

Dean K. Anderson

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OBJECTIVE

To obtain employment in an IT environment where my experience as an accomplished Oracle Developer and QA Test Analyst with expertise in the full systems development life cycle methodology can be fully utilized.

QUALIFICATIONS

- Extensive knowledge of IT principles, including hardware and software architecture.
- Solid background in hands on testing and a comprehensive understanding of database development methodology from multiple perspectives: user, designer and developer.
- Proven track record working with ORACLE development tools including Oracle Forms ranging version 3.0 to 10g and Web development tools including Dreamweaver.
- Broad experience developing technical solutions to meet organizations goals; effectively communicating with management, customers, development team members, and vendors.
- Detail oriented; committed to delivering superior quality work; excellent problem solving skills.
- Demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity; while forming cohesive team environments.
- High level of initiative; extremely motivated; willingness to travel locally and abroad.
- Have solid, relevant, work experience
- Have a strong work ethic
- Have a strong customer/client service focus
- Ethical and professional
- Have used formal software and project methodologies
- Have skills and experience adaptable to align with most business units
- Self managed, flexible, adaptable and low maintenance
- Philosophically able to align with most business and client cultures
- Long term focused and stable
- Well organized
- Have strong communications skills, both written and verbal

TECHNICAL SKILLS

Database Development

Oracle Database 10g, 9i, 8i, 8, 7, 6 RDBMS, SQL, PL/SQL, SQL*Plus, Packages, Procedures, Functions, Triggers, SQL Developer, TOAD, MySQL, PowerBuilder, COBOL

Database Administration

Database programming, Report creation

Development

Oracle Forms (Developer Suite 10g, Developer/2000), ORACLE PL/SQL Reports, Source Code Control Systems

Web Development	HTML, JavaScript, HomeSite, Dreamweaver, PaintShop Pro, FTP, Telnet, PHP, MySQL Front, Porta, Web Album
Operating Systems	Windows XP/2000/9x/3x, DOS, UNIX - AIX, Exceed, VAX
Applications	MS Office (Word, Excel, PowerPoint, Access), Word Perfect, Internet Explorer, Netscape Communicator, GroupWise, Pegasus Mail, various Anti-Virus and Spyware, Nero Premium, Easy CD Creator, ProShow Gold, Ulead Video Studio, Sonic Foundry Vegas 4.0 , UltraEdit, WinSCP, CiscoVPN, Jabber, various Ticket Systems

SUMMARY

Dean has been in the Information Technology field since 1986. He is proficient in Oracle Relational Database Management Systems (10g, 9i, 8i, 8, 7, 6) and client server tools including Developer 2000 (Forms 3.0 / 4.5 and Reports 2.5). Dean also has advanced level SQL, PL/SQL and SQL*PLUS programming skills, a working knowledge of Oracle Developer Suite 10 g (Forms 9i / 10g and Reports 9i / 10g), SQL*Net, SQL Loader, SQL Developer, TOAD, MySQL, PuTTY, WinSCP, UltraEdit-32, PFE, as well as, Windows and UNIX (AIX/HP/Solaris) platforms from an application development perspective. He is well versed in software application adaptation, planning, structured analysis, design and programming methodologies, data flow, and with modeling and management principles. Dean is adept in the testing, documentation, maintenance and troubleshooting requirements in development and production environments on both large scale, multi-platform, client/server distributed, and smaller scale stand alone systems. Dean is highly skilled in Oracle PL/SQL development, SQL data extraction, manipulation and loading, flat file manipulation using PL/ SQL, reading fixed length and delimited source file formats to populate target database tables, data migration encompassing implementation of various data mappings for Extract, Transform and Load (ETL) projects. He is self motivated and directed, with keen attention to detail. Dean is able to prioritize and execute tasks in a high-pressure environment, has the ability to present ideas in user-friendly language, and skilled in building and maintaining client relationships. Dean demonstrates strong analytical, problem solving and decision-making skills when working in a non-supervised environment.

