R. Alan Monroe

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Core Strengths

Automation and integration: applying my knowledge of infrastructure, applications and programming to connect disparate systems and streamline/automate tasks.

Programming Languages: (in order of familiarity) Python, SQL, C, VBScript/VBA/Cypress Basic, JavaScript/ActionScript, LotusScript/ Lotus formula, Perl, batch, ksh, C#, Java

Enterprise Management: Remedy Action Request System, M-Tech/Hitachi P-Synch, Crystal Reports, Lotus Notes, HP/Peregrine AssetCenter, HP/Peregrine Connect-it

RDBMS: Oracle, Access, SQL Server, DB2, MySQL

Graphics: Visio, Photoshop, PowerPoint, Flash, PageMaker, Blender/Indigo

Operating Systems: Windows 2000/XP, Linux, AIX, OS X

Industry Certifications: CompTIA Security+ 2007 Edition

Employment History

April 2009 — Present
Remedy Developer: SAIC
(as a contractor for the U.S. Defense Logistics Agency) — Columbus, OH

- Brought in to tidy up their legacy Remedy system (5.x vintage forms and workflow running on a 7.x server)
    - Did bulk cleanups of user data, by comparing Remedy with employee lists from HR system
    - Did various minor customizations such as updating point-of-contact menus, speeding up the Helpdesk form by moving unused hidden tables out of the VUI, enabling various forms as Entry Points
    - Created a series of Crystal reports to view problem ticket counts and descriptions, along with a new display-only form that lets users select and run these reports from User Tool
- Passed all background checks successfully and was granted Secret Clearance

March 2006 — October 2008
Remedy Developer/Administrator: IBM Global Services — Columbus, OH

- During this era I was the sole Remedy developer/administrator for Nisource
    - Built a custom Remedy integration with Nisource's Tivoli Netcool, rescuing this integration after the vendor-provided Remedy interface failed due to incompatibility with Nisource's older version of Remedy
    - Constructed a feed from Nisource's Application Portfolio Notes database into Remedy: Automatically creates/renames categorizations and skills in Remedy with no manual input needed
    - Set up automatic Remedy problem ticket creation to retrieve/reassign assets from exiting employees
    - Successfully transplanted Nisource's Remedy system to new hardware in new data center; numerous other minor Remedy customizations; day-to-day work such as bulk data cleanups and Remedy user administration
- Outside of Nisource, I assisted team members with customizations and break-fix work in Nissan's 6.3 Remedy environment, such as cleanups and corrections to their custom notification system
- Outside of Nisource, I assisted team members with customizations and break-fix work in Visteon's 7.x/ITSM Remedy environment, such as workflow to restrict data entry based on certain field values

Sep 2005 — March 2006
Remedy/Assetcenter Developer/Administrator: IBM Global Services — Columbus, OH

- During this era I was the sole Remedy and Assetcenter developer/administrator for Nisource
    - Created automatic nightly export of Nisource's Remedy data to IBM's internal reporting tool
    - Customized Remedy to track outage dates/times on a per-server or per-application basis

Jan 2003 — Sep 2005
System Engineer: Nisource — Columbus, OH

- Remedy Developer/Administrator:
    - Integrated Remedy with a number of external systems: Created forms and workflow to accept & acknowledge tickets from company's Tivoli Event Console; wrote script to push ticket info to Lotus Notes database; scheduled automated imports of personnel, location and application support data from AssetCenter and text files, using Connect-it
    - Streamlined ticket reassignment by creating forms and workflow to display consolidated employee availability and contact info
    - Reduced manual work by importing bulk skill and availability data, and performed mass updates on existing data to maintain consistent information spread across several Oracle tables using Access, Python and VBScript
    - Queried Remedy's back end database using Access and Oracle to provide decision support for various projects; supported company users and managers with same
    - Managed Remedy servers; diagnosed workflow issues via log analysis, network tracing, and by using Master AR Suite tool; managed user accounts
    - Simplified reporting by creating web-based reports available to all users, using Crystal Reports
- P-Synch Implementor/Administrator:
    - Worked with project team to gather requirements, coordinate with admins of the target systems, document and test product
    - Installed, configured and upgraded app to perform password resets on company's enterprise NT and Active Directory, Novell, Mainframe and Lotus Notes systems, saving end users the trouble of resetting each separately
    - Customized product web interface using M4 and HTML to meet company web guidelines; interfaced product with company's Remedy system so Helpdesk could aid users whose resets were rejected, and configured logging to a DB2 database for security auditing

