

# Robertson Ramirez

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## PROFESSIONAL OVERVIEW

- Senior professional with a vast experience Project Management and Automation.
- Extensive knowledge of Flash applications with integration of database back-ends
- Creative, innovative, a team player and resourceful with the ability to multi-task and be able to handle multiple projects
- Many years of experience in the creation & development of databases (utilizing software such as Microsoft Access, VBA, and SQL Servers), including but not limited to identifying requirements, applying analysis, design creation, coding, and deployment.
- Over 7 years experience working in the desktop arena for major financial firms as part of management.

## PROGRAMMING EXPERIENCE SUMMARY

Jan 2008 – Present

### **British Telecom (BT.com)**

Dept Manager/Programmer

#### **Princeton Reporting/Programming**

- Initiated the development a departmental Flash web application to serve as the goto point of contact for all information pertaining primarily to employee specific information. Connected via intranet links to the Human Resources Dept. for easy access. Designed the front-end with the company's Logo and color scheme with the collaboration of the company's web team and used Photoshop to draw the interface
- Developed several Flash web applications with database backend to track installations and inventory of equipment for the Inventory Dept. Integration with Yahoo Maps would aid in displaying on a world-wide map of all active and inactive locations in real time
- Designed/Developed/Maintained Flash application that would display a daily workload report for each service desk employee with integrated graph displaying weekly and monthly activities to self gauge workload and progress
- Operational lead for customer contract specific reports that address SLA's. Aided in Continuous Improvement process for report delivery and client management
- Created Database Application to track Training Materials taken by all employees which produced monthly and yearly reports that save users 3-5 man hours per month for repetitive tasks. It also served as a repository for Audit information available at moments notice

#### **MI GSCO**

- Analyze requirements and develop prototypes, data entitlement schemes and distribution methods for reports
- Collected and maintained Manual T2R data integrity across disparate data feeds to be used in the upload to our EDW system and distributed throughout GSCO to be used for productivity data in Global reports
- In charged of the identification of Unknown Working Centre Queues. Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization to obtain information regarding Working Centre Queues. This newly found information would then be uploaded to our EDW system to ensure that T2R were all accounted for and were distributed to the appropriate parties

#### **Princeton Global Sourcing**

- Managing a team of 90 consultants, granting and administrating system access to them for the various corporate-wide systems. Coordinating consultants' efforts and ensuring that all training and company guidelines were followed
- Served as EQMS administrator to several contracts. In this role of administrator, I was in charge of granting access to specific folders and documents to users and for the uploading of controlled/secure documents
- Served as troubleshooting personnel to staff with issues regarding programming VBA Applications and SQL Servers
- Obtained training certificates for PMP Foundation and ITIL Foundation

Feb 2004 – Jan 2008

### **JP Morgan Chase (CISG)**

Developer/Administrator – Consulting Assignment

#### **Project Scope:**

- Developed Sales Reports for company wide distribution via the intranet using Flash. Worked with Chase web team to ensure that the Logos and web appropriate style were taken into consideration. Assisted with design and implementation of data warehousing to ensure that all pertaining data for the Sales Reports was synchronized across all department. Participated in various special projects such as creating and maintaining our Cost Sharing database, as well as numerous internal audits to ensure that data was being kept secure
- Design, develop, and maintain Fund Algorithm system to track all mutual funds historical data and built-in forecasting capabilities to exclude under-performing funds. Historical data (obtained from Lipper) is exported into Excel spreadsheets and imported automatically into the Fund Algorithm system to produce company wide distributed reports to help the Financial Advisor community increase the sales of company approved funds
- Developed a Flash based web tracker to automatically sort thru the task of printing MorningStar funds performance sheets in PDF format and ensuring that they were distributed to the appropriate financial officer via E-mail
- Design, develop, and maintain a MS Access database application to track financial plan production. The system also produces reports in both Access and Excel to provide management with metrics allowing them to gauge productivity and workflow
- Assisted in numerous special financial planning projects such as Outside Service Provider conversion for the Chase Platinum software, the Planning Station/Advisor View software integration, the redesign of Naviplan software new version distribution to the user community, and the conversion of the Chase Platinum software to the broker version to comply with the SEC202a ruling.
- Manage the software maintenance capabilities of both the Chase Platinum and Naviplan software packages. This includes monitoring user group functionality, access rights, new version control and updating customized asset allocation models and disclosure language.

