



JANE VANDER DOE

SKILLS SUMMARY

Analytical professional with strong communication and project coordination skills. Significant abilities to think critically and independently, learn and assess quickly, and define and apply effective solutions with a process oriented approach. These skills have been developed from an extensive and diverse background in information technology. Demonstrated capabilities:

- Exceptional interpersonal, communication, and critical thinking skills (analysis, process/problem/issue discovery, and resolution).
- Excellent ability to quickly comprehend new situations/technologies and then apply.
- Strong ability to bring focus to issues and priorities, generate alternatives, solutions, and approaches, and report/present in a clear, and concise manner.
- Proven track record of working collaboratively with diverse groups (business/technical, staff/management, internal/external associates, and third-parties/vendors).
- Significant experience in meeting facilitation and requirements elicitation.
- Ability to identify, prioritize, and direct activities of a project team.

TECHNICAL SUMMARY

Proficient in Microsoft Word, Excel, PowerPoint, Project, Visio, and Mercury Quick TestPro, test-driven development (TDD), XML, Agile methodologies, various problem tracking and collaboration tools.(such as Confluence wiki), SQL, Unix and Stratus (fault-tolerant) system administration, telecommunications and networking concepts/

EXPERIENCE

2006–2007

Company A
Portland, Oregon
Business Systems Analyst

- Performed initial exploration, definition, and shaping of multiple projects to address current company issues. Entailed business partner interviews, technology research, collected/organized/documented business requirements, developed high-level scope statements and project proposals, cost estimates, project timelines, and presentations to management.
- Incorporated use of agile techniques, test-driven development, and an internal wiki.

2004–2006

VanderHouwen & Associates
Portland, Oregon
Business Systems Analyst

- Led a software product selection project. Elicited business requirements, created and issued RFP document, facilitated project evaluation, made recommendations for selection, and produced project plan and cost estimates.
- Performed full spectrum of business requirements gathering and analysis including interviews, creation and presentation of required documentation, created detailed specifications in the form of Use Cases, functional analysis, and collaborated with development staff.

- Developed Test Plans, identified functional test conditions, created associated Test Cases, produced and executed automated (QTP) test scripts, analyzed and documented test results (XML-based), identified issues and resolutions, and participated in planning and coordination of integration testing.

2001–2004

Independent Business Process Consultant
Chicago, Illinois

- Produced a review and assessment of security issues, processes, and requirements for a major retail operation.
- Identified security aspects, potential vulnerabilities, mitigation considerations, and actionable recommendations.
- Developed risk mitigation plan including operational and business contingency plans for convenience store chain contracting with an ASP for accounting systems.
- Developed assessment of operational support processes for client retail network and provided specific recommendations pertaining to problem/change management, proactive monitoring, and performance measurements.
- Coordinated a team to implement TCP/IP over VSAT capabilities for several hundred client sites. Included change planning and verification, issue management, Test Script creation, and effective communication and coordination among multiple vendors for changes affecting network devices and firewalls.
- Created and maintained company initial website.

1988–2000

Company B
Chicago, Illinois
Senior System Software Specialist

- Responsible for the planning and coordination of all installation and support related to telecommunications connections between BP Amoco's 24x7 retail credit processing platform and third-party credit authorizers/acquirers. Demonstrated extensive and effective coordination and communication with internal/external technology partners.
- Managed the installation of telecommunication lines and equipment to seven external credit authorizers for BP Amoco's move to a new geographic location. Project spanned initial task identification thru implementation and included capacity analysis, protocol selection, design discussions, planning, and coordination. This project formed a vital component of a significant merger and was successfully completed within deadlines.
- Provided day-to-day system administration support for Stratus fault-tolerant processing platform. Projects included coordination of components for stress testing of transaction processing and move of hardware facilities.
- Installed and supported Mainframe MVS and VM program products.

EDUCATION

B.S. in Computer Science, University