

Bob Wagner

320 Valley St Apt 13
Seattle, WA 98109-4146
206-281-9847

squeeze002@comcast.net

<http://home.comcast.net/~bob.wagner1> Resume

Objective

A position utilizing my experience in analysis, database expertise, programming, computer support, and customer service for personal and professional development. Accepting Project Work, however telecommuting is something that is preferred, although some work can and will be done at the client location.

Qualification Highlights

- **Web design, e-Commerce, Marketing, Light Graphic Design** – Use of Frontpage, Notepad, Wordpad, .ASP technologies (sorry not a guru in ASP) for designing websites that are functionally useful versus all flash and show.
- **Business, Data, Financial and Reporting Analysis** – Detailed and in-depth analysis necessary to successfully create, update and maintain database systems.
- **Microsoft Access 1.0-2003** - Using DAO, VB/VBA, API's, SQL Server Connectivity, Client/Server Applications, Forms Design, Report Creation, and Relational Database Design.

Application design and implementation –

- Designed, programmed, implemented and supported a service call, supply ordering and billing application for Xerox which currently processes approximately \$92 million per year (Access 97 and Access 2002).
- Instrumental in the design of main product for Coolworld.com that performed billing for ISP and batch processing of UNIX server commands (Access 95 and Access 97).
- Designed an MIS for producing billing, tracking client status, reporting to United Way, King County, and other government agencies for a mental health agency (Paradox).
- **Windows, WinNT Workstation and Server, Win95, Win98, Windows Server 2000, and XP Pro** – Installation, maintenance, and troubleshooting.
- **Microsoft Office 3.1–2003** – Exchange, Word, Excel, Access, PowerPoint, Publisher
- **Software and computer training** – Provided training for non-technical personnel for specific in-house created software, and general computer training.
- **User and technical documentation** – Provided plain English documentation for programs written, using step-by-step processes and specific technical documentation that included coding.
- **Technical translation for new users** – Provided translation of documentation for first time users of computers.
- **Novice user interface development** – Using prompts, help screens, and other items to walk the user through the use of the program.
- **Marketing development** – Helped in guiding web development for Coolworld.com and other persons to best use the Internet.
- **Management** – Supervision of numerous employees from the non-skilled to technical staff.

Professional Employment

Consultant – MS Access/Data Analysis, Digital Photography and WebStore – Part-Time

November 2002 – Present

May, 1988 – August 1990

Providing MS Access/Data Analysis consulting. Digital Photography and WebStore consulting. This is part-time work that I do to fill the voids between contract positions..

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Access Programmer/Application Designer - Consultant

LabCor, Inc, Seattle, WA, Sept 2005 to present

Creating an integrated Access Database for lab analyses related to chemical, mineralogical and biological lab results attained through standard and specialized analyses and electron microscope analysis. Processing the raw data into comprehensive lab reports, combining quality control procedures and reporting in conjunction with final analyses with interactive connections to lab equipment software and billing analyses, consumables and products purchased, ordered and required for the analysis.

Technical Copywriter II

Microsoft through Volt, Redmond, WA, April 2005-May 2005

Assignment: Creation of a tool in MS Access to facilitate the easy identification the proper steps to take while implementing and utilizing the Microsoft Operations Framework for maximization of IT resources to meet business needs effectively and economically.

Consultant/Analyst/MS Access/Excel Guru

AT&T through Ciber, Inc., Kirkland, WA September 2004 – December 2004

Assignments: Performing data analysis for ATT of computer system logins and user base for all applications throughout the company as mandated by Sarbanes Oxley. Analyzing user login information, creating security review and matrix information using MS Access, SQL queries, Excel and Pivot Tables.

Program Manager (System Analyst/Programmer)

Xerox through Westaff, Kent WA August 2003 – October 31, 2003

Programming upgrade and implementing changes on the Harmony Billing system for Xerox, which processes approximately \$92 million of billing, service call tracking, supply order tracking functions per year in the Northwest and California areas. Used Windows Server 2000 and XP Professional during this time and converted the application from Access 97 to Access 2002.

System Analyst/Programmer

Xerox, Seattle WA May 1998 – November 2002

Xerox through ManPower, Kirkland WA October 1997 – May 1998

Analysis, programming, and documentation of an internal application to track supplies, manpower, service calls, and complex billing and reporting requirements. Additionally, the task of administering a WinFrame server 1.7 and connectivity issues for a multiplatform application deployment. Creation and maintenance of Intranet website. Internal user help for Windows95/98/NT and Server maintenance.

Manager and Developer

Coolworld.com June 1996 to October 1997

Developed, designed, and directed changes to main product of Coolworld.com. Utilized Microsoft Access 97, VB coding, and database development techniques. Created, edited, designed, and maintained Coolworld.com web site spanning multiple servers, utilizing JAVA, IIS, and standard HTML. Supervised support and development departments

Microsoft Access Support Engineer

Microsoft through Rhotech (Rhotech was purchased by ComForce)

February 1995 - January 1996

Providing over-the-phone end user support for Microsoft Access version 1.0, 2.0, 7.0 and Microsoft Access Developer's Toolkit version 2.0 and 7.0. Researched and wrote knowledge base articles (i.e. Q147781). Visual Basic Programming and Microsoft Certified Professional.

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Management Information System Manager

Seattle Counseling Service

August 1990 - November 1994

Providing programming (Paradox), computer support, network support (Novell), software maintenance and training, and planning. Main project included the design, development, programming, and implementation of an information system to track all patient contact, provide for bookkeeping, information feed to UNIX system, United Way reports, and internal reporting. Created user and technical documentation.

Office Manager

Time Plus International

May, 1987 to May, 1988

Managed employees, processed massive bulk mailings, coordinated travel arrangements, computer support, bookkeeping and designed seminar materials.

Temporary Employee

Pace Temporaries

June, 1986 to May, 1987

Supplied office and bookkeeping services as needed.

Insurance Rater

Fireman's Fund Insurance

June, 1984 to June, 1986

Prepared insurance policy rating and computer data entry.

Cryptologic Technician

United States Navy

TS Clearance

July, 1979 to March, 1981

Administrative functions in a secure environment including mainframe computer support operations. Honorable Discharge.

Education

Bachelor of Science, Computer Science - Alameda College and University, May 2003

- 2000 – MSDN Training, Master Web Development Using MS Visual InterDev 6, Bellevue, Washington
- 1998 – Citrix, Citrix WinFrame Administration, Bellevue, Washington
- 1995 - Microsoft Corporate Training. DOS/Windows, Access, Access Basic Training, and Visual Basic. Bellevue, Washington
- 1992 - Boeing. Paradox Application Language (PAL) Programming Classes. Seattle, Washington
- 1989 - Seminar. Time Management, and Office and Personnel Management. Seattle, Washington
- 1983 - Bailie School of Broadcasting. Spokane, Washington
- 1979 - Naval Technical Training Command. Pensacola, Florida
- 1977-1978 - Casper College. Business and General Studies Courses. Casper, Wyoming