PROFESSIONAL EXPERIENCE

Senior Consultant (QA Test Analyst / Oracle Developer)
Keane Canada, Inc., Halifax, NS

APR 2008 – MAR 2011

As consultant, subject matter expert working with various project teams in Halifax, NS, and Boston, MA, to provide client-focused, high quality assurance analysis, testing and support of development implementations in an ORACLE Data Warehouse which supports a variety of business requirements via numerous distributed database applications operating 24 hours a day. Support is provided using SQL, PL/SQL and a variety of applications in a Windows XP/Cisco VPN/HP UNIX/Oracle environment for an Application Maintenance Management Project between Keane Canada, Inc. and Global 2000 Health Management Organization client that is both a “not for profit” and a “for profit” business.

Duties and Responsibilities include:

- An integral part of the Oracle Testing, Oracle Development and Production Support teams, serving as a subject matter expert to provide client-focused, high quality testing of Oracle database changes, data file extractions, analysis and support of the engagement’s Information Warehouse (an ORACLE 10g Data Warehouse) which supports a variety of business requirements networked among numerous distributed database applications.
- Working with the business sponsors and customers to finalize project scope.

- Liaising with Project Managers/Leads to ensure conformance to quality and testing requirements; identifying activities that will be conducted in the project to assure quality in line with the department's standards.
- Reviewing technical approach and design documents to validate conformance with business need.
- Deriving Test Strategy and Test conditions for projects.
- Developing integrated test plans and test cases based on use cases identified among technical requirements and design specifications.
- Executing the appropriate Quality Assurance testing and QC reviews for major project deliverables.
- Logging issues identified during testing in a Development Issues Management System (DIMS) and following up on corrective actions.
- Identifying requirements, review requirements, estimate effort and recommend technical solutions.
- Designing, developing, and integration testing of Oracle 10g data extract files using Oracle external tables as a convenient, seamless way to move data in and out of the database, integrating SQL*Loader and Data Pump functionality with the power, script ability and ease of SQL statements to validate extract file data for both validity and discrepancies against the engagement's Information Warehouse tables.
- Designing, developing, and testing of PL/SQL code to load data from external tables.
- Developing/modifying various test scripts that are utilized by the different projects.
- Producing, publishing and maintaining documentation.
- Participating in peer code design reviews.
- Analyze existing processes, transactions, and data models to troubleshoot and resolve reported issues and problems.
- Design, development, and delivery of data warehousing solutions.
- Mentoring and providing ORACLE Fundamentals, SQL, Quality Assurance training sessions to team resources.

Consultant (Senior Oracle Production Support Analyst)

JUL 2006 – APR 2008

Keane Canada, Inc., Halifax, NS

As consultant, subject matter expert working with various project teams in Halifax, NS, Southfield, MI, and India to provide client-focused, high quality analysis, testing and support of development implementations in an ORACLE Data Warehouse which supports a variety of business requirements via numerous distributed database applications operating 24 hours a day. Support is provided using SQL, PL/SQL and a variety of applications in a Windows XP/Cisco VPN/HP UNIX/Oracle environment for an Application Maintenance Management Project between Keane Canada, Inc. and a Global 2000 an automotive financing client.

Duties and Responsibilities include:

- An integral part of the Sustain Production Support team, serving as a subject matter expert to provide client-focused, high quality analysis and support of the engagement's Information Warehouse (an ORACLE Data Warehouse) which supports a variety of business requirements networked among numerous distributed database applications.
- Coordinate, initiate and test deployments for System Change Requests.
- Act as the primary contact for System Change Requests and resolution of issues.
- Provide daily report of all activities for assigned End User Requests and details of any problems encountered and the resolution thereof.
- Provide input in global team Status Meeting to update Manager and Team Members of the work activities and any issues arising.
- Act as On Call Primary Pager Support on a Weekly rotation basis 24/7
- Identify and document requirements, review requirements, estimate effort and recommend technical solutions
- Designing, developing, and testing of PL/SQL code to resolve reported data issues
- Producing, publishing and maintaining documentation
- Participating in peer code design reviews
- Analyze existing processes, transactions, and data models to troubleshoot and resolve reported issues and problems

- Design, development, and delivery of data warehousing solutions
- Mentoring and providing training to team resources
- Providing ongoing support of existing data warehouse modules with an emphasis of providing excellent client service
- Monitoring Batch Cycle runs to ensure Information Warehouse data maintains high availability and accuracy for all users worldwide.