- The product generated Lotus Notes ID files with the new password, but did not provide a stock mechanism for delivery of the ID files directly to the end users' workstations — I single-handedly built a solution by writing and deploying scratch-written Windows Credential Manager and Notes Extension Manager dlls in C, combined with a VBScript, to all client workstations; created installer for same using InnoSetup; also created custom LotusScript code to follow-up via email on missed client installs
- Managed P-Synch servers; diagnosed problems via log analysis & network tracing; managed user accounts and aliases

- AssetCenter Administrator:
  - Tailored product to company needs by configuring features and adding new fields, adding and debugging actions and wizards
  - Created multiple import scenarios to selectively move data from version 3 database to version 4 database using Connect-it, as part of a customized upgrade process, to merge parallel version 3 and 4 production systems
  - Created a replicated Access database with AssetCenter-like GUI as part of an enterprise-wide physical inventory of network equipment, allowing field employees to do data entry on stand-alone laptops; afterwards, imported data from same into production AssetCenter database
  - Queried AssetCenter's back end database using Access and Oracle to provide decision support for various projects; supported company users and managers with same
  - Wrote custom Lotus Notes formulas to drive the AssetCenter GUI via DDE to reduce manual data entry of purchase orders
  - Eliminated manual data entry using VBA Excel add-in so company purchasing department could, given a spreadsheet from their disposal vendor, automatically flag assets as retired in AssetCenter's back-end database
  - Managed AssetCenter servers; managed user accounts

- Other related tasks:
  - Standardized the enterprise deployment of Dameware Mini Remote Control by creating InnoSetup installer
  - Provided reviewable SOX data for management by writing Python script to remotely execute, and parse output files from, the Dumpsec utility on NT servers that were being audited; script automatically inserted the converted data into Lotus Notes database

May 2001 — Jan 2003
Helpdesk Analyst: Nisource — Charleston, WV

- From October 2001 – June 2002, member of Project Management Replacement Project team:
  - Gathered requirements and planned the enterprise-wide changeover from Tivoli Problem Management, which was being retired by vendor, to Remedy HelpDesk; was one of the core team of four that did the technical implementation
  - Added custom fields, workflow and data to tailor out-of-box product
  - Created automatic nightly import of Nisource's employee and location data into Remedy
  - Conducted Remedy training for company employees
- Prior to October 2001, continued to fulfill all the requirements of a Helpdesk Analyst, listed below

January 1998 — May 2001
Helpdesk Analyst: Pomeroy Computer Resources
(as a contractor for Columbia Gas Transmission/Nisource) — Charleston, WV

- From March 2000 – May 2001, acted as Helpdesk duty manager:
  - Coordinated Helpdesk staffing & scheduling for existing and supplemental Pomeroy employees on an as-needed basis, interviewed or evaluated new contractors for the Helpdesk

- Resolved support calls from company employees:
  - Provided comprehensive support for core desktop apps including Lotus Notes, MS Internet Explorer, MS Office 97, MS Windows, as well as hardware support for desktop and laptop computers
  - Provided basic support for off-the-shelf and in-house apps in conjunction with second level support for each application; supported company's employees with end-user tasks in LAN/WAN, Netware, NT, company Intranet, and the Internet, performed basic security duties such as password resets.

- Created statistics & reporting Access database querying Tivoli Problem Management's back-end database; created ASP webpage to query Remedy database and display hot items on LCD projectors

- Created custom graphics for company's desktop branding

1997
Designer: The Lincoln Journal — Hamlin, WV

- Typeset, scanned and laid out items for weekly newspaper

1991 — 1997
Systems Technician/Web Designer: Robert C. Byrd Institute for
Advanced Flexible Manufacturing Systems — Huntington, WV

- Created and administered company's first web site (www.rcbi.org); designed and produced flyers, maps, brochures, slide shows, logos and presentations, with original vector and raster art

- Instructed part-time for Marshall University Community College (DOS and Lotus 1-2-3) and conducted in-house training (Microsoft PowerPoint)

- Supported employees with their hardware, application and Internet-related questions and problems on a day-to-day basis; Set up, installed and maintained a wide variety of PC-based and Mac-based systems

- Assisted admins with cabling, NIC installs, simple administration for company's LAN, Netware, Windows, UNIX servers

- Designed tables and forms for a centralized contact & project Access database

- Drew 2-D and 3-D projects in AutoCAD, both from plans, and by measurement of existing manufactured products

- Remedy 5 Development/Administration
- AssetCenter 3 Administration
- Bachelor of Fine Arts, 1991
  Marshall University, Huntington, WV

- Additional college-level programming courses:
  Programming I (Ada), Data Structures (Ada),
  Assembly (80x86)

References available upon request