- Apr 2002 – Feb 2004 **Konica - Document Solutions LLC** **DBA Developer/Administrator – Consulting Assignment**  
**Project Scope:**
- Debugged pre-existing Microsoft Access database's VBA code by removing prior administrators' planted virus, repairing and restoring the system back to operational status. Implemented new VBA code to troubleshoot any existing issues as well as salvage pertinent data
  - Identified and implemented project plan priorities that included debugging, rewriting and adding new components of existing home-grown application. This also included meeting with department representatives to capture their business requirements across the company, enabling the development of a new system wide enterprise application
  - Developed new database with an intuitive user interface which included both front and back-end in Microsoft Access, as well as the integration of Office Applications for reporting and documentation outputs
  - Automated company's rules and procedures, developed a quotes system, re-structured customer correspondence, devised a meter read collection (via E-mail and fax), invoices, and interfaced my Access application with QuickBooks to manage the company's accounting information
  - Designed a Flash web based alert system for techs in the field that would notify them of their next appointments and work schedule
  - Designed Flash based copier configuration application. This would serve as a kiosk for customers who would visit could configure their copier based on their needs
- Nov 2001 – Apr 2002 **E-Link Communications Inc.** **DBA Developer/Administrator - Consulting Assignment**
- Recruited as a specialist for targeted assignment in the enhancement of an Access database
  - Developed additional VBA modules to existing Microsoft Access (front-end) database and new queries for SQL (back-end) database
  - Served as Lead Coordinator in data migration to People Soft
- Mar 2001 – Nov 2001 **Screaming Media.com** **DBA Developer - Consulting Assignment**
- Extracted business rules and core concepts from existing MS Access database and created a new user interface (front end) model that suited the company's multi-user environment
  - Separated user interface and VBA code from the raw data and converted the Microsoft Access back-end data to a SQL Server 2000 Server database
  - Created dynamic data feeds between Oracle and SQL Server for accounting purposes
  - Created SQL Store procedures, views, triggers to accommodate new intranet office solution
- November 1999 – March 2001 **OnSite Access, Inc.** **DBA Developer/Administrator - Consulting Assignment**
- Joined company at start-up level to code a VBA Telecommunications database in Microsoft Access which interfaced with the other Microsoft Office applications
  - Conceptualized, developed and maintained a Telecommunications Order Tracking System with an Access front-end and a SQL Server 7.0 back-end. Incurred significant cost savings due to automation of processes and reduction of paper consumption, as well as standardizing business rules throughout the company
  - Developed a unique and stylish user interface that accommodated the many phases of tracking and implementing orders between the various departments as well as letting data interface with disparate system for multiple vendors (each had their own set of unique forms and methods of carrying out the MAC orders)
  - Primary contact and lead consultant on the concept of merging the current system with PeopleSoft and BillPlex systems
  - Developed company wide directory listing application for the intranet utilizing ASP server side language with a Flash 4.0 front end
- Oct 1998 – Nov 1999 **AT&T, Inc.** **DBA Developer/Administrator - Consulting Assignment**
- Conceptualized, developed, and supported Order Tracking System (OTS) for the Global Services Department in Microsoft Access. Set-up program workflow, designed interface, built reports and developed dynamic links for database sharing. This process was accomplished through modem interfaces throughout the country. Created Ad-Hoc reports and queries for top management personnel
  - Created processes for data replication and synchronization techniques needed for the updated release of the Microsoft Access shared database. Also monitored data integrity and data warehousing
  - Created tutorials and manuals for new users and current users of the system
  - Scheduled VBA scripts to automate weekly data dumps from Main Frame systems as well as analyze and transfer of data into OTS application
  - Managed and assembled a team of data entry personnel to address data backlog accumulation (expanding over 4 years)
  - Implemented data migration from Microsoft Access '97 (back-end) to SQL 7.0 Server
  - Setup SQL server protocol and procedures for deployment
  - Provided Help Desk Support for the Global Team (in NY as well as the 15 other cities across the country) for OTS application and other network related issues, as well as consulted on hardware configurations and software updates
- 1991 – 1993 **NuTech Computer Solutions** **Partner/Software Specialist**
- Analyzed, designed, developed, maintained, and documented several PC systems for various clients using Clipper 5.01 (and previously Summer '87), FoxPro 2.0, Microsoft Access, and Visual Basic. Evaluated and recommended PC packages for clients in terms of both hardware and software. Actively participated in presenting system demonstrations, application seminars, and PC packages to clients.
  - Assisted with troubleshooting, as well as repairing and assembling PCs and printers. Installed Novell Local Area Networks and other major software and hardware components.
- Projects included the following:** Employee Database, Generic Database Manager, and a Helpdesk Tracking System for the United Nations; Check Encoding System for Chemical Bank; Notes & Bonds Tracking System and an Officer Regulation System for CitiBank; in-house developments included Address Manager Program, Video Rental System, Area Code Search System" Food Ordering System for Whole Systems Inc. in Visual Basic.

