

Dean K. Anderson

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SUMMARY

- Sr. Consultant, Oracle Applications Development Team Lead, Systems Analyst, and Quality Assurance Test Analyst, Production Support Analyst with 20 plus years' proficiency in the full system development life cycle
- Solid background in hands on testing and a comprehensive understanding of database development methodology from multiple perspectives: user, designer and developer
- Broad experience developing technical solutions to meet organizations goals
- Proven ability to collaborate with project managers/leads, technical peers, business partners and customers
- High level of initiative; extremely motivated; team player; willingness to travel
- Well versed in Oracle PL/SQL development, Oracle Application testing, and SQL ETL data migration
- Adept in providing documentation and technical support in development and production environments on both large scale, multi-platform, client/server distributed, and smaller scale stand alone systems
- Strong with software application adaptation, planning, structured analysis, design, programming methodologies, tools, best practices and processes working with Oracle RDBMS
- Creative thinker with strong analytical problem solving and decision-making skills
- Experienced with management principles, mentoring and providing ORACLE training/support
- Able to multi-task in a high-pressure environment
- Capable of working independently and as part of a team
- Self motivated and directed, with keen attention to detail, committed to delivering superior quality work
- Passionate about providing solutions, committed to delivering excellence in customer service, dedicated to achieving results, reliable and trustworthy, energetic and driven regardless of obstacles

Industries: Legal, Healthcare, Banking/Finance, Education, Consumer Product Development, Consulting, Information Technology, Internet / Web, Software, Armed Forces

Functional Areas: Systems Analysis, Business Analysis, Object Oriented Analysis/Design, Systems Analysis/Design, Business Process Reengineering, Resource Management, Strategic Planning, Facilitation, Negotiation, Planning and Control, Presentation, Technical Writing, Problem-Solving, Coaching/Mentoring, Team Building, Application Development, Testing, Production/Operation Support, Training, Customer Services, Marketing/Sales, Finance/Accounts

Methodologies: e-Development Framework, Client Server Framework, Client Server Development, Configuration Management, Multi-Tier Development, Object Oriented Analysis, Object Oriented Design, Object Oriented Programming, Productivity Management, Risk Management, ITL Standards, Full System Development Life Cycle

SKILLS PROFILE

Application Development Tools: Oracle Developer Suite 11g/10g, Oracle Developer 2000, Oracle Forms, Oracle Reports, SQL Loader, SQL*PLUS, PL/SQL Developer, Oracle Enterprise Manager, FileNet, Funduc Search and Replace for Windows, ORCL-Toolbox Ltd. FormsTool, SourceGear DiffMerge, Visio, Dreamweaver, HomeSite, MySQL Front

Application Package: Oracle Application Server, PeopleSoft, CISCO VPN, Axio Assyst, MAGIC Self Service Help Desk, Service Ticket Systems, KADET, TahpMaster, DMS (Document Management System), DIMS (Development Issues Management System), JAM (Job Activation Module), TIDAL Enterprise Scheduler, CSV

Databases / DB Tools: Oracle, PL/SQL Developer, TOAD, SQL*PLUS, SQL Developer, ODBC, MySQL

