SAM MATIER RESUME

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SUMMARY

Effective Business Analyst with proven ability to distill large amounts of information into actionable recommendations. Particular strengths in metric development, forecasting, and turning user requirements into functioning processes with SDLC.

- Business Analysis
- Call Center Metric Analysis
- Root-Cause Analysis
- Financial Analysis
- Workflow Improvements
- Microsoft Office 2013
- Visual Basic Programming

- SDLC - System Development Life Cycle
- Reporting Solutions
- Enterprise Software Selection, Testing and Installation
- Project Management
- Contract Management

- SQL Server 2012
- Oracle 10g DBA
- Oracle 9i, 10g and 11g SQL
- Export Transform Load
- Relational Databases
- Systems Documentation
- IT Training

PROFESSIONAL EXPERIENCE

Busness Analysis and Training Merriam, Kansas   **July 2013 – Date**

- Board of Directors and Treasurer for 501C3 Corporation
- Design and maintain websites for 501C3 Corporation using Dreamweaver, Wordpress and HTML.
- Provide training on Excel, Word, Windows 7, Windows Live and Internet Explorer
- Volunteer for Performing Arts Series at Johnson County Community College
- Resident advocate for City of Merriam
- Study SQL Server 2012 to maintain skills.

Grocery Order Tracking, Overland Park, Kansas   **December 2014 – March 2015**

- Study grocery pricing operations
- Provide reports comparing effectiveness of new computer based systems with legacy system.

National Association of Insurance Commissioners, Kansas City, MO   **April 2013 – July 2013**
Business/Data Analyst

- Map customer legacy tables to new software tables.
- Create entity diagrams in Visio
- Create adhoc reports using Oracle 11g SQL Developer on a daily basis.
- Develop User Acceptance Testing reports.
- Create As Is Context Diagrams and have approved by SMEs.
- Create As Is Functional Decomposition Diagrams and have approved by SME's.
- Write User Stories.

Business Analysis and Training, Merriam, Kansas   **October 2012 – April 2013**

- Provide training in how to use Microsoft Office, Operating Systems and Internet.
- Train doctors, nurses and staff, at Shawnee Mission Hospital, in 2007 Microsoft Office Suite

- Design and maintain websites for non profit organizations with Dreamweaver and HTML.
- Study SQL Server 2012 to maintain skills.

ERICSSON CORPORATION, Overland Park, Kansas   **September 2012 – October 2012**
Contractor, Demand Management & Operational Governance

- Develop Ericsson project work forecasts for Sprint with Cost Drivers, Run Rates LOE, FTE and Units of Work.
- Use SQL Server 2012 Management Studio to develop complex code involving inner joins, outer joins, aggregation, unions and other SQL Server tools.
- Develop SQL code to allow modifying calculated work forecasts with management adjustments.
- Create dependency flow charts for 75 SQL tables and views and other database documentation.

ERICSSON CORPORATION, Overland Park, Kansas   **October 2010 – February 2011**
Contractor, RF Tools Development

Consultant to Sprint RF for Network Vision
- Monitor progress of PA approvals for equipment purchase and development labor costs.
- Program Manager for modifying network performance reporting systems.
- Liaison to Finance and Accounting functions
- User of tools RFISS, OMS/FLUX, REVEAL, Siterra, Presto, Clarity and others.
- Prepare LOEs for Automation Strategy Tools impacted by Network Vision.

Johnson County Community College, Overland Park, Kansas   **March 2009 – June 2010   ag**

Completed Courses
- Oracle 10G SQL Fundamentals and Expert
- Oracle 10G PL/SQL
- Oracle 10G Database Administrator I
- Crystal Reports 2008 Fundamentals and Advanced
- SharePoint Services Master Certificate

SPRINT CORPORATION, Overland Park, Kansas   **August 2007- March 2009**

Business Analyst II Number Porting Call Centers
- Defined and reported call center KPIs (Key Performance Indications) including Cost Per Call, Customer Satisfaction, FCR (First Call Resolution), NCH (Number Calls Handled), AHT (Average call Handle Time), SVL (aggregate Service Level) and percentage of problems resolved within a targeted time period.
- Measured and reported call center agent performance and utilization.
- Wrote SQL scripts to retrieve information from Oracle 9i SQL Data Warehouse. Analyze data with Excel and Access. Deliver business intelligence to management using Excel, PowerPoint, Visio and Word.
- Forecasted customer care staff required based on work arriving, work completed, work backlog and service level desired.
- Reported customer satisfaction survey results.
- Developed standardized reports and deliver weekly metrics to management that identify opportunities for improvement.
- Conducted root-cause analysis on negative trends identified in performance reporting.
- Member of local SQL and Access user groups and attend monthly meetings.
- Company sponsored volunteer activities included; Floor Safety Marshall, Team Building Committee and home improvement for the poor.

