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Text Resume		PDF Resume		HTML Resume

EXECUTIVE SUMMARY

Resume for review by WEPA

Hollywood Casino at Penn National Race Course - Grantville, PA

5 yrs 10 mos

		
References		IT Vendors

IT Analyst - Symphony 2 Rollout

5 yrs 10 mos Grantville, Pennsylvania, United States

- Initially deployed and later maintained 100+ Oracle Symphony Micros POSs at 29x Restaurants/Bars.
- Received the "Lucky Star, Star Performer" for role in setting up the Oracle Symphony POS and KDS systems (see attached photo).
- Automated System Searching for SOX Employee Reports for 3x properties in 3x Symphony EMC, 1x Reporting and Analytics and 3x Cash Recyclers, 3x Executive Comp Account Tracking systems, saving 2/3rds of a days work for 3 people.

- Assisted in local team/cloud administrator in first PNG property rollout of new Oracle Symphony system to 70+ Point of Sale Machines.
- Created script to provision out of the box Workstation 620s, 310s and 700s.
- Assisted vendor in interpreting the functionality of legacy MICROS 9700 proxy sim written in node.js and log4node by Corporate and run from the NSSM on Windows Server.
- Assisted Bangor, MI property in roll out of new Oracle Symphony system by performing ETL of their iCare Gift Card system.
- Maintained both old MICROS 9700 system and new Oracle Symphony MICROS system with Food and Beverage Department to configure coupons, prices, and price increases.
- Worked with Vendors on Oracle with Food and Beverage Department to configure coupons, prices, and price increases.
- Tracked bugs and managed vendors related to the project.
- Received the "Lucky Star, Star Performer" for role in setting up the Oracle Symphony POS and KDS systems (see attached photo).
- Assisted in local team/cloud administrator in first PNG property rollout of new Oracle Symphony system to 70+ Point of Sale Machines.
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- Worked with Vendors on Oracle with Food and Beverage Department to configure coupons, prices, and price increases.

Programmer Analyst - Reporting and SQL

5 yrs 10

- Ported various existing SQL Reports from Crystal Reports / SAP Business Objects to SSRS.
- Updated SSIS Package for required changes when upgrading our IDenticard/PremiSys badge software.
- Upgraded Premysis badge management system and updated SSIS Package for it's employee import.

- Created report in two days, to pull Player Kiosk printer status (Jammed, Queued, OK) every 15 minutes, using Powershell, Scheduled Tasks and HTML/CSS/Javascript/jQuery.

IT Analyst - Windows / Active Directory / Microsoft Entra ID

Mar 2019 to Present · 5 yrs 10 mos

- Microsoft Entra ID
- Performed Windows Updates monthly.
- Reviewed old AD service accounts during a domain transfer in various systems, including SAP Business Objects.
- Pulled/reviewed remote logs (text/windows event) with Powershell.
- Setup employee smartphones with Outlook and Authenticator Apps.
- Managed employee E1 and E3 Microsoft 365 Accounts

IT Analyst - Netpark Valet System Rollout

Mar 2019 - Present

- Assisted vendor in the roll out and integration of MyChoice / MyCash Player Payment system via web-services using Python3 and node.js.
- Worked with vendor by pushing and pulling integration changes from the git version control system.
- Tested system for correct functionality scanning ticket barcodes and QR codes.

IT Analyst - Beverage Delivery Systems

Mar 2019 - Mar 2020 · 1 yr 1 mo

- Deployed / Tested the Speedy Serve Beverage System on Windows Server / IIS with SSL (node.js and ASP Core/MVC), with a Postgres backend to connect to numerous iPodTouch devices used for drink ordering.
- Updated slot machine locations in beverage delivery zones in Beverage Express system (Apache Tomcat on an AS400/iSeries).
- Frequent updated a list of two-thousand-eight slot machine additions and removals in the Beverage Express beverage delivery system.

PENN Entertainment, Inc

Hollywood Casino Morgantown - DeploymentHollywood Casino Morgantown - Deployment

Oct 2021 - Dec 2021 • 3 mos

- Part of the NE Regional IT Team that rolled out Hollywood Casino Morgantown.
- Together over the course of two months, we created the IT Infrastructure and software for a Casino that didn't exist prior to December of 2021.
- Provisioned Oracle Symphony Micros 625 Workstation POS Terminals Receipt and Order Printers running Windows 10.
- Provisioned/termed/transferred all new employees in EMC while waiting for new IT Staff to be onboarded and trained.
- Worked with Vendors to test Micros functionality.
- Traveled onsite, worked long grueling hours, also commuted back to Hollywood Casino at Penn National Race Course (sometimes the same day) and supported both sites.
- Continued to support the site remotely in Grantville after the opening and provide on call support.