Desktop Tools:	Microsoft Products, Corel Products, Lotus Notes, Cute PDF, Ultra Edit-32, PuTTY, Reflections, WinSCP, FTP, Adobe Acrobat, WinRAR, WinZip, Printkey2000, Skype for Business, TeamViewer Remote Desktop Access, Pegasus Mail, GroupWise, PaintShop Pro, CD/DVD Reproduction Products, Anti-Virus/Anti-Spyware/Anti-Malware/Ad-aware Products, Website Development Products, SameTime Messenger, Jabber Messenger, MSN Messenger, Yahoo Messenger, File Rename, Password Corral
Hardware:	HP, Compaq, Dell, IBM PC and Compatibles, MacIntosh PC, Sun Microsystems, Vax mini computers, Mainframe
Methodologies / Techniques:	e-Development Framework, Client Server Framework, Client Server Development, Configuration Management, Multi-Tier Development, Object Oriented Analysis, Object Oriented Design, Object Oriented Programming, Productivity Management, Risk Management, ITL Standards, Full System Development Life Cycle
Network Software / Communications:	TCP/IP, SSL, HTTP, HTTPS, FTP, SMTP, Internet, Intranet, ODBC, Novell, Netware, CISCO VPN
Operating Systems:	MS Dos, MS Windows (Versions 3.1 - Windows 7), Sun Solaris, UNIX (AIX/HP), X-Windows (Exceed)
Programming Languages:	PL/SQL, SQL, SQL*Plus, UNIX, HTML, JavaScript, CSS, PHP
Testing Tools:	Manual Test Scripts, DMS (Document Management System), DIMS (Development Issues Management System), JAM (Job Activation Module), TIDAL Enterprise Scheduler
Utilities / Command Languages:	Debugger, FTP, SFTP, Core FTP, PUTTY, Telnet, TinyTerm Plus, WinSCP, Cisco VPN, TIDAL Enterprise Scheduler, Unix shell scripting, Sed, Awk
Other:	CSV, Data Management, Project Management, Production/ Client Support/ Management, DBS (monitoring, security), PC build and troubleshooting, Website Development, Computer Training, ORACLE SQL / PL/SQL Training

PROFESSIONAL EXPERIENCE

DEPARTMENT OF INTERNAL SERVICES/IT SERVICES FOR JUSTICE

09/11 - Present

LEGAL INDUSTRY

Programmer Analyst / QA Test Analyst / Oracle Production Support Analyst

Recruited to provide a broad range of technical services in support of Justice's multiple enterprise Oracle applications serving a variety of clients throughout the province of Nova Scotia. Services are performed independently or within a team or project structure following established methodologies and change/release management procedures, respecting the confidential nature of the work.

- Solution analysis, design, development, testing, implementation, and production support
- Collaborate with the business areas to understand specific needs, gather technical requirements, create functional specifications and create design documentation
- Identify data sources and requirements for data extractions, and data analysis/statistics
- Create and execute ad hoc queries to provide data extracts, and perform data updates
- Create test plans and perform quality assurance testing of upgrades and new modules
- Document and track application issues and liaise with clients & peers to develop solution
- Coach client on how to document business requirements as functional requirements
- Administer user access - includes creation of user accounts, modifying role-based access profiles, and assignment of user IDs and Passwords.
- Provide HelpLine support remotely throughout the province on a weekly rotational basis for multiple web-based Oracle systems

Environment: Windows 7, UNIX (AIX), Oracle 11g R2, SQL, PL/SQL, SQL*Plus, Oracle Forms 10g, Oracle Reports 10g, PLSQL Developer, Oracle Enterprise Manager Console, Funduc Search and Replace, ORCL-Toolbox Ltd. FormsTool, SourceGear DiffMerge, Active Service Directory, Novell, Outlook, Groupwise, Skype, MS Office, Internet, Ultra Edit-32, NotePad++ , FileNet

KEANE, INC.**07/06 - 03/11****LARGE US HMO (TUFTS HEALTH PLAN)****04/08 – 03/11****HEALTH INSURANCE*****Senior QA Test Analyst / Senior Oracle Developer / Senior Oracle Production Support Analyst***

This engagement is a maintenance/development/testing project supporting distributed applications for a Health Management Organization that is both a “not for profit” and a “for profit” business. Since 1979, this organization has been committed to providing a higher standard of health care coverage and to improving the quality of care for every member. The company offers health plans local to Massachusetts but has a national reputation for excellence (currently ranked #2 for US health plan providers).

- An integral part of the Oracle Testing, Oracle Development and Production Support teams, serving as a thought leader and subject matter expert to provide client-focused, high quality testing of Oracle database changes, data file extractions, analysis and support of development implementations in numerous ORACLE 10g Data Information Warehouse environments which supports a variety of business requirements networked among numerous distributed database applications in a multi-country environment and several different time zones between Canada, Unites States, and India.
- Collaborating with project managers/leads, technical peers, business partners and customers to finalize project scope and to ensure conformance to quality and testing requirements;
- Reviewing technical requirements, providing effort estimates and recommending technical solutions.
- Developing integrated test plans to encompass project scope, test strategy, test conditions, use cases, and test scripts based on technical requirements and functional design specifications.
- Logging issues identified during testing in a Development Issues Management System (DIMS) and following up on corrective actions.
- Designing, developing, and testing of PL/SQL code executed against normal and external oracle tables.
- Producing, publishing and maintaining documentation.
- Participating in peer code design reviews.
- Analyze existing processes, transactions, and data models to troubleshoot and resolve identified issues.
- Mentoring and providing ORACLE Fundamentals, SQL, Quality Assurance Testing training sessions to team resources.