Capital Health/QEII Health Sciences Centre

Halifax, Nova Scotia, Canada

Senior Systems Analyst / Team Lead

JUL 1998 – JAN 2006

July 1998 – January 2006, Mr. Anderson has been employed with the Capital District Health Authority, at the Queen Elizabeth II Health Sciences Centre (Victoria General Site), as a Systems Analyst, providing Information Technology Services to a mission-critical information system operated by the Nova Scotia Cancer Care Program. This mission-critical information system is known as the Oncology Patient Information System (OPIS). OPIS is a customized ORACLE application that provides the Nova Scotia Cancer Centre & Cape Breton Cancer Centre with an automated means of managing Patient Information, Disease Registration, Prognosis Information, Patient Appointment Scheduling, Patient Chart Tracking, and other relevant Cancer Care related activities on a provincial level. OPIS supports direct patient care services and the Provincial Cancer Registry (NSCR). OPIS has been the primary information system for the Cancer Program since 1991. OPIS replaced a more simplistic predecessor system known as Cycare. A number of industry standard classification systems are incorporated in OPIS.

July 1998, Mr. Anderson was hired to provide direction and to assist with development needs in converting the Oncology Patient Information System (OPIS) from an ORACLE Forms v3.0 application to an ORACLE Forms v4.5 application. Consisting of approximately 300 forms and over 200 reports, this application is deployed using Oracle Developer (Dev2K) Motif in an ORACLE 8x, UNIX (AIX) server environment. This assigned task was completed August 1999. During his term at Capital Health, Mr. Anderson had been responsible for completing a number of tasks identified for the enhancement and maintainability of the Oncology Patient Information System (OPIS).

August 2000, Mr. Anderson accepted the position of Senior Systems Analyst. In this position, Mr. Anderson serves as the key resource for the provision of IT support for the OPIS application. Mr. Anderson has been active negotiating IT project / operation requirements including scope, deadlines, and resources. Mr. Anderson is routinely involved in conducting feasibility studies, systems analysis, programming, testing, implementation and support for various functional areas within OPIS. Activities also include resolving business user issues to ensure customer satisfaction with services provided, maintaining internal and external relationships with business community, formulating standards for application development, maintenance, backup and recovery, ensuring that quality, programming, analysis and project management standards are met, setting a framework for the provision and support of solutions, motivating and developing team members, negotiating with external vendors and maintaining relationships, providing advice, guidance, operational/project services to IT Project Manager / Cancer Care Managers, working closely with IT Project Manager / Cancer Care Managers to ensure requirements for the business application system are effectively forecast, prioritized and met, ensuring projects are delivered on time, on budget and to user satisfaction, providing formalized, continuing work direction and leadership to the IT team of programmer analysts, systems analysts and technical specialists including the scheduling, assignment, review and monitoring of work, recruitment and performance evaluation, developing statements of work, tracking, monitoring and communicating project progress against the project plan.

Prior to Mr. Anderson's position of Senior Systems Analyst being eliminated as a result of a reduction in workload demands, Mr. Anderson had been tasked to assist in implementing a solution to allow OPIS to interface with the host hospital system (STAR) for an Auto-Registration project, and with creating a Change Password Module to allow end users to change their individual passwords and to allow the IT support staff to assign new passwords to end users.

