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portfolio: <http://nusion.com>

Professional Achievements

Business technologist for 25+ years, web developer since 1997. Developed and managed commercial and enterprise applications & services, integrated legacy systems with Web technology, and led teams of staff and consultants. Experienced with marketing, operations, administration, analytics, and customer service applications in Healthcare, Tradeshows, P&C Reinsurance, and Retail. Passionate about data, process improvement, and disruptive innovation.

Experience

Osprey / Grey Healthcare Group. November 2010 - present: Senior Web Developer, Consultant

- Extended a health community website for a major pharmaceutical company, so that it works in multiple browsers (IE, FF, Chrome, Safari) & mobile devices (iPad, Android), validates to web standards, tracks usage with Google Analytics, enables search in English, Spanish, & Portuguese, and plays video in Flash & HTML5.
- Incorporated designs (PSD, wireframes), requirements, content, issues, code, & assignments from designers, producers, account managers, offshore developers, client staff, QA, project managers, & copywriters. Used JSP, Java, JSTL, HTML, CSS, JavaScript, jQuery (core, UI, & plugins), Flowplayer, Tomcat, Eclipse, Spring, & Oracle.

Morgan Stanley. May 2010 - December 2010: Training Developer / Wiki Consultant

- Delivered four computer-based online training courses, with video, audio, and supporting material, and integrated courses with the internal learning portal. Documented the course development workflow using Camtasia, PowerPoint, TWiki, PDF. Interviewed SMEs, wrote and edited course material, and balanced stakeholders, audiences, & schedules.
- Delivered a wiki site to publicize the firm-wide QA practice, with 300+ wiki pages about tools, practices, teams, processes, terminology, & technology. Consulted with multiple global IT teams, and contributed to 5 other internal wikis. Integrated SharePoint, TWiki, RSS, & proprietary data to produce a dashboard of team activity.
- Initiated a project to make 2000+ internal wiki sites & services usable on multiple, firm-approved Blackberry devices, in the native Blackberry browser & email client. Wrote & managed requirements and worked with QA management & testers to implement DeviceAnywhere to automate testing remote mobile devices. Wrote a set of "best practices" for developers & content managers to deliver mobile-friendly sites.

***Oxford Health Plans / UnitedHealth Group. February 2001 - February 2010:
Developer & Systems Analyst***

Led process improvement initiatives, project lifecycle & workflow redesign, and application modernization for the Oxford platform (formerly [Oxford Health Plans](#), acquired by [UnitedHealth Group](#) in July 2004).

Architected SOX security/access validation for the Oxford platform.

- Worked with operations and vendors to secure batch processes, identify & remediate plain text passwords, and itemize application access across multiple identity providers.
- Documented business processes & workflow in words & diagrams, based-on research & interviews with business teams across the enterprise, using a Wiki instead of static documents to support compliance auditing, multiple authors, and discovery.
- Generated HTML documentation and process flow diagrams from 70,000 source files and 500 data tables.
- Exposed business rules embedded in source code & data with natural language search and an interactive tag cloud for business self-service of complex rules.

Integrated internal systems & data with business partners & regulatory agencies.

- Converted financial system data to & from business partners, including claim pricing data, pharmacy claim transactions, and other acquired companies.
- Integrated data and formulas published on DOI websites into project deliverables, claims adjudication, and reporting.
- Built change-ready applications that enabled replacing risk-sharing partners for physical therapy, chiropractic procedures, & lab work.
- Coordinated data sharing with a risk-sharing partner, and generated XML data documents from XML Schema mapped to enterprise data.

Presented to senior management and communicated across the organization.

- Participated in an [Action Learning](#) team addressing IT communication issues during acquisition, and presented findings to senior management.
- Led a multi-unit focus group addressing operating discipline issues raised by an employee survey, and presented recommendations to senior management, e.g. an Idea Bank to tap employee knowledge & measure results, an Ombudsman & mentors to simplify & clarify IT processes, and a project closure process to institutionalize "lessons learned".
- Sponsored the "Technology Round Robin" and "Northeast IT Talks" speaker series' to promote internal knowledge sharing and best practices.

Introduced practices with measurable cost-savings.

- Led the rapid design & implementation of the project with the best ROI in the UnitedHealth Group IT project portfolio in 2009.
- Reduced IT project length & risk through prototyping, actionable data analysis, clear writing, and built-in operating metrics.

- Simplified complex, proprietary project management processes with web-based tools and enterprise mashups that connect independent repositories and applications.

Innovated in multiple roles as application developer and business analyst.

- Saved \$1 million in software & services by automating testing and software deployment for a platform upgrade.
- Introduced search, tagging, RSS feeds, Ajax, advanced analytics, and visualization into enterprise applications.
- Introduced web & wiki technology for documentation, content management, project collaboration, prototyping, and application development.
- Built a full-text search, indexing, tagging, & feed system for enterprise databases, documents, & websites that generated RSS & Atom feeds.

Built interesting customer-facing web applications.

- Introduced microformats, web standards, advanced CSS, browser compatibility, and unobtrusive JavaScript in Oxford's [Provider Search](#).
- Prototyped a "Member Claims Timeline" to visualize a member's experience with Oxford and healthcare providers.
- Developed an interactive "Provider Search Map" to improve the most common online task.
- Built visual web analytics that revealed changes in usage patterns and member demographics.

Built useful internal applications for business operations and IT.