Environment: Windows XP Pro, UNIX (HP9000), Oracle, ODBC, Toad, SQL, PL/SQL, SQL*Plus, IP, Internet, Ultra Edit-32, Reflections, Lotus Notes, Putty, SFTP, WinSCP, Kadet Ticket Systems, Document Management System (DMS), Development Issues Management System (DIMS), TIDAL Enterprise Scheduler, JAM (Job Activation Module)

GLOBAL FINANCIAL SERVICES PROVIDER (GMAC)**07/06 – 04/08****AUTOMOTIVE*****Senior Oracle Production Support Analyst***

This engagement is a maintenance/development project supporting distributed applications for an automotive financing business. This organization utilizes near-shore resources as a strategic source of labor for application outsourcing. The applications support the organization’s North American operations, and have interfaces to other distributed applications as well as a number of critical mainframe applications. Activities include performing modifications to resolve unplanned production abends (some applications have 24x7 support needs), providing research and analysis to address user requests, and implementing functional enhancements to the supported systems.

Provide Production support IT services for the Global Financial Services Provider Information Warehouse. The database warehouse resides on a central HP-UX (Hewlett-Packard UNIX) server with an Oracle 9i RDBMS.

- An integral part of the Sustain Production Support team, serving as a subject matter expert to provide client-focused, high quality analysis and support of the engagement's Information Warehouse (an ORACLE Data Warehouse) which supports a variety of business requirements networked among numerous distributed database applications.
- Coordinate, initiate and test deployments for System Change Requests.
- Primary contact for System Change Requests and resolution of issues.
- Provide daily report of all activities for assigned End User Requests and details of any problems encountered and the resolution thereof.
- Provide input in global team Status Meeting to update Manager and Team Members of the work activities and any issues arising.
- On Call Primary Pager Support on a Weekly rotation basis 24/7.
- Identify, document, and review requirements, estimate effort and recommend technical solutions.
- Designing, developing, and testing of PL/SQL code to resolve reported data issues and to provide data warehousing solutions.
- Producing, publishing and maintaining documentation.
- Participating in peer code design reviews.
- Analyze processes, transactions, and data models to troubleshoot and resolve reported issues and problems
- Mentoring and providing training to team resources
- Monitoring Batch Cycle runs to ensure Information Warehouse data maintains high availability and accuracy for all users worldwide.

Environment: Windows XP Pro, UNIX (HP), Oracle, ODBC, Toad, SQL, PL/SQL, SQL*Plus, Visio, IP, Internet, Ultra Edit-32, Putty, SFTP, WinSCP, CiscoVPN, GMACFS Secure Access SSL VPN, Jabber, MS Communicator, Kadet Ticket Systems, EDS Service Center Ticket System

CAPITAL DISTRICT HEALTH AUTHORITY

07/98 - 01/06

HEALTHCARE

Senior Systems Analyst - Team Lead

Reengineered a complex, mission-critical health care software system (Oncology Patient Information System - OPIS), within the largest integrated academic health district in Atlantic Canada, from an Oracle Forms v3.0 application to an Oracle Forms v4.5 application. Outcome enabled less cost, efficient maintenance, and scalability benefits to support direct patient care and disease registry perspectives.

