

Elizabeth A. Brown

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Professional Summary

Career Information Systems Technology professional with 25 years of experience, great communication, and interpersonal skills.

- Strong relational database, analytical, and programming experience.
- Solid web, graphic design, and desktop publishing background.
- Educational technology proficiency in integrating computers /internet into the educational curriculum, development of internet workshops, projects, and webquests.

Education

2011 Rowan University,
Glassboro, NJ
Certificate of Graduate
Study in Technology
Education. 4.0 GPA

1980 Rutgers University,
New Brunswick, NJ
BA in Business
Administration

2002 LearnQuest,
Phila. PA
Certificate Application
Servers/J2EE Enterprise
Web Development

1994 Insurance Institute of
America, Malvern, PA
Certificate in General
Insurance

1985 Computer Learning
Center, Phila. PA
Certificate in Computer
Programming

Information Systems and Educational Technology

Skills:

Experience in Internet and Web Technologies, Data Warehouse, Database, Programming, Graphic Design, and Publishing.

- **Internet/Web Design:** J2EE, J2SE, JSP, Servlets, Java Beans, Java Script, VBScript, JDBC-ODBC, Web Focus, ADO, XML, XSL, CSS, ASP, HTML, DHTML, FrontPage, SharePoint Designer, FTP, TCP/IP, IBM Websphere, BEA Weblogic, Apache Tomcat, Pinnacle Studio, Movie Maker, Shopping Carts, Search Engines, Blogs, Polls, Surveys, Browsers.
- **Graphic Design/Publishing:** Photoshop, Paint Shop Pro 6, Animation Shop, Coffee Cup Firestarter, Microsoft Word, Publisher, Quark, Adobe In-Design.
- **Database/Data Warehouse :** Oracle11i/10g/9i/8i, DB2, DB2-UDB, MySQL, Informix, DB1, Discoverer, Oracle Enterprise Manager, IBM DataStage, Warehouse Manager, Decision Stream, DB-Access, Data Shopper, Cognos Impromptu, Platinum Info-Refiner, Info-Transport, ERwin.
- **Programming/Scripting :** PL/SQL, SQL*Plus, SQL*Loader, Toad, SQL Developer, RMAN, Python, Perl, Shell Scripting, DB2, SPUFI, QMF, ANSI Cobol/Cobol2, C++, CICS, VSAM, Assembler, OS/JCL, IBM Utilities, Faver, IDCAMS, EASYTREV, REXX, Panvalet, LMS, Endeavor, Abend-Aid, Intertest, Witness, Xpediter, Flowcharter, Visio.

Experience

Rowan University, Glassboro, NJ

Database Administrator

01/2005-present

Responsible for support and maintenance of the university's Enterprise Information Systems Oracle databases, SCT Banner Systems, Blackboard, WebCT, and Millennium Systems.

- Support and monitor multiple Oracle database instances and applications in production, development, training, and test environments; proficient in installation, configuration, and upgrades to Oracle environments 8i/9i/10g and 11i. perform database cloning, backup, restore, and disaster recovery procedures using RMAN and UNIX scripts.
- Experience in all facets of the systems development lifecycle, from analysis, requirements, development, architecture design, testing, and post implementation revisions; provide DBA support of project phases in large-scale multi-user (systems) environments.
- Developed Banner Self-Service web-enabled system for the universities' Athletics Department, allowing faculty and coaches to comment and view performance of student athletes in order to insure compliance with academic standards. This replaced a manual process which resulted in a significant time savings for faculty members and the Athletic Compliance Officer.
- Developed Banner Self-Service web-enabled system for the university which allows supervisors and employees to create online security requests for access to functional areas within the system. This process reduces the workload for the Help-Desk and facilitates the approval process.
- Configure SCT Internet Native Banner (INB) and SCT Self-Service Banner (SSB) and installing SCT Banner Release Upgrades and Patches.
- Troubleshoot systems problems, create log files, packages, develop scripts, configure Oracle Enterprise Manager (OEM) tools for monitoring, performance enhancement and debugging.
- Maintain external and internal client/customer relationships by providing timely, superior quality products and services and understanding our client's needs.

Independence Blue Cross, Philadelphia, PA

ETL Developer

11/2002 – 1/2005

Responsible for support and maintenance of the production Corporate Data warehouse System.

- Improved data access for end users and provided quality data for management reporting by enhancing and maintaining the Medical Claims subject area for the Corporate Data Warehouse using Data Stage, DB2/SQL, and Perl scripts.
- Enhanced the Quality Management reporting process by running Referential Integrity queries each month to ensure data validity between tables.
- Facilitated systems testing in the department through the development of SQL queries to generate DB2 export files for table backups and create test data.
- Improved production run times and performance by re-engineering and merging existing processes. Also provided on-call support.
- Assisted client areas with decision support by providing claims data for Corporate Data Marts.

One Beacon Insurance Company, Philadelphia, PA

(Formerly CGU Insurance Group, General Accident Insurance Company)

Positions Held: Web Content Manager, Webmaster, Data Warehouse Analyst, Sr. Programmer Analyst, Help Desk Coordinator

1986 - 2002

Responsibilities included:

- Improved productivity and efficiency of employees and system security by designing, developing, and implementing a departmental web site that enabled IT employees from 6 separate divisions, common access to standards, policies, and project information.
- Improved data access and quality for 8 Legacy Systems for management reporting and decision support by analyzing data and developing transformation rules to ensure data consistency and error reduction.
- Partnered with logical data modeling group with data definitions for metadata documentation in Data Repository and participated in joint information discovery and dimensional modeling sessions.
- Reduced claims costs for company SIU home office and field personnel by developing a system to assist in the detection and tracking of fraudulent claims using rules based object oriented RAD technology.
- Facilitated online quoting, rating, and issue of policies using DB2/CICS, QMF, and Spufi, in over 30 branches, which reduced time and cost for the company's field representatives in new account determination.
- Developed and installed in over 30 branches an automated process which captured over 100 new data elements for statistical reporting to state bureaus. This system significantly reduced errors, time, and labor costs and enabled the company to receive monetary credits from the state.
- Provided online and batch production support for the Policy Maintenance Systems for over 30 branches by tracking and resolving system incident reports within 24 hours and systems inquiries within 10 days.

Awards:

Web site Design Awards: IXOYE, Seekus.net 1st place, Golden Web Award Winner 2002-2003

References:

Will be furnished upon request.