Hollywood Casino York - DeploymentHollywood Casino York - Deployment


Mar 2021 - Aug 2021 • 6 mos

- Part of the NE Regional IT Team that rolled out Hollywood Casino York.
- Together over the course of 6 months, we created the IT Infrastructure and software for a Casino that didn't exist prior to August of 2021.
- Provisioned Oracle Symphony Micros 625 Workstation POS Terminals Receipt and Order Printers running Windows 10.
- Provisioned all new employees in EMC while waiting for new IT Staff to be onboarded and trained.
- Trained new staff on EMC usage.
- Worked with Vendors to test Micros functionality.
- Tracked tasks using a Kanban Board.
- Traveled onsite, worked long grueling hours, also commuted back to Hollywood Casino at Penn National Race Course (sometimes the same day) and supported both sites.

- Continued to support the site remotely in Grantville after the opening and provide on call support.

Foot Locker Corporate Services, Inc.

1 yr 2 mos

	
<u>References</u>	

Level I Help Desk Technician (Contract JFCGlobal)

Jul 2018 - Mar 2019 · 9 mos Camp Hill, PennsylvaniaCamp Hill, Pennsylvania

- Analyzed and resolved hardware and software issues for stores.
- Take Help Desk calls from XStore and NextGen POS stores from various timezones.
- Manages Vendor Queues.
- Manages Hotqueue Tickets from stores.


XStore POS Monitoring Analyst (Contract JFCGlobal)

Feb 2018 - Jul 2018 · 6 mos

- Worked overnight, 9pm to 8am, making every possible effort to load files and fix issues caused by failed POS system updates, server crashes, bandwidth limitations and fail-over dialup connections, to ease the burden of morning calls to the Help Desk.
- Prevented potential destructive interaction of team members from working on the same device, by synchronizing our actions using a shared spreadsheet.
- Monitored Nagios errors for POS Systems across 6 different timezones.

Choices, Parent Company of Alleghenies UCP & Alleghenies Unlimited Care Providers (AUCP)

4 yrs 2 mos

	
<u>References</u>	

Database Analyst - Training System Management

Jul 2012 - Aug 2016 · 4 yrs 2 mos

- Initially researched / configured Moodle Employee Training Server at request of HR department and saved company \$40,000 when they switched to it from another different Managed Service Providers training system.
- Configured access permissions for employees, teachers, and course creators.
- Trained our Employee Trainer(s) on the creation of courses and tests for the system.
- Imported existing and new content as requested at various intervals for different departments.
- Wrote a system for importing / disabling / re-enabling large groups of user accounts from the HR system (see sections "Development" and "Automation")
- Setup environment for better securing SSH admin access on the server (see section "Test Environment Setup").
- Utilized etckeeper / git version control to manage Turnkey Linux Moodle server configuration.

Database Analyst - Help Desk

Jul 2012 - Aug 2016 · 4 yrs 2 mosJul 2012 to Aug 2016 · 4 yrs 2 mos

- Responded to company wide IT tickets in all departments for all databases, systems, devices and users (see various sections below).
- Responded to new employee creation / termination requests from HR (see sections "Management of user accounts/files for hires and terminations", "IT Maintenance").
- Scheduled the unlocking of doors on holidays with conflicts in timings between various managers.
- Scheduled the unlocking of doors for Community Room events from various users.

- Helped remote VPN users working from home troubleshoot mapped drive issues in rural areas (see section "IT Maintenance").
- Responded to Executive Assistant and HR Recruiter requests for website, social media and paper postings regarding recruiting and fund-raising events (see "Websites, Fund-raising and Recruiting").
- Responded to auditor/system developer requests for data for all departments and systems (see section "IT Maintenance").
- Responded to requests for mail merges in MS-Office and Adobe Acrobat Pro to send to the State, the IRS, Patients, and Direct Care Workers (see sections "Websites, Fund-raising and Recruiting", "Development" and "Automation")
- Responded to requests to post telephony messages for employees.
- Responded to system outages as well as tickets as required, on weekends and holidays.

Database Analyst - Websites, Fund-raising and Recruiting

Jul 2012 - Aug 2016 · 4 yrs 2 mos

- Developed the Responsive Web Design static websites <http://www.aucpfoundation.org/> and <http://www.alucp.org/>, each in 2 days using node.js, handlebars and the Twitter Bootstrap CSS framework.
- Maintained and updated company websites / social media (Twitter cards and Facebook) for job postings and fund-raising events as required by Executive Assistant.
- Used node.js and parallel async.js calls to JSON web services to generate Google Analytics tracked URLs with campaigns differentiated by UTM codes, that would either be posted as online links or converted to QR codes on mail merged paper fliers to determine the best places and times to post them to attract new employees/donors;
- Generated CSV files using handlebars and Google Analytics tracked URLs as stated in previous item for uploading similar job descriptions for various recruiting locations to <http://www.jobgateway.pa.gov/> as required by HR Recruiter.