- Supported multiple departments with data analysis, process design, incident troubleshooting, operating metrics, requirements testing, "How To" guides, and consulting on how to engage IT.
- Implemented leading-edge software development methodologies in the Universe environment, e.g. an xUnit clone to simplify & promote automated unit testing; build & deploy applications from development and produce SDLC documentation; and database query tools that leverage distributed files (a.k.a. sharding) to improve performance.
- Wrote a webserver that exposed "hidden" data and applications from a legacy system as web pages and for analysis in Excel.
- Converted financial data into Excel, XML, HTML, & JSON for internal analysts, public web portals, & external entities, while complying with HIPAA & security requirements.

Interactive Media Products (CD Show Guides). December 2003 - June 2006: CIO

- Built tradeshow-specific websites for companies to upload & manage digital marketing material, dashboards for tradeshow producers to bill exhibitors & measure participation, and online support for sales calls & emails.
- Built a custom interactive CD show guide and online show guide, with exhibitor marketing material, search by name & category, and special features for sponsors and show producers, for each show.
- Built the first "AAIA Digital Aftermarket Factbook" in 2004.

- Clients included [Professional Convention Management Association](#) (PCMA), [Automotive Aftermarket Industry Association](#) (AAIA), & [Credit Union National Association](#) (CUNA).
- See the example "The PCMA Un-Show Guide" (2006) at <http://nusion.com/pcma2006>.

TrueYou.com. March 2000 - February 2001: CTO

- Operated the B2B & B2C web presence of TrueYou.com, a provider of online motivational and training programs.
- Wrote a marketing and business development plan, and transformed the product from raw audio & text e-learning programs to HTML emails, mobile devices, CD & MP3 players, and IVR/telephone delivery.
- Managed staff & consultants, developed RFPs, established security, and analyzed site traffic.

Chartwell Re / Trenwick America Re. March 1999 - February 2000: Consultant

- Identified \$1.5 million of recoverables for Trenwick America Re, an international reinsurer.
- Supported actuaries, underwriters, accountants, auditors, and programmers during a corporate acquisition.
- Published actuarial & claims reports on the intranet, started an Internet transition project for Chartwell Re, integrated Web forms and MS-Outlook with a legacy help-desk application, and introduced "web-scraping" to load currency tables into a pricing application.

Geac Public Safety. September 1997 - March 1999: Sr. Programmer Analyst

- Developed ambulance patient response module, shift scheduling for fire and police departments, and electronic billing.
- Implemented procedures to synchronize software between systems, version control, and Y2K risk assessment.

Multi-Value Products. June 1992 - September 1997: Consultant

- Designed Internet-based marketing and distribution chain support service connecting home medical equipment dealers, physicians, pharmacists, and patients.
- Developed Medicare-compliant billing system, resulting in \$5.4 million in automated electronic billings.
- Managed consultants, reviewed existing systems, evaluated requirements, wrote proposals and training materials, interviewed clients and their customers.
- Implemented customer database marketing for retailers, with a point-of-sale interface and response analysis.
- Customers included 3M, Rand McNally, Bell Atlantic, United Federation of Teachers, University of Pennsylvania, Duty Free International.

Concept Systems. February 1989 - June 1992: Systems Analyst

- Conducted formal project reviews and requirements specifications as liaison between merchants and technical staff.
- Established programming and system administration standards and procedures for software control, defect prevention, security.
- Developed client/server applications for a major discount retailer, with point-of-sale and merchandising applications.
- Integrated server applications with portable/handheld devices.
- Designed distributed retail systems.
- Supervised contractors, taught courses for customer's MIS staff in application and support issues, wrote user and technical documentation.

JP Sedlak Associates. October 1985 - December 1988: Product Manager

- Product Manager of Insurance Solutions, a Property & Casualty insurance application including policy management, premium accounting, claims management, and forms processing.
- Coordinated conversions, installations, training, and support.
- Initiated procedures for product development, installation, support, database integrity, technical reviews, and staff training.
- Installed systems and trained customers in Puerto Rico and New York, for Eastern America, Sun Alliance, Royal Insurance, Medical Malpractice JUA of New Jersey, and others.

Multiple clients. July 1982 - October 1985: Programmer/Analyst

- Integrated host applications with PC applications.
- Developed and modified applications for construction mortgage accounting, the CDC's Agent Orange study, oil-well ownership.
- Developed software for a law office, political campaign, collection agency, trucking and freight forwarder, check printer, and architectural firm.

Education

New York University, Bachelor of Arts, Literature. 1991.

Technical Summary

Platforms: UNIX, AIX, Linux, UniVerse, Windows, Oracle, Cygwin.

Software: Apache, Adobe Photoshop & Acrobat, MS-Office (Word, Excel, Outlook, Publisher, PowerPoint, Access, Visio, Project, SharePoint), Lotus Notes, OpenOffice, Eclipse, TWiki, Gnizr, MySQL, Subversion, Bugzilla.

Languages: HTML, CSS, JavaScript/JSON/Ajax, Java/JSP/JSTL, PHP, AWK, Perl, SQL, XML/XSLT/Schema, UV/Basic, Regular Expressions, HTTP.

Frameworks/APIs: jQuery, Prototype, Scriptaculous, Google Maps, Google Visualizations, GData, Amazon Web Services (AWS), Timeline, Geocoder, Struts, Flowplayer.