SPRINT CORPORATION, Overland Park, Kansas   **May 2005 - Dec 2006**

Consultant to Sprint National Site Development and Network Business Operations
- Provided data metric analysis and reporting solutions with Microsoft Access and Excel.
- Implemented workflow improvements.
- Coordinated project changes with Finance Department to determine financial implications.
- Used Microsoft Access with Visual Basic Application Programming to mine data from four in-house data bases and combine into upgrade status report for 42,000 cell sites daily.
- Forecasted national population covered (POPS) by new technology programs.
- Created ad hoc reports with Access, Excel, Word, Visio and PowerPoint.
- Supported incremental and T1 ordering activities.
- Inputted data to Sprint's Site Management (SMS) to support site level scheduling.

INFOLINK, Overland Park, KS   **Nov 2004 – May 2005**

Interviewer
- Delivered call center process improvement recommendations.
- Interviewed applicants for life insurance.

SPRINT CORPORATION, Overland Park, Kansas   **Oct 2001 – Nov 2003**

Network Engineering and Configuration IT Asset Management Team Lead
- Saved $4,000,000 annually by establishing a process to redistribute used network, voice and server equipment instead of purchasing new equipment for projects.
- Supervised a warehouse that received, stored, configured and shipped $3,000,000 of new Cisco network routers and switches annually reducing expensive engineering field trips.
- Negotiated a 15% reduction in the cost to purchase new Cisco equipment by using unneeded Cisco equipment as a trade-in purchase credit.
- Increased the volume of network equipment configured and shipped by 10 fold without increasing staff by instituting a bar code scanning technology and partnering with a shipping vendor.
- Alerted senior management that 700 obsolete computer servers were sold to the public without first removing proprietary data and software licenses and installed a process to prevent reoccurrence.
- Awarded the 2003 IT Services Excellence Award in addition to other recognitions for alleviating network outages.
- Prepared the $500,000 annual Network Engineering and Implementation department budget and monitored the results to assure policy compliance.
- Augmented senior management decisions by producing monthly PowerPoint presentations describing the dollar value of equipment received and shipped and the warehouse storage available.
- Sponsored training courses and established policies to protect personnel and property in a network equipment configuration lab and warehouse facility.

VANGUARD AIRLINES, Kansas City, MO   **Feb 2000 - May 2001**

Manager Systems Development
- Conducted final phases of System Development Life-Cycle (SDLC) to establish an automated reliable communications (central data repository) between Purchasing, Warehousing, Logistics, Quality Assurance, Inspection, Engineering, and Planning. (See AirTran Airlines experience for early SDLC Phases)
    1. Coordinated data conversion from legacy systems to new ERP software application.
    2. Worked in a test environment to ensure new software application would support the business rules, methods and procedures.
    3. Trained personnel to use the new software after creating 40 videos (Lotus ScreenCam) and 50 unique documents (Microsoft Word)

4. Generated ad-hoc reports from the ERP application Oracle database using Microsoft Access with Open Database Connectivity (ODBC).

Manager of Warranty & Repair Administration
- Recovered $640,000 cash in warranty recovery during first six months of employment (annual goal was $75,000).
- Negotiated the Purchasing Departments largest contracts involving the repair of aircraft components at international vendors.
- Used Balanced Scorecard principles to measure Material Management performance.
- Provided expert training support to the corporation on Microsoft Excel, Microsoft Access, Microsoft Word, and Microsoft PowerPoint.

AIR TRAN AIRWAYS, Orlando, FL   **Feb 1997 – Nov 1999**

Manager Systems Development
- Conducted early phases of System Development Life-Cycle (SDLC) to establish an automated reliable communications (central data repository) between Purchasing, Warehousing, Logistics, Quality Assurance, Inspection, Engineering, and Planning. (See Vanguard Airlines experience for final SDLC Phases)
    1. Gathered business process details from key personnel and established business objectives.
    2. Evaluated commercial off-the-shelf software (COTS) enterprise resource planning (ERP) proposals from SAP, People Soft, Unisys, Trax and other vendors.
    3. Received executive approval to purchase a $1,000,000 software package after presenting cost benefit analysis comparing legacy systems with the proposed COTS ERP software.
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Manager Maintenance & Engineering Budgets & Controls
- Prepared a $100 million annual budget and gave monthly presentations and recommendations to the President using PowerPoint, Access and Excel with Balanced Scorecard concepts.
- Developed office layouts supporting the on-schedule corporate move from Atlanta to Orlando.
- Purchased $100,000 per month in software, network hardware, telephones and related items

General Skills: Word, Access, Oracle 9i, 10g and PL SQL, Excel, PowerPoint, Project 98, Outlook, Visio, Visual Basic Programming, ODBC

Network Skills: Cisco Router & Switch Configuration, Password Recovery, Ethernet, LAN, WAN, Access Control Lists, Firewall, Frame Relay, ISDN, Network Design, VLAN, Voice Over IP.

Industry Experience: Call Centers**,** Airline Transportation, Electronic Manufacturing, Printing, Telecommunication, Food Processing, Test Equipment and Real Estate.

EDUCATION/CERTIFICATION
MBA and BS Industrial Engineering - University of Missouri
Certificate in Network Connectivity - Johnson County Community College
Certification - Oracle 10g DBA Associate in process – Johnson County Community College.