

Dean K. Anderson

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INFORMATION TECHNOLOGY PROFESSIONAL

Talented, results-driven Information Technology Professional, relationship builder, technical thought leader with extensive Quality Assurance Tester, Oracle Developer, and Production Support experience who loves to innovate, and strive in fast paced environments valuing collaboration working with stakeholders to deliver cost-effective, high-performance technology solutions to meet challenging business demands.

QUALIFICATIONS

- Graduated from recognized universities with a Bachelor of Science degree in Mathematics and Computer Science, and Bachelor of Education degree in Mathematics; thirty (30) plus years related experience
- Experience in all facets of project lifecycle & software development - initial feasibility analysis and conceptual design, development, testing, documentation, implementation, user training and enhancement
- Experience with project management and systems development life cycle methodologies; change management; risk management; system and role-based information access security
- Proven track record gaining in depth knowledge of internal systems, analyzing data, gathering and documenting true business requirements, developing Oracle database solutions, creating and executing test scripts using PL/SQL and/or UNIX scripts, production implementation
- History demonstrating leadership experience, highly developed business analytical skills and abilities with a record of achievement in positions of increasing responsibility
- Broad experience demonstrating strategic and innovative thinking, developing technical solutions to meet business objectives for clients - locally, nationally and internationally
- Experience leading business growth; redesigned a web site for an Ontario client which resulted in the client being rated #1 in their industry; an increase in client profile nationally and internationally; and within the first six months, the client's sales increased from \$400 thousand to \$2.0 million and by the end of one year increased to \$1.0 billion

EXPERIENCE

NOVA SCOTIA INTERNAL SERVICES DEPARTMENT (ISD)

OCT 2016 - PRESENT

Quality Assurance Test Analyst

Recruited to be a team member tasked to provide Quality Assurance Testing on various projects for a various clients of provincial government departments throughout the province of Nova Scotia.

- Quality Assurance Testing for various development and migration projects
- Designing, implementing and executing automated test scripts using Selenium-Cucumber-Ruby in an Agile Behavior Driven Testing environment
- Collaborated with business areas, province Help Desk teams, and development teams to coordinate migration project implementations for FCARS & POST (ADS) to Oracle 12c
- Provide Help Desk Production support remotely throughout the province as back fill staff support for multiple web-based Oracle systems serving Department of Justice clients and Department of Community Services clients.
- Software installs – Windows7, Windows 10, Oracle 11g XE and Oracle 12C Enterprise (Windows 7 Desktop Class installs), Oracle Application Testing Suite, PLSQL Developer

Environment: Windows 10, Windows XP Pro, Oracle 11g R2, Oracle 12c, SQL, Oracle Forms 10g/11g/12c, Oracle Reports 10g/11g/12c, PLSQL Developer, Oracle Enterprise Manager Console, Outlook, Internet, NotePad++ , Selenium, Cucumber, Ruby, Jira, Confluence

NOVA SCOTIA DEPARTMENT OF JUSTICE**SEP 2011 - OCT 2016*****Programmer Analyst / Senior Oracle Developer / Oracle Production Support Analyst***

Recruited to be a team member tasked to provide Justice clients with technical support for incoming support requests pertaining to a variety of Oracle Web Services applications used by a variety of Department of Justice clients throughout the province of Nova Scotia.

- Solution analysis, design, development, testing, implementation, and production support
- Collaborate with the business areas to understand specific needs, gather technical requirements, define functional specifications and to 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, perform data updates, and obtain statistical information
- Document processes and track implementation/development activities
- Create enhancements to existing application modules in the Justice Enterprise Information Network (JEIN) system to capture and report information
- Bug fixes among various modules in JEIN
- Provide Help Desk Production support remotely throughout the province on a weekly rotational basis / as back fill staff support for multiple web-based Oracle systems

Environment: Windows XP Pro, Windows Server 2003, Oracle 11g R2, SQL, PL/SQL, SQL*Plus, Oracle Forms 10g/11g, Oracle Reports 10g/11g, PLSQL Developer, Oracle Enterprise Manager Console, Funduc Search and Replace, ORCL-Toolbox Ltd. FormsTool, SourceGear DiffMerge, Novell, Active Directory, Groupwise, Outlook, Ultra Edit-32, NotePad++

KEANE, INC.**JUL 2006 - MAR 2011****LARGE US HMO (TUFTS HEALTH PLAN) - HEALTH INSURANCE****APR 2008 – MAR 2011*****QA Test Analyst / Oracle Developer***

Recruited to accelerate ORACLE development and testing of complex, high profile oracle project initiatives supporting business requirements for a large Health Management Organization ranked #2 among US health plan providers.