Database Analyst

Jul 2012 - Aug 2016 · 4 yrs

Similar to duties at Choices People Supporting People except:

- Website was taken over by a fully dedicated employee during the later half of 2015.
- Moodle syncs continued every quarter until they were taken over by a managed service provider in mid 2016.
- The Visitrax scheduling system was moved to a managed service provider in August 2016.

- The ABRA payroll system was moved to a managed service provider for the home care employees in August 2016.

Additional Responsibilities at Alleghenies Unlimited Care Providers:

- Wrote an MS-Access database to update specific travel service codes in Visitrax that were previously updated manually, using transactions and optimistic locking to implement concurrency so that it could be run without interrupting employees before payroll was run.
- Developed and maintained a Google Forms application in Javascript to collect / validate job candidate applicant data, stored in a google docs spreadsheet and sent as a pdf file to the necessary parties as an attachment in an email.
- Wrote scheduled Powershell auditing scripts (signed) to send emails via Office 365 reporting:
- All remaining ESXi Virtual Machine snapshots using VMWare PowerCLI.
- Any machines that were left in the “No GPOs” Active Directory group.

Database Analyst - User Account Management

Jul 2012 - Aug 2016 • 4 yrs 2 mos

- Printed badges weekly for new employees and assigned clearances at specified times, and automated much of the process (see sections "Development" and "Automation").
- Added / removed new employees from Active Directory, SIP phone system (Allworx), HR system (Abra Suite 9.2 Visual Fox Pro), telephony system (Santrax), scheduling systems (Visitrax / MS-Access Database), and Accounting (Abila MIP / Microsoft SQL Server) systems as needed.
- Tracked the types of employees that received access to each system along with the permissions they received in a wiki, and automated system user creation where possible (see section "Development and Automation").
- Tracked which employee types received which device types in a wiki.
- Automated Allworx employee creation (see sections "Development" and "Automation").
- Worked with NTFS permissions in Powershell for migration / deletion of terminated employee user files

Database Analyst - Legacy Database Backups

Jul 2012 - Aug 2016 • 4 yrs 2 mos

- Automated backups of the Moodle educational system (PHP/MySQL)

- Automated the backup of SQL Server based accounting system (MIP), logging results to a file with T-SQL scripts.
- Performed database maintenance on aforementioned systems nightly 7 days a week as instructed.
- Backed up / restored non-quieting file-based database systems on a daily basis including weekends.
- Partially automated Visitrax (MS-Access), ABRA (Visual FoxPro) backups using a combination of ANT and VBA.
- Automated the compression of existing backups using Powershell and command line 7-Zip.
- Performed nightly manual backups (including weekends) of system databases; making sure that all users had exited first.

Database Analyst - Test Environment Setup

Jul 2012 - Aug 2016 • 4 yrs 2 mos Jul 2012 to Aug 2016 • 4 yrs 2 mos

- Setup testing environments to test database fixes between distributed legacy systems.
- Developed test environment for blocking restricted content on employee mobile devices, and in recruiting / employee training room via a pfSense transparent proxy server with Squid and Squid Guard.
- Developed test environment for preventing unwanted SSH logins from inside and outside the company on Turnkey Moodle server using public/private SSH key pair (<http://security.stackexchange.com/q/106333/6103>).

Database Analyst - Development

Jul 2012 - Aug 2016 • 4 yrs 2 mos

- Assisted accounting department with the layout of text based tax reporting files to be sent to state and local tax agencies using Vim.
- Maintained previously developed MS-Access (.mdb) files used to integrate the databases from various systems used to run the company; added changes; computer-local and server databases that were not working properly; interacted with various department staff and former staff to determine proper functionality.
- Rewrote SQL / VBA in 3rd-party, company-developed, MS-Access application files (*.mdb) used to run business and generate reports in departments of Administration, Finance, Human Resources, Service Coordination, and Service Provision.
- Wrote scripts in VBA to check 26GBs of 3rd-party computer-local, company-developed MS-Access application files (.mdb) *secured with Workgroup Information (.mdw)* files for

linked-table breakages from system upgrades and server decommissions.

