

Creative IT Generalist (Mid-level)

Objective

As an IT generalist with more than 10 years of progressive experience, I've worked in a wide range of capacities. I have recently worked as a standards-based web publisher with an eye toward accessibility and search engine visibility. My specialties include multi-channel technical publishing for print and web, data analysis and manipulation (ANSI SQL), and database application design.

I'm in my final semester as a grad student studying information architecture at University of Baltimore (masters anticipated in 2009). My elective work has focused on adult learning and interface design for seniors and people with disabilities.

My goal is to serve employers through the use of advanced skills and tools. Please contact me for professional work samples and references.

Thank you.

Sincerely,

David Pepper

Skills and Proficiencies

Information Architecture (IA) Design Skills

Web/SW Design: Interface design, accessibility (Section 508/blind/low-vision, etc.)
Low-fidelity prototyping, eye-tracking, screen capture (of both still image and video)
Wireframes, site maps, task flows, user profiles and personas, competitive analysis
Information visualization, Interview and survey design, writing for the web
Usability testing and analysis, user/audience testing, image collage

Technical Skills

Web publishing/applications (XHTML, CSS, PHP, ColdFusion, JavaScript)
MS SQL Server (views, SPs, UDFs, TSQL, user administration); MySQL
Access; MS Office automation/integration (w/Excel, Word, Visio, and Outlook)
Data (transformation, validation/cleaning, reporting, analysis, ERDs)
Multi-channel publishing for screen and print (Acrobat/PDF, CMSs, workflows)
Flash (Actionscript, movieclip object, timeline)

Software Development Life-Cycle (SDLC) Skills

Basic project management: Scope and requirements, time-lines, deliverables
Prioritizing and managing help requests (balancing escalation and execution)

Education

M.A. *Interaction Design and Information Architecture* U. Baltimore, 2009 (anticipated)
B.A. *Interdisciplinary Studies (English and Anthro.)* UMBC, 1995

Full-time

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| Web Programmer (contractual) <i>Apex Systems</i> for Johns Hopkins University School of Medicine, Welch Library | 2/2009 to 7/2009 |
| <p>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.</p> <ul style="list-style-type: none">• 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). | |

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| Database Programmer (contractual) <i>Intraspek, Inc.</i> for Chesapeake Research Review, Inc., Time Warner Cable, et. al. | 2/2007 to 6/2009 |
| <p>Supported IRB with Access/SQL Server application support. On-site at CRRRI (as-needed) for 2 years. Participated in phased migration of enterprise system.</p> <ul style="list-style-type: none"> 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). | |
| Systems Support Manager <i>Laureate Education</i> | 10/2006 to 12/2006 |
| <p>Served Registrar and Bursar departments, responsible for data integration and system maintenance on functional side, and liaison to IT for technical help requests. Developed requirements for hiring team of support staff, interviewed candidates.</p> | |
| Web Programmer and Database Applications Developer <i>JHU, School of Professional Studies in Business and Ed.</i> (recruited Temp-to-perm by Automation Consultants, Inc.) | 11/2002 to 9/2006 |
| <p>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.</p> <ul style="list-style-type: none"> 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 calendar 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, Hot Banana, 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. | |

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| Data Integration Analyst <i>United Way of Central Maryland</i> | 6/2001 to 6/2002 |
| <p>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.</p> <ul style="list-style-type: none">• 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. | |
| Applications Programmer and X12 Standards Database Administrator <i>Data Interchange Standards Association</i> (Secretariat for the ANSI ASC X12 Subcommittee) | 9/1998 to 4/2001 |
| <p>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.</p> <ul style="list-style-type: none">• 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. | |

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| Benefits Coordinator and Administrative Secretary <i>Johns Hopkins University</i> | 9/1996 to 7/1998 |
| Worked for Homewood Human Resources: Training and Education to coordinate two educational assistance benefits for the university: Tuition Grant and Tuition Remission (both in Paradox databases). | |
| Misc. Graphic Arts Work <i>The Image Foundry and FASTSIGNS</i> | 8/1995 to 8/1996 |
| <ul style="list-style-type: none"> • At Image Foundry, Supervised camera operators for 24hr/6-shift image capture project to capture 40K large-format color/BW images, funded by Library of Congress for JHU Milton S. Eisenhower Library. • At FASTSIGNS, performed vector-based sign design role and also worked in production, installation, and sales. • Document imaging workflow (including managing consumables), Photoshop (Mac), Fuji color process proofing (4-color separation), complex file management. | |

Contractual and Part-time

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| Misc. Short-term Projects <i>Volt Services</i> for Microsoft, <i>SUMMERS Consulting, LLC</i> for Wyeth, <i>Jay Dackman</i> , and <i>Colen & Associates</i> for MedStar, Telecom. | (short-term projects) |
| <ul style="list-style-type: none"> • Several small-scale Access development projects for office automation. • Human subjects research (observation, video-analysis, and writing) for a drug company client researching user motivations and user experience on drug product web sites. • Access, Video editing (Adobe Premiere Pro 2), scaled video, MS Office, Powerpoint. | |
| New Media Associate <i>Patuxent Publishing Corporation</i> | 11/1997 to 8/1998 |
| Operated systems and executed data integration processes to convert news feeds into web version of about 10 community newspapers in a CMS that published the content as a number of federated websites. | |