

# 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, Production Support, Computer Repairs, Website Development, Company Management 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; forty (40) 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 CYBER SECURITY & DIGITAL SOLUTIONS

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 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 analysis and support for an ORACLE Data Information Warehouse networked among multiple distributed database applications in a multi-country environment across Canada, United States, and India. Responsibilities included resolving production issues, researching user requests, and implementing system enhancements.

- 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, TAHP Master, 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 lead the reengineering of a critical Oncology Patient Information System (OPIS) for Atlantic Canada's largest academic health district. The outcome reduced costs, improved application efficiency, streamlined staffing, and enhanced scalability.

- 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, 9<sup>th</sup> and 10<sup>th</sup> 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

**DEAN'S CONSULTING SERVICES**

**IT CONSULTING SERVICES**

***IT Consultant***

Self-employed IT professional providing computer repairs, troubleshooting, upgrades, maintenance, network setup, sales, training, and website development for small businesses and homeowners locally and internationally.

- Website design, development, 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, local communities and 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**

**OCT 92 – MAY 1998**

**SOFTWARE DEVELOPMENT**

***Oracle Software Specialist***

Developed applications in a full systems lifecycle environment for Oracle and PowerBuilder projects, helping clients market products, gain a competitive edge, boost profits, and acquire new customers.

- 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, Macintosh, PowerBuilder 5.0

**ENVIRONMENT CANADA, CANADIAN PARKS SERVICE**

**MAY 1992 – OCT 1992**

**SOFTWARE DEVELOPMENT**

***Programmer Analyst***

Served as a programmer/analyst, designing and implementing enhancements to an Oracle-based Automated Work Planning Information System (WPIS) and a PCSA LAN Manager interface. These multi-tier client/server applications utilized Oracle 7.0 and C programming, running on Windows 95/98.

- 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****FEB 1990 – AUG 1991****SOFTWARE DEVELOPMENT*****Senior Programmer***

Team member responsible for designing and implementing major enhancements to COBOL-based systems for the Registered Retirement Income Fund and 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.****SEP 1998 – NOV 1989****CONSULTING SERVICES*****Custom Software and Business Systems Consultant***

Team member responsible for designing, coding, testing, implementing, documenting, providing user support, training, and technical writing for various 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 / Windows 95, DB IV

**CANADIAN NAVAL RESERVES (HMCS SCOTIAN)****JUL 1981 – FEB 1998****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

- B.Ed., Mathematics, Dalhousie University, 1992 (Teacher Certificate Level 5 Certified 08/95)
- 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.
- Managing Workplace Conflict – November 2003
- Leadership Development Workshop – October 2003
- Certificate of Completion, Security Awareness Training for Government of Nova Scotia - July 2015
- Interpersonal Communication Skills – November 2002
- Business Writing Skills – October 2002
- Writing and Editing Professional Materials – October 2002
- [Certificate of Excellence](#), Tufts Health Plan, 12/08
- Keane Pin Award ([Performance Recognition](#)), Keane Canada, Inc. 9/10
- 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

## GOVERNMENT SECURITY CLEARANCE

- NATO Confidential/DND (C), 1998 - present
- NATO Secret/Civilian D.S. (S), 1992 -1998
- NATO Top Secret/DND (TS), 1987 - 1995
- NATO Secret/DND (S), 1981 - 1987
- NATO Secret/DND (S), 1995 – 1998
- Confidential/Civilian (C), 2011 - present

## REFERENCES AVAILABLE UPON REQUEST