

David Pepper — IT Specialist

Cover Letter

I am an “IT Specialist,” who is currently seeking both full-time employment and project-based work in the Burlington, Vermont area.

I’ve worked mainly for non-profits with complex missions (such as public health, academic research, membership organizations, and charitable non-profits).

My specialty is the design and maintenance of screen-based database applications and workflows that publish to print, web, and data.

I believe that the best approach to a project is usually to first study the system's users. Good designs should provide actionable insights to both users and managers.

Please visit <http://www.davepepper.com> to learn more about me.

Skills

Technical

ANSI SQL-based database design (views, SPs, functions, user administration)
Data (transformation, validation, reporting, analysis)
Publishing workflows for screen and [print](#) (+ [PDF](#))
Web (XHTML, CSS, PHP, ColdFusion, JS)
ArcGIS, Flash (actionscript, movieclip object, timeline)

Design

Interface design, Data visualization, Interview/survey design, Technical writing
[Prototyping](#), Wireframes/[site maps](#), [Task flows](#), [Competitive analysis](#)
Usability testing, [Site structure analysis](#), Screen/video capture
Information design (+ Section 508)

Software Development (SDLC)

[Project management](#): [Scope and requirements](#), Time-lines, WBS
Agendas and minutes, procedures, *Roberts Rules of Order*

Education

In 2010 I was awarded a master's degree with highest honors in [Interaction Design and Information Architecture](#) at University of Baltimore (GPA 3.95). [My thesis project](#) researched the unique challenges of designing for adult learners of technology.


M.A. *Interaction Design and Information Architecture* University of Baltimore, 2010
B.A. *Interdisciplinary Studies (English and Anthropology)* UMBC, 1995

Resumé

Technical Support Analyst <i>Johns Hopkins University Bloomberg School of Public Health,</i> ALIVE Study	1/2010 to 5/2011
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Supported 30-person workgroup comprised of clinical staff, analysts, and others with information systems management services. Day-to-day work consisted of supervising desktop support operations, while also working as information systems designer, implementing and supporting data capture and transformation workflows.

- Administrated enterprise Access application for clinic scheduling.
- Designed data transformation workflow for EXACT sub-study involving equipping research subjects with an array of sensors including PDA questionnaire and GPS.
- Created several Access-based electronic form data capture workflows, with reporting and exporting to flat file for uploading into Unix enterprise server.
- Administrated several file servers, designed and implemented group/permissions scheme.
- Performed procurement role for IT equipment, consumables and other supplies.
- Performed software licensing and procurement role.

 Access 2007, Icon development, UltraEdit, Adobe CS5 (Photoshop, Illustrator, Acrobat/PDF), Visio 2007, Snagit, MS Office 2007, Powerpoint, Build promotion (Dev and Prod).

Contractor (Web Developer)

Apex Systems for Johns Hopkins University School of Medicine, [Welch Library](#)

2/2009 to 7/2009

Supported the JHU School of Medicine, Welch Library web sites (public and intranet) and Division of Health Sciences Informatics academic program. Responsibilities included basic web publishing, web application design and maintenance, information architecture projects (site maps and diagrams, analysis of user experience, etc.), and academic research and grant preparation: editing, literature review and bibliography.

- Wrote more than 100 pages of analysis of competitive/comparative analysis of 9 peer web sites vs. library sites, focusing on site structure and navigation, use of new media technologies, and library services. Heuristics included accessibility/Section 508 analysis, search engine visibility/optimization, usability, taxonomy, etc.
- Converted/re-designed the static DHSI website to use server-side includes for navigation, header, footer, etc.; replaced poorly implemented javascript navigation with tag-based, standards-compliant menus, for improved search engine visibility, and accessibility).
- Updated content, architecture, and implementation of mobile device pages with abstracts and links to mobile device web resources. Extended pages to fork content by devices (WinMo, iPhone, Palm, etc.); adapted static content to CMS's recursive data model and created interfaces to allow user editing of content.
- Web analytics project to analyze web server log data and measure and filter traffic by geographic location world-wide, and also by building, floor, and organization data for internal traffic (within JHMI). Architected entire process and system, sourced world IP address range data and internal IP address range data, and created MySQL storage layer and SQL views for reporting layer.