**MANAGEMENT EXPERIENCE SUMMARY**

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|--------------------------|---|---|
| Sept 1997 –<br>Sept 1998 | <b>Credit Suisse/First Boston</b>   | <b>Evening Production Manager - Consultant</b>        |
|                          | <ul style="list-style-type: none"> <li>• Managed the daily operation of two Supervisors, three Customer Service Representatives and 30-50 graphics operators</li> <li>• Streamlined communication between bankers and the desktop publishing center through recreation of Workflow process</li> <li>• Participated in the enforcement of departmental policies and procedures, interviewing and hiring of new full and part-time employees, staff training, clocking in jobs, selecting printers, mapping drives, and scheduling temporary staff</li> <li>• Worked with bankers in high-pressure situations and special projects. Outsourced complicated jobs to our most common vendors. Closely monitored the progress of the vendors and the deadlines of all special projects.</li> <li>• Developed submittal work sheet for bankers as well as implemented new standards in job intake process, which ensured an optimal communication between operators and clients</li> </ul>  |   |
| Mar 1993 –<br>Sept 1997  | <b>Morgan Stanley, Dean Witter &amp; Co., Inc.</b>  | <b>Weekend Production Manager/Database Programmer</b> |
|                          | <ul style="list-style-type: none"> <li>• Created and developed firm wide workflow database in Microsoft Access '97 to track desktop publishing jobs and gauge employees production</li> <li>• Developed, managed and maintained various Microsoft Access databases currently in use firm wide. Programs included Operator Log sheet program, Job Flow Control program, and Scheduler program (which are the key programs the department depends heavily on) developed using Microsoft Access 2.0. Created firm wide distributed screen savers created with Macromedia Director 4.0 &amp; 5.0. Also equally responsible for the operation of 50-80 operators of three various departments (Word Processing, Graphics, and Art) that consisted of Coordinators, Customer Service Representatives, Graphics Operators, and Proofreaders</li> <li>• Developed macros for WordPerfect for Windows 6.0</li> <li>• Participated in the conversion from WordPerfect to Word, which included new VBA code for automation</li> <li>• Responsible for selecting and configuring new NT workstations when rolling out new Windows 95 Office Suite</li> <li>• Managed general computer technical services, multi-application retrieval, conversion, and storage</li> <li>• Assisted operators and temps in handling complicated document set-up/format, printer redirection, and training</li> <li>• Interacted with vendors for temporary staff scheduling and new hires</li> </ul> |   |

**TECHNICAL SKILLS**

- **Job Roles** — Production Manager, VBA Developer, Team Leader, Administrator, Coordinator, Trainer, Graphics Operator and Mentor
- **Project Management** — Microsoft Office, Microsoft Project, Visio, SVN, GIT
- **Coding Knowledge** — Visual Basic for Applications (VBA), Visual Basic, SQL (Store procedures, triggers, etc), HTML, ActionScript 3, Clipper 5.01
- **Operating Systems** — Win98, WinNT, Win2k, WinXP, Pocket PC, MacOS
- **Hardware & Devices** — PC, Servers, Scanners, Printers, Digital Cameras, Mobile Phones, PDAs, PCMCIA cards
- **Web Application** — Dreamweaver, Flash, Flex/Air, ColdFusion, ASP, PHP
- **Software** -- Senior Level Experience in Microsoft Access; Proficient in: Microsoft Office Suite, Macromedia/Adobe Flash 7,8, CS5; Good working knowledge of: Macromedia Director, Adobe Photoshop, Adobe Acrobat

**EDUCATION****Bernard Baruch College (CUNY) • New York, NY**

Degree: BBA - Computer Information Systems – 1991  
 Minor: Mathematics  
 Languages: Speak/Write Spanish fluently

**ACCOMPLISHMENTS**

Valedictorian: Eastern District High School – 1986  
 Published Material: Part Author and Manager for Macromedia Flash Super Samurai (Version 5) – Published 2002

*References provided upon request*