
Erma Jean West

1715 DeLowe Drive • Atlanta, GA 30311 • jean@vehenterprises.com • (404) 758-2738

Experienced software engineer with broad-based talent in full life-cycle project management, quality control, and problem solving. Expertise in web, client/server, and database development.

SUMMARY OF QUALIFICATIONS

- **Devoted “end-user advocate” who goes the distance to deliver technical projects on time and within budget.**
 - Took over disgruntled client’s contract; earned trust/respect while customizing software. Gained confidence of end users and peers as subject matter expert.
- **Proven leader able to motivate teams and drive stalled projects to successful completion.**
 - Delivered full life cycle of stalled project within 5 months. Developed tracking system software that enabled client to monitor document flow and eliminate delays.
- **Goal-focused problem solver adept at discovering client needs through solid technical and business acumen.**
 - Identified and rewrote bad code to establish integrity of existing data for frustrated end users. Improved quality and productivity; allowed help desk to focus on enhancements rather than repairs.

“Jean is a smart woman and technically savvy. She is good at what she does.”

- Sharon Burks, Team Lead, Northrop Grumman.

“Her team leadership and willingness to do what’s best for our user is the main reason for our group’s success.”

- Glenn Meritz, Manager, JC Penny

TECHNICAL SKILLS AND CERTIFICATIONS

Microsoft Certified Professional (.NET MCP) • Visual Studio • IIS • Office • VBA • SQL Server DB
Kennesaw Internet Professional • Adobe PDF Writer • Photoshop • Dreamweaver Studio • Flash • Illustrator
Crystal Decisions Report Design • Rational Software, Inc. Analyst Suite

PROFESSIONAL EXPERIENCE

Public Health Advisor/Informatics, McKing Consulting Corp. 2008 – Present
Webmaster, TekSystems 2007 – 2008

Contracted to Centers for Disease Control

- Provide Webmaster, database design & development services to the National Center for Public Health Informatics, Division of Public Health Systems and Services.
 - Perform analysis & design, C#.Net, ADO.NET, classic ASP/HTML coding development & deployment of division level and 5 team sub-webs conforming to CDC CSS web templates, and 2 SQL Server & Access database-driven utility web applications.

President & Founder, VEH Enterprises, Inc. 2000 – Present

- Provide systems consulting and Web/database design & development services to clients.
 - Designed & coded e-commerce, marketing, database-driven, document management system websites using HTML, DHTML, CSS, classic ASP, JavaScript, VBScript, Flash ActionScript, Flashpaper, PDF writer, SOAP, XML, XSLT and ODBC to Microsoft Access DB.
 - Develop logical & physical data models using UML and create Access stored queries and script components.
 - Develop custom Crystal reports and integrated with e-BusinessVision Accounting Management website.
- Provide SEO, webmaster, e-mail administration, and e-mail campaign marketing management services.
- Produce all marketing/advertising material, develop client leads, deliver presentations and negotiate contracts.

Senior Software Engineer, TRW, Inc. 1997 – 2002

Contracted to Centers for Disease Control Information Systems Support Services

- Lead developer/maintenance provider on high-profile web-based and client/server application projects including Publication Inventory (PI), Project Tracking (PT), Manuscript Tracking System (MTS), Equal Employment Opportunity Grievance Tracking (EEOC), and Clearance Management System (CMS).
 - Used HTML, VBScript, JavaScript, and classic ASP to develop PI Internet/Intranet application with native SQL Server DB connectivity.

- Performed analysis & design of EEOC and re-design of MTS applications using Rational's Unified Process; succeeded in automating/enhancing several processes to improve productivity and achieve real-time reporting capability.
- Produced logical & physical data models using UML; created SQL Server stored procedures, and database triggers to insure data integrity.
- Coded PT, MTS, EEOC, and CMS client/server applications using PowerBuilder and PFC with SQL Server DB, Sybase Adaptive Server DB, and UNIX-based BasisPlus Document Management system ODBC.
- Managed full life-cycle of CMS project development; delivered stalled project in 5 months; installed application in several NCCDPHP departments and led Train the Trainer courses.
- Managed installation and configuration of Rational Analyst Suite and created standards for future software application development.

Consultant, MCI Systemhouse

1996 – 1997

Developed AASHTO Force Account maintenance (CRUD) PowerBuilder tab window and several report windows using composite & base/nested report presentation styles and PowerTool class library, with Watcom ODBC.

Consultant, PowerServ, Inc.

1995 – 1996

PowerCom Application Technical Specialist

- Coded Canadian PST/GST tax maintenance (CRUD) enhancement to the PowerCom PowerBuilder application using Sybase and SQL Server DB and PowerTool class library.
- Chosen to build relationship with frustrated client to convert client order management system requirements and high-level gap analysis into detailed design documents and map/convert existing client data to PowerCom data model.
- Served as PowerBuilder technical mentor and provide PowerCom product training to clients and other PowerCerv Consultants.

Project Analyst, Metropolitan Life Insurance Co.

1995

- Developed PowerBuilder system prototype of the Securities Availability application using APOL class library and MIDI Gateway to access mainframe DB/2 database.
- Completed modifications to two COBOL, CICS/DB2 programs to enforce RACF/TOPSDR application security.

Programmer / Analyst, Federated Systems Group

1992 – 1995

- Co-Authored stopgap PowerBuilder application prototype to facilitate mainframe-to-client/server conversion.
- Analyzed, tested and resolved long-standing "unknown status" problem in POM system. Modified 12 of 15 COBOL, CICS/DB2 programs.
- Completed program modifications to resolve problems in the Purchase Order print process. Created much needed documentation, enabling better customer support.
- Participated in JAD workshops to define system requirements for the Macy's Product Support Costing system.

Senior Systems Analyst / Support Lead Analyst, JC Penny

1984 – 1992

- Provided analysis, coding, testing and maintenance support for various COBOL, CICS/DB2 order management applications.
- Developed DYL280 programs and SQL Queries using Platinum Report Facility.
- Performed analysis and designed Information System Incident Reporting & Tracking system which increased the Support Team productivity and provided Management Team online access to opened and closed Incident Reports.

EDUCATION AND TRAINING

Bachelor of Business Administration – Information Systems

Georgia State University

Professional Education

- Kennesaw State University: Kennesaw Internet Professional Certification
- The Training Camp: Microsoft .NET Core Requirements Boot Camp
 - Introducing Microsoft .NET
 - Developing Windows-Based Applications with Visual Basic .NET and Visual C# .NET
 - Developing Web Applications with Visual Basic .NET and Visual C# .NET
 - Developing XML Web Services and Server Components with Visual Basic .NET and Visual C# .NET
 - Analyzing Requirements and Defining .NET Solution Architectures