IT Consultant, Dean's Consulting Services

Lower Sackville, Nova Scotia

2004-PRESENT

- Website design, hosting and maintenance for clients locally, nationally, and internationally;
- Enabled companies to market products and services, to gain a competitive edge, to increase business profit margins and to acquire new clients;
- Provided customized computer based training and mathematics tutoring services on Campus at DAL, NSCC and private sessions; computer repairs and upgrades.
- Delivered concept training courses on site at ctc Train Canada for students from provincial government departments:
 - Oracle 10g Fundamentals
 - Oracle Developer 10g: PL/SQL Functions, Procedures and Packages
 - Oracle Developer: Introduction to Oracle Forms 10g
 - Introduction to Oracle 9i PL/SQL

Software Kinetics

1992 -1998

Dartmouth, Nova Scotia, Canada

October 1992 to May 1998, Mr. Anderson has been employed as a Software Specialist providing services on a variety of projects for Software Kinetics.

May 1988, Mr. Anderson had been tasked with developing Oracle application forms for the Nova Scotia Liquor Commission's Promotion Allocation System (PAS), and their Human Resource Information System (HRIS). These forms were developed using ORACLE Forms 4.5 in an ORACLE7 client-server environment. The HRIS application was an application migrated from an OMNIS application to an ORACLE application.

For the MT&T project, a critical Powerbuilder 5.0 project, Mr. Anderson was responsible the coding, testing and implementation of a Rate Plan Optimizer application. As well, Mr. Anderson participated in meeting with the client to discuss project concerns and to provide demonstrations of the application as required. The Rate Plan OptiMizer application is an excellent tool that MT&T Mobility staff can use to readily access optimized customer information, analyze resources and make sound decisions regarding optimum customer utilization of services provided by MT&T Mobility.

For the **TuneUP.Com** project, Mr. Anderson provided services with regards to testing a one-stop, online PC service station client application developed in-house. In this position, Mr. Anderson was responsible for verifying software functionality, installing newer versions of software, entering tickets into Web Tracker Ticket Systems.

For the **Parks Canada** project, Mr. Anderson provided services with regards to testing an Artifacts Conservatory Directory application developed in-house using PowerBuilder 5.0. In this position, Mr. Anderson was responsible for verifying software functionality, installing newer versions of software and reporting to the project manager as required.

For the **Mentor Networks Inc.** project, Mr. Anderson provided services with regards to testing a Learn Series of applications developed by Mentor Networks Inc.. In this position, Mr. Anderson was responsible for verifying software functionality, installing newer versions of software, entering tickets into Web Tracker Ticket Systems, reporting to the project manager and assisting with project manager activities as tasked.

For the **Litton Systems Canada Limited** project, Mr. Anderson provided services with regards to designing a layout for a Time Sheet Audit Trail Report, a database schema for an audit trail table and assisting in the coding, testing and implementation of a program to produce the Time Sheet Audit Trail Report. Other responsibilities included the design, coding and integration testing of a program to produce a report of all charges made against non-activity items. Mr. Anderson also created User Guide documentation for these reporting programs. As well, Mr. Anderson created new SQL*Plus scripts, updated existing SQL*PLUS scripts and provided technical assistance to the client as requested.

For the Business **Development Division (BDD)'s Loan Portfolio Management System (LPMS)** project at the NSERA/Business Development Corporation, Mr. Anderson was an on-site, front line resource who provided the BDD staff with application support, training of the packaged software and guidance in the usage of the office

productivity. Responsibilities of this position included the day-to-day management of the BDD LAN, setting up the initial environment, co-ordinating the efforts to collect project and account information from the BDD staff, maintaining table codes and descriptions, setting-up new users of the system, updating system documentation (security requirements, system performance criteria, impact on the organization), designing and implementing plans for data conversion, system installation, system integration testing, user training, providing Project Manager with weekly time sheets and status reports, attending meetings and updating the System Manager on project status. Operationally, Mr. Anderson was an integral part of the project team providing a single point of contact for all client support.

For the **14 Software Engineering Squadron** project, at CFB Greenwood, Mr. Anderson provided services on a variety of Oracle projects. In this position, Mr. Anderson designed, coded, tested and implemented a customized DBA Manager Application to automate many of the database administration duties performed within 14 SE Squadron's Oracle environment.