- Collaborated with project managers/leads, technical peers, business partners and customers to finalize project scope and to ensure conformance to business needs, quality and testing requirements.
- Reviewed requirements, provided effort estimates and recommended solutions.
- Developed integrated test plans to encompass project scope, test strategy, test conditions, use cases, and test scripts based on technical requirements and functional design specifications.
- Conducted feasibility studies, systems analysis, programming, testing, implementation and training.
- Derived functional requirements and specification using use case methodology.
- Managed knowledge transfer sessions for the Transition phase. Knowledge transfer to Baseline support teams and Organizational change management teams.
- Tracked, monitored and communicated progress against project. Managed project scope change controls.
- Resolved user issues, maintained internal and external relationships with business community.
- Prioritized initiation requests; ensured projects were delivered on time, budget and to user satisfaction.
- Provided leadership to teams of programmer analysts, systems analysts, business analysts, and technical specialists; including scheduling, assignment, review/monitoring work, recruitment and performance evaluation.
- Legacy data integration.
- Bug fixing, development and production testing, code analysis, data extracts, data imports.
- Lead the design, development, testing and implementation of the International Classification of Diseases, 9th and 10th Revision (ICD-9-CM and ICD-10-CM) within OPIS.

Environment: Oracle Developer 2000 Motif, AIX Unix, Exceed, FTP, PuTTY, TOAD, SQL, SQL*Plus, Novell, TinyTerm, GroupWise, HTML, Source Code Control Systems, MAGIC Self Service Help Desk

DEAN'S CONSULTING SERVICES**06/04 - Present****CONSULTING SERVICES*****IT Consultant***

Self Employed, offering IT solutions to small businesses and home owners. Primarily performing computer repairs, troubleshooting, upgrades, maintenance, network setup, sales, training, and website development to clients locally, and abroad.

- Website design, hosting and maintenance for clients locally, nationally, and internationally.
- Computer service repairs and upgrades; Desktop support and deployment; On-site/Remote hardware/software problem determination, hardware break/fix, software configuration and installation
- Provided customized computer based training and mathematics tutoring services on Campus at Dalhousie University at Nova Scotia Community College and taught private sessions.
- Delivered concept training courses on site at ctc Train Canada for students from provincial government departments:
 - Oracle 10g/11g Fundamentals – Desktop DB install, Creating user accounts, user objects, SQL Queries
 - Oracle Developer 10g: PL/SQL Functions, Procedures and Packages
 - Oracle Developer: Introduction to Oracle Forms 10g
 - Introduction to Oracle 9i PL/SQL

Environment: Windows XP, Windows 7, HTML, PHP, MySQL, FTP, Dreamweaver, PowerDirector, ProShow Gold, Pegasus Mail, MS Internet Explorer, MS Office, Nero, Oracle Developer 11g, TOAD, SQL*PLUS, MySQL, A4DeskPro, FLASH Maker Professional

SOFTWARE KINETICS**10/92 - 05/98****SOFTWARE DEVELOPMENT*****Oracle Software Specialist***

Provided application development services in a Full Systems Life Cycle environment for a variety of Oracle, and PowerBuilder projects for the purpose of enabling client companies to market products and services, to gain a competitive edge, to increase business profit margins and to acquire new clients.

- Evaluated, designed, developed, tested and integrated technologies chosen for a variety of projects.
- Conducted feasibility studies, systems analysis, programming, testing, implementation and training.
- Worked with the business sponsors and customers to finalize project scope.
- Derived functional requirements and specification using use case methodology.
- Reviewed technical approach and design documents to validate conformance with business need.
- Derived Test Strategy and Test conditions for various projects.
- Prepared test cases based on the identified use cases.
- Performed Quality Assurance testing and QC reviews for major project deliverables.
- Evaluated, designed, coded, tested and implemented a customized DBA Manager Application to automate many of the database administration duties performed within a client's Oracle environment.
- Provided application support, training of packaged software, and the installation of various software programs.
- Created and updated SQL, PL/SQL, and SQL*Plus scripts.

Environment: Oracle Developer 2000 (Forms 3.0 - 4.5 & Reports 1.0 - 2.5), HTML, FTP, Oracle, ODBC, SQL, PL/SQL, SQL*Plus, IP, Internet, WIndows, Machintosh, PowerBuilder 5.0

ENVIRONMENT CANADA, CANADIAN PARKS SERVICE**05/92 - 10/92****SOFTWARE DEVELOPMENT*****Programmer Analyst***

Functioned as a programmer / analyst in designing and implementing extensive enhancements to an Oracle application - an Automated Work Planning Information System (WPIS), and a PCSA LAN Manager Information System interface. These applications were a Multi-Tier Client / Server implementation utilizing Oracle database 7.0 engines, and "C" programming language. These applications operated on a Windows 95/98 system.