- Wrote system to sync employee usernames between HR System ABRA Suite 9.2 and Linux Moodle installation in VBA and MS-Access.
- Documented the workings of existing legacy systems and previous administrators procedures using Tiddlywiki.
- Created ERDs and mapped queries for existing databases to use for reference.
- Collaborated with Payroll Accountants to fix shortcomings of ABRA Suite during tax time.
- Fixed hourly payroll rounding issues when state laws changed using a 3rd party MS-Access database.
- Wrote and ran SQL reports when requested by users.

Database Analyst - Automation

Jul 2012 - Aug 2016 · 4 yrs 2 mos

- Wrote system to sync employee usernames between HR System ABRA Suite 9.2 and Linux Moodle installation in VBA and MS-Access.
- Created VBA scripts to automate the creation of various employee types in the scheduling systems for both the Service Coordination (UC) and Service Provision (AUCP) Visitrax databases.
- Utilized JMeter load testing software via proxy recording of HTTP/HTTPS requests to automate creation and setup of new employees in the Allworx SIP phone system (<http://allworx.alucp.org/>).
- Automated much of the weekly process of importing new employees into the ccure building security system from received emails so that from them, an import CSV file would be generated, the image files would be saved in the correct directory and rotated, and both would be associated by importing the CSV into the CCure system using Powershell and VBA.
- Utilized signed Powershell Profile script (.ps1) and modules (.psm) in administrator account redirected profile for performing redundant tasks such as creating accounts in AD, deleting registry keys, taking ownership of user directories, rotating a list of images, credential management and sending emails.

Database Analyst - Database Maintenance

Jul 2012 - Jun 2016 · 4 yrs

- Administered legacy database systems during two company attempts to migrate to a new system and two company separations.

- Administered systems utilizing MySQL, SQL Server 2005/2008, MS-Access, and Visual FoxPro.
- Switched from old workstation installed VFP ODBC drivers accessed over an SMB share to Linked Servers included in a Keberos secured schema on SQL Server 2008.
- De-duplicated caregiver and consumer tables when needed.
- Monitored databases for maximum size, and purged them when needed.
- Purged old database transaction logging tables / transaction logs when they grew too large.
- Every Friday exported and delivered a database dump of specified fields and tables to ANS system developers.

Database Analyst - IT Maintenance

Jul 2012 to Jun 2016 • 4 yrs

- Provisioned new/old laptops, desktops, tablets and iPhones, filled in Wage Deduction Agreements and tracked which employees had which devices.
- Setup SIP soft phones, email and VPN clients on laptops and smartphones.
- Documented standard procedures and other information in a wiki.
- Read documentation for updates and wrote upgrade plans; took VM ESXI Snapshots of existing systems and regularly installed updates to Moodle Training Server (Turnkey Linux), IT Ticketing System (Spiceworks), HR System (ABRA Suite), and the MIP (Accounting System) as needed.
- Migrated existing Moodle Training Server from managed service provider to local Turnkey Linux server).
- Rebooted servers monthly, and made sure that Windows Updates and Antivirus Updates scheduled by the system administrator were installed successfully and working properly on the VMWare ESXi server.
- Downgraded Windows 7 SMB clients for rural VPN connectivity issues.
- Disabled offline files for desktops on-site.
- Enabled offline files for remote users working off-site over VPN.
- Traveled to remote offices to perform troubleshooting and maintenance.
- Performed general maintenance of Windows 7 / 8 / 8.1 / 10 computers across the network, freeing up disk space, updating SEP Antivirus, and replacing computers / component parts.
- Upgraded Outlook clients to use Office 365 Professional Pro.

- Reconnected wall network ports as needed.

International Fluid Power Society - Palmer Township, PA

Digital CoordinatorDigital Coordinator

Innovative Design & Publishing

- Attended Publishing Business Conference & Expo 2012, to obtain research materials for recommending a Digital Solutions Provider for IDPs various publications.
- Researched and recommended Digital Solutions Providers.
- Worked with various features in RiVista CMS from host GoDengo.
- Researched / setup geolocation e-commerce listings in the publication CMS RiVista.
- Researched and Implemented Google Analytics on various sites and CMS's.
- Researched and Implemented Google Webmaster Tools.
- Researched and Implemented Google Adwords.
- Tweaked Adwords campaigns for sites.

CSSI Technologies LLC - Lewisburg, PA

Software Engineer

CSSI Technologies, Inc.CSSI Technologies, Inc.