- Collaborated with the business areas to understand specific needs, finalize project scope, and ensure conformance to quality, development and testing requirements.
- Reviewed technical requirements, provided estimates, recommended technical solutions.
- Developed integrated test plans, test strategies, test conditions, use cases, and test scripts.
- Analyzed processes, transactions, and data models to troubleshoot and resolve issues.
- Established an in-house Oracle education program, and developed testing methodologies offering notable cost-saving results, operational improvements and productivity increases

GLOBAL FINANCIAL SERVICES PROVIDER (GMAC) - AUTOMOTIVE**JUL 2006 – APR 2008*****Oracle Production Support Analyst***

Provided client-focused, high quality analysis and support of the client's ORACLE Data Information Warehouse environment supporting business requirements networked among distributed database applications in a multi-country environment between Canada, United States, and India. Activities included performing modifications to resolve unplanned production abends, providing research and analysis for user requests, and implementing functional enhancements to the supported systems.

- Primary contact for System Change Requests and resolution of issues.
- Identified, documented, and reviewed requirements, estimated effort and recommended technical solutions.
- Designed, developed, and tested PL/SQL code to resolve reported data issues and to provide data warehousing solutions.
- Mentored and provided training to team resources.
- Monitored Batch Cycle runs to ensure Information Warehouse data maintained high availability and accuracy for all users worldwide (some applications have 24x7 support needs).

Environment: Windows XP Pro, UNIX (HP9000), ORACLE, TOAD, SQL, PL/SQL, SQL*Plus, IP, Internet, Ultra Edit-32, Reflections, Lotus Notes, PuTTY, FTP, WinSCP, KADET Ticket System, TAHPMaster, Document Management System (DMS), Development Issues Management System (DIMS), TIDAL Enterprise Scheduler, JAM (Job Activation Module), PeopleSoft, CISCO VPN, CSV, Visio, GMACFS Secure Access SSL VPN, Jabber, EDS Service Center Ticket System

CAPITAL DISTRICT HEALTH AUTHORITY

JUL 1998 - JAN 2006

IT SERVICES / ONCOLOGY SOFTWARE DEVELOPMENT

Senior Systems Analyst, Team Lead

Recruited to provide technical leadership and assistance in reengineering a complex, mission-critical health care software system (Oncology Patient Information System - OPIS) within the largest integrated academic health district in Atlantic Canada. Outcome enabled less cost, more efficient application maintenance, downsizing of staff, and greater scalability benefits.

- Worked with business clients, external clients and IT to understand specific business needs, gather requirements, design, develop and implement solutions.
- Provided client-focused, high quality analysis, bug fixes, data extracts, data imports, application development, testing and implementation of application changes.
- Developed, created, executed and coordinated signed off on user acceptance test cases.
- Created development, testing, implementation, and user documentation.
- Lead 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: Windows, Oracle Developer 2000 Motif, AIX Unix, Exceed, FTP, PuTTY, TOAD, SQL, SQL*Plus, Novell, TinyTerm, GroupWise, HTML, SCCSs, MAGIC Help Desk

EDUCATION

- B.Ed., Mathematics, Dalhousie University, 1992 (Teacher Certificate Level 5 Certified)
- B.Sc., Mathematics and Computer Science, Saint Mary's University, 1986
- Certificate in Leadership Development, Saint Mary's University, 2003
- Certificate in Business Communications, Saint Mary's University, 2002
- Project Management Essential Tools & Techniques Workshop, Unisys Canada Inc., 2005
- Oracle8 Database Administration, General Physics Canada Ltd., 2000.

REFERENCES AVAILABLE UPON REQUEST