Accessibility/Section 508 analysis, Comparative/competitive analysis, Visualizations, Icon development, Dreamweaver, UltraEdit, Eclipse, ColdFusion 8 (on both Sun and Windows), Javascript, HTML, CSS, Oracle, MySQL, Adobe CS3 (Photoshop, Illustrator, Acrobat/PDF), Visio 2003, Snagit, MS Office 2003, Powerpoint, NetTracker, SVN; Build promotion (Dev and Prod).

Contractor (Database Programmer) <i>Intraspek, Inc.</i> for Chesapeake Research Review, Inc. , Time Warner Cable, et. al.	2/2007 to 6/2009
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Supported IRB with Access/SQL Server application support. On-site at CRRRI (as-needed) for 2 years. Participated in phased migration of enterprise system.


- Supported legacy system with as many as 80 users. Help requests ranged from user administration, data fixes and data research, form and report development.
- Created SDLC database to track requests and generate outputs for project manager which showed estimated duration, % complete. Maintained status history, notes, links to resources, and categorized type of work.

 Access 2003 (ADP and MDB for form and report development/maintenance), SQL Server 2000 (Enterprise Manager for SPs, views, UDFs, user admin.; Query Analyzer for data transformation and analysis), TextPad, PDF, Visio 2003, VSS; Build promotion (Dev and Prod).

Database Applications Developer <i>...and then... Web Programmer</i> <i>JHU, School of Professional Studies in Business and Education (SPSBE)</i> <small>(recruited Temp-to-perm by Automation Consultants, Inc.)</small>	11/2002 to 9/2006
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Supported JHU SPSBE ITSS by Maintaining and enhanced a complex Access/SQL Server application which handled prospect data. Also worked for Web Development department to support 4-5 branded websites.

- Migrated complex enterprise Access/SQL Server application from Access 97 to 2000 using programmatic strategy to loop through and store all properties of all controls on all forms and reports, and then re-instantiate them in the new database container, making extensive use of both Access version object models. Also migrated back end database from SQL Server 7 to 2000.
- Created content management system for automating the publishing process for the 400-page academic catalog from a mixture of sources, including Word, Excel and Access (pulling from various online systems). System outputted PDF with programmatically created bookmarks and metadata.
- Managed subscription to CASS certified address range software (ZP4) and service bureau for data validation against USPS forwarding address data, to qualify for advantageous USPS handling and rates.

 Accessibility/Section 508, SEO, HTML, CSS, PDF, ColdFusion MX/MX7, Access 97/2000 (MDB), SQL Server 7/2000 (EM for SPs, views, UDFs, triggers, DTS and user admin.; QA for data transformation and analysis), ZP4.

Campaign Data Integration Analyst <i>United Way of Central Maryland</i>	6/2001 to 6/2002
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Implemented first web-based campaigns for UWCM. Met with prospective clients and then processed, analyzed and reported data from new online system. Also integrated campaign data from other electronic sources such as scanned forms for State of Maryland campaign.

- Created new work-flows for integrating optically scanned pledge cards into AS/400 back-office systems.



IBM CICS tools (terminal emulator), MS Office (especially Excel and Access), email marketing, Photoshop, basic web design, FTP, etc.

X12 Standards Database Administrator <i>...and then...</i> Applications Programmer <i>Data Interchange Standards Association</i> (ANSI ASC X12 Secretariat)	9/1998 to 4/2001
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Performed all data entry and reporting in X12 Standards database which maintains North American Electronic Data Interchange (EDI) standards for ASC X12, the ANSI subcommittee for Electronic Data Interchange. Also supported North American entry point for [UN/EDIFACT](#), the related international EDI standard. 15% travel.

- Access database used by a team of about 5 people to publish a 2,000 page book three times a year, as well as complementary working versions three times a year as well.
- Multi-channel publishing outputted paper, PDF, HTML, and table-data; also developed and produced electronically distributed ballot packages for member voting.
- Made extensive use of PDF, especially programmatic strategies for creating bookmarks and links by editing raw postscript.



Access 2 and 97 with front-end/back-end design (MDB and MDE), HTML 3.2 and 4, Acrobat/PDF, mobile office management, network copiers, commercial printing.