- Coded applications as required.
- Provided management with tools to optimize analysis of business information to provide an edge on making sound decisions.

Environment: PL-SQL, SQL*Plus, Oracle, C, Windows 3.1

CENTRAL GUARANTY TRUST COMPANY

02/90 - 08/91

SOFTWARE DEVELOPMENT

Senior Programmer

Member of the RIFF & AGENT Information Systems team responsible for designing and implementing extensive enhancements to the COBOL applications - Registered Retirement Income Fund System and an Agent Commission System.

- Analyzed user requirements and operational procedures.
- Documented changes to various modules. Wrote program specifications and steps to address concerns.
- Modified existing programs. Coded applications as required.
- Provided management with tools to optimize analysis of business information and to provide an edge on making sound decisions.
- Developed, tested and installed new programs.

Environment: IBM Mainframe, COBOL

NIDAK ASSOCIATES INC.

09/88 - 11/89

CONSULTING SERVICES

Custom Software and Business Systems Consultant

Designed, coded, integration testing, implementation, documentation, user support, training and technical writing for a variety of financial applications for major clients.

- Coded an Ontario Home Ownership Savings Plan (OHOSP) application for a major Canadian Bank.
- Coded a Corporate Customer Information System (CIF) application for a major Canadian Bank.
- Coded a Lump-Sum Payment System for a major Canadian Bank.
- Designed a Financial Software package for processing Canadian Forces Reserve Pay Accounts.
- Coded applications as required.
- Provided clients with tools to optimize analysis of business information and to provide an edge on making sound decisions.

Environment: C, Windows 3.1/95, DB IV.

CANADIAN NAVAL RESERVES (HMCS SCOTIAN)

07/81 - Present

NAVAL RESERVIST

Lead Programmer Analyst, Finance Clerk Supervisor, Finance Clerk

Designed, coded, integration testing, implementation, documentation, user support, training and technical writing in developing the Naval Control of Shipping Operational Training System - a software package developed in 1987 for use in Naval Control of Merchant Shipping Training Units Canada-wide.

- Designed and Coded a Naval Budget Control Costing program for use in the HMCS Scotian Pay office using BASIC programming language
- Supervised a team of Finance Clerks
- Collaborated with peers, supervisors, managers and customers in delivering financial services
- Received military training

Environment: AES, C, Windows 3.1/95, DB IV, BASIC, VIC20.

EDUCATION

BACHELOR OF SCIENCE	BACHELOR OF EDUCATION
Mathematics & Computer Science	Mathematics
Saint Mary's University	Dalhousie University
Halifax Nova Scotia, Canada	Halifax, Nova Scotia, Canada

CERTIFICATIONS / LICENSES

NS Teacher's Certificate

TC5
08/95

PUBLICATIONS / PRESENTATIONS / INDUSTRY AWARDS

Certificate in Leadership Development

Saint Mary's University
11/03

- Managing Workplace Conflict – November 2003
- Leadership Development Workshop – October 2003
- Certificate of Completion, Security Awareness Training for Government of Nova Scotia - July 2015

[Project Management Essential Tools & Techniques Workshop, Unisys Canada Inc., 2005](#)

[Certificate of Excellence](#), Tufts Health Plan, 12/08
Keane Pin Award ([Performance Recognition](#)), Keane Canada, Inc. 9/10

Certificate in Business Communication

Saint Mary's University
11/02

- Interpersonal Communication Skills - November 2002
- Business Writing Skills – October 2002
- Writing and Editing Professional Materials – October 2002

WorkPlace Education

[Word Press Skills Training](#), 2015, BBI
[Business Growth & Profitability](#), 2016, BBI
[Design Tools & Photoshop](#), 2016, BBI
[Security Awareness Training](#), 2015, Gov't NS
[Security Awareness Training](#), 2016, Gov't NS

GOVERNMENT SECURITY CLEARANCE

NATO Confidential/DND (C), 98 - present	NATO Top Secret/DND (TS), 87 - 95	NATO Secret/DND (S), 95 - 98
NATO Secret/Civilian D.S. (S), 92 - 98	NATO Secret/DND (S), 81 - 87	

REFERENCES

AVAILABLE UPON REQUEST