Environment Canada, Canadian Parks Service

MAY 1992 – OCT 1992

Halifax, Nova Scotia, Canada

Mr. Anderson was employed with Environment Canada, Canadian Parks Service in Halifax as a Programmer/Analyst. In this position, Mr. Anderson designed and implemented extensive enhancements to an Oracle application - an Automated Work Planning Information System (WPIS). Responsibilities of this position included the design, coding and integration testing of various modules of the WPIS Application. Mr. Anderson also produced a PCSA LAN Manager Information System interface for Environment Canada Parks Service, Informatics Division.

Central Guaranty Trust Company

FEB 1990 – AUG 1991

Halifax, Nova Scotia, Canada

Mr. Anderson was employed with Central Guaranty Trust Company as a Senior Programmer. In this position, Mr. Anderson designed and implemented extensive enhancements to COBOL applications on an IBM mainframe - a Registered Retirement Income Fund System and an Agent Commission System. Responsibilities of this position included the design, coding, integration testing and documentation of various modules of these applications.

Nidak Associates Inc.

SEP 1988 – NOV 1989

Toronto, Ontario, Canada

Mr. Anderson was employed with Nidak Associates Inc. in Toronto as a Custom Software & Business Systems Consultant. In this position, Mr. Anderson's responsibilities included the design, coding, integration testing, implementation, documentation, user support, training and technical writing. Selected projects included:

- Ontario Home Ownership Savings Plan (OHOSP) application for a major Canadian Bank
- Corporate Customer Information System (CIF) application for a major Canadian Bank
- Lump-Sum Payment System for a major Canadian Bank
- Financial Software package for processing Canadian Forces Reserve Pay Accounts

Henson College / Dalhousie University

SEP 1988 – NOV 1989

Halifax, Nova Scotia, Canada

Mr. Anderson has had the privilege of being employed with Henson College/Dalhousie University in Halifax, as an Educational Consultant providing instruction services for the computer course offered by its Transition Year Program. As well, Mr. Anderson provided web master services for two of the university's websites.

Black Educator's Association of Nova Scotia (BEA)

Oct 2003 – May 2004

Halifax, Nova Scotia, Canada

Anderson has been privileged with being employed with the Black Educator's Association of Nova Scotia as a Math Specialist providing instruction services for the Tutoring Program offered to students in the community of Upper Hammonds Plains. Mr. Anderson has applied a creative approach using computers to challenge students in developing math skills.

EDUCATION

- **B.Ed.**, Mathematics, Dalhousie University, 1992 (Teacher Certificate Level 5 Certified)
- **B.Sc.**, Mathematics and Computer Science, Saint Mary's University, 1986
- [Certificate in Leadership Development](#), Saint Mary's University, Executive & Professional Development, 2003
- [Certificate in Business Communications](#), Saint Mary's University, Executive & Professional Development, 2002

PROFESSIONAL DEVELOPMENT

- Project Management Essential Tools & Techniques Workshop, Unisys Canada Inc., 2005
- Introduction to ORACLE: SQL and PL/SQL, Prometric Certification Services, 2001
- Coaching Workshop: Bringing Out the Best in Others, Bayer Institute, 2000.
- Clinician-Patient Communication Workshop, Bayer Institute, 2000.
- Oracle8 Database Administration, General Physics Canada Ltd., 2000.
- Fast Track to PowerBuilder, Powersoft Education Services, 1996.
- Introduction to ORACLE SQL, SQL*Plus and PL/SQL, Software Kinetics Ltd, 1996.

SECURITY CLASSIFICATION

- NATO Confidential, 1998-Present
- NATO Secret (Civilian - D.S. Clearance), 1992-1998
- NATO Top Secret (Military - D.N.D. Clearance), 1987-1995
- NATO Secret (Military - D.N.D. Clearance), 1981-1987, 1995-1998

REFERENCES

- Available upon request