="list-style-type: none"> • Coordinated ColdFusion application development by third-party vendors, hardware/software support and maintenance • Provided end user support for 1500+ users of corporate Internet/Extranet web applications and legacy systems • Resolved client software installation and configuration conflicts interfacing with corporate legacy systems
1995-1997	<p>Network Provisioner / Certification Specialist <i>International Telcom, Ltd - Seattle, WA</i></p> <ul style="list-style-type: none"> • Responsible for all phases of procurement and installation of international and domestic telecommunication services • Certification, tariff preparation, and document filings throughout the continental United States • Served as corporate representative in attendance for various states' commission hearings and certification application evaluations
1991-1995	<p>Senior Sales Administrator <i>Matsushita Avionics Systems Corporation - Bothell, WA (a Panasonic company)</i></p> <ul style="list-style-type: none"> • Program coordination of in-flight audio/video systems for international and domestic commercial air carriers • Mainframe order processing and tracking. Coordinated system components delivery expediting • Reporting order fulfillment to air carriers and airframe manufacturers including Boeing, McDonald Douglas and Airbus
<p>EDUCATION:</p> <p>Technical Arts Degree in Business, with Honors <i>Everett Community College - Everett, WA</i> Dual Majors in Business and Accounting / Minor in Computer Science. 3.5 GPA</p> <p>CERTIFICATES:</p> <ul style="list-style-type: none"> • Microsoft approved course 4798: Intensive programming with C# and developing ASP .Net applications with Visual Studio .Net • SAIC's Capability Maturity Model Integration (CMMI) Fast Track Process Training • Allaire's Fast Track to Cold Fusion, Web Site Development, Advanced Cold Fusion, Fast Track to Flash ActionScript • Matsushita's Dimensional People Skills, Manage Priorities & Meet Deadlines, Reading Dynamics for Business Professionals 	

REFERENCES AVAILABLE ON REQUEST

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PROFESSIONAL REFERENCES

<u>Name</u>	<u>Company</u>	<u>Telephone</u>
Allie Schott	Reliant, an NRG company Online Functional Manager President Houston IIBA schottallie@gmail.com	(832) 338-8809
Steve Latham	Founder, CEO Spur Interactive President HiMA stlatham@gmail.com	(713) 357-7100
Tena Matta	MedTouch / Idea Integration Managing Director tenamatta@me.com	(832) 794-4935
Tomas Prez	Lopez Negrete Communications Creative Director taps@tommy-perez.com	(832) 482-7631
Frank Sendra	Lopez Negrete Communications General Account Director, Walmart flsendra@gmail.com	(713) 877-8777
Aaron Austin	Six Foot Studios Business Development Manager anjaustintw@gmail.com	(720) 492-3177
Linda Spuler	NASA Johnson Space Center lspuler@ems.jsc.nasa.gov	(281) 439-3365
Darren Skeete	Science Applications International Corp NASA Johnson Space Center dskeete@usa.com	(713) 480-9837