2011 - 2011 • Less than a year

- Wrote documentation for team by reading a preexisting Ruby script which was used to compile the source code of the company's flagship software.
- Wrote Sharepoint load testing software in Windows Forms and C# that sent several thousand MS-Office documents to company flagship product within Sharepoint to test functions bound to Sharepoint upload events.
- Prepared the company's flagship software for demonstration at a trade show by configuring and installing Windows 2008 Server, SharePoint and supporting software on virtual machines on a pair of demo servers while documenting the process.
- Added over 500 client users to Active Directory from a csv file by writing a Powershell Scriptlet.

TheDrillingMan.com - Mansfield, PA

2010 - 2011 • 1 yr

Web Developer

- Added live Javascript stock ticker to Wordpress theme by customizing underlying code.
- Enabled the blog authors to send videos, podcasts and text to be posted to a new blog post via email attachment by installing / configuring the Postie plug-in in Wordpress.
- Allowed the WordPress blog to automatically pull new posts from sources such as social bookmarking sites and RSS feeds by installing and configuring the Postalicious plug-in in WordPress.

Xetex Business Systems, Inc. - Reading, PA

Software Engineer

2008 - 2010 • 2 yrs

- Processed the e-commerce customization requests of over 300 clients by creating and implementing customization libraries.
- Lowered client's costs by combining e-commerce site with Fed-Ex web-service address verification system (AVS).
- Kept records on and physically assembled / configured servers and workstations.
- Tracked website visits and keyword searches, by using the Google Analytics API.
- Maintained various websites for numerous businesses. (www.foleybf.com)
- Overhauled the company website and kept it updated. (www.xebra.com)
- Collaborated with other developers using the Mercurial distributed version control system.
- Performed development/bug fixes on existing legacy system in C/C++.
- Developed custom PHP / MySQL solution for client and tested it for transactional-integrity functionality with multiple threads using JMeter.
- Configured httpd.conf configurations within Apache2 web servers.
- Documented portions of existing system using a wiki.
- Ordered parts and assembled servers and workstations while documenting the process.

Route6Radio.com

2008 - 2008 · Less than a year

Web Developer

- Enabled the site owner to easily customize the site menu system himself by creating a multi-tier menu system within the site's Joomla template.
- Added the display of a map to the site showing Route 6 using the Google Maps API.
- Allowed users to listen to Route 6 Radio using a variety of media players by researching then adding necessary information to files used to point to audio stream.

Concurrent Technologies Corporation - Johnstown, PA

2006 - 2007 · 1 yr

Assistant Software Engineer

- Performed web development in the Java MVC frameworks Struts, and Spring MVC.
- Developed J2EE Applications using the Appfuse Open Source development tool.
- Unit tested J2EE applications with JUnit.

Mobilvox - Indiana, PA

Jan 2004 - Jun 2006 · 2 yrs 6 mos

Software Engineer

- Developed front-end for "Network Intelligent Retrieval Information System (IRIS)", which categorizes search results into a tree pane and narrows search results by category when tree items are clicked, using Javascript / CSS, Java, AJAX, Struts and Tiles.
- Developed a front-end map component and several other components by implementing them in Javascript / CSS.
- Maintained the Mobilvox website and company portal.
- Designed / documented software before writing code and led and participated in design reviews.

GPU Energy

Intern

2001 - 2001 · Less than a year

- **Programming:** Automated employee's morning tasks by allowing the worker to go to a website retrieve values about power outages at power plants across the nation, combine that information with data from an in-house database and enter them into an excel spreadsheet, and a comma separated values file, for further processing by a neural network program called Notradamus. The program would complete all of these tasks for the worker.
- Created a system for graphing power outages in Visual Basic, the program accessed a database that read the power outages from the in-house database and write them to an HTML file, which would later be displayed in the program using an Internet Explorer control.

Robert L. Lack, LLA

Website Developer

1998 - 1999 · 1 yr

- Created the backend database and most of the functionality of the website. The client wanted a website that would display and create a library of projects which the firm had produced. Each project in the library contained pictures and text, which were stored and retrieved from the database, using the web page. The database was programmed in MySQL and the web server used was Apache. The pages were served up dynamically using PHP 4. Did the initial design of the website Implemented initial website functionality and programming. The website address is <http://www.ralad.com/>

RELEVANT PROJECTS

Python / SQL / Excel Comparison Program

Management requested that a large quantity of price changes be made; IT was given an unrealistic number of price changes to implement with a week to complete them. Not all of the price changes were made within the week. This caused conflict between upper management and both IT and F&B Management as well as their employees. Because F&B could not see what prices were supposed to be in the system. And because IT still did not have enough time to update them all. F&B continued to request changes in the price request sheet. I solved the problem by creating a python script to read from both the price request sheet and the system database; comparing the color of the Excel cells and their prices with an SQL query from the POS system.