

Gary Brown

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CAREER OBJECTIVE

Obtain a long-term career managing a technology team, collaborating with internal/vendor/customer contacts, and architecting innovative and highly effective Business Intelligence solutions.

MANAGEMENT & TECHNICAL SKILLS

Disciplines & Training:	Information Technology Management, Business Intelligence (BI), Leadership (Level 1), Project Management, Human Resources Management, Illinois Employment Law Compliance, Targeted Interviewing Skills, Web Application Development, Application Development (Java, VB), Mobile Application Development (Android), Data Warehousing, ETL, Software Development Life-Cycle (SDLC), Computer Networking, Cyber Defense, Emergency Management, Emergency Services, Emergency Communications, Aircraft Search & Rescue, and Electronics/RF Design
Programming Languages:	Java, JavaScript (JS), VBScript, Java Server Pages (JSP), Active Server Pages (ASP), SQL, SOAP, XML, XSLT, Basic, Visual Basic (VB), VBA, Perl, CGI, Cold Fusion, Flash, HTML, Dynamic HTML (DHTML), Cascading Style Sheets (CSS), Stored Procedures, Triggers, DTS, SSIS
Applications & Tools:	IBM Cognos Business Intelligence 8.1, Cognos 8.4.1, Cognos Software Development Kit (SDK), Cognos Administration, Cognos Connection, Cognos Studios, Cognos Report Studio, Cognos Query Studio, Cognos Framework Manager, Android Software Development, Microsoft Sharepoint Portal, Macromedia Flash, Macromedia Dreamweaver, Microsoft Visual Studio, Microsoft Visual Interdev, Microsoft Visual Basic, Microsoft Visual Source Safe (VSS), Microsoft Project, Microsoft SQL Server (SP, DTS & SSIS), Microsoft Office, Microsoft PowerPoint, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Outlook, Symantec Visual Café, IntelliJ, Allaire JRUN, Oracle, TOAD (The Oracle Application Developer), MySQL, Apache Web Server, Microsoft Internet Information Server (IIS), Adobe Premiere, Sonic Foundry Vegas Video, Corel Draw, Paint Shop Pro, Adobe Acrobat, Adobe Audition
Operating Systems:	Microsoft Windows (95/98/NT/CE/ME/XP/2000/2003/Vista/7/Mobile), UNIX (Sun Solaris and Linux), Android, Palm, Macintosh

PROFESSIONAL EXPERIENCE

June 2007 - Present

Business Intelligence Manager

Arthur J Gallagher & Co., Itasca, IL

- Managed and matured a large Business Intelligence Department -- consisting of both full-time, contractor and offshore Report Developers, Quality Assurance Analysts, Database/ETL Developers/Administrators and a separate team of adhoc/recurring Report Analysts – developing and supporting an extremely large, mission-critical, 24x7, multi-tier Production Cognos 8.4.1 BI Reporting System (serving > 16,000 global users)
- Managed the build-up and day-to-day operations of human resources in an offshore extension of the Development and Testing teams – authoring successful development lifecycle processes and documentation to cater improve the efficiency and clarity of requirements for these remote teams
- Implemented a new SCRUM agile software development process after boarding the offshore teams; dramatically improving the efficiency and regularity in project checkpoints critical to the new offshore-onshore development model
- Successfully established and enforced new departmental policy/programs (including development lifecycle, product support, project management, team information portals, and continuing education) and successfully handled human resource issues (scheduling, training, performance reviews, conflict resolution, and interviewing/hiring of both contract and full-time resources)
- Successfully designed and implemented a Production reporting system architecture restructuring to increasing system stability and reporting performance
- Successfully managed Production Cognos BI System upgrades from versions 8.1, 8.3, and 8.4.1
- Designed new, customizable BI Dashboards for a large, (8,000+ user) mission-critical Intranet application; these proved very successful in improving customer satisfaction and retention
- Interfaced with Business, Client and User stakeholders for all project initiatives; gathering requirements, insuring development requirements/tasks, overseeing unit testing and user acceptance (UAT) testing and, ultimately, stakeholder satisfaction with project deliverables
- Successfully managed two Production Data Center relocations (insuring minimal system downtime and successful migration)

- Managed Level 3 Support for the Production Cognos System; investigating and resolving complex issues reported to the Help Desk
- Authored numerous reports in Cognos Studios, authored custom JavaScript code to customize prompts/reports and developed several custom Cognos SDK applications
- Grew the self-serve report inventory from 100 reports to over 250 reports critical to daily insurance claims handling and business forecasting
- Managed and provided oversight to a separate, large team of adhoc/recurring Report Analysts; performing manual SQL queries and report authoring in excess of 250 complex reports per month
- Grew the team, as necessary, using either contractor augmentation or full-time hires to handle the increasing demanding for adhoc and recurring reporting
- Planned, coordinated and, in many cases, presented internal technical cross-training to the team on a biannual basis – teaching JavaScript, Cognos Studios and presenting new data warehouse features and reports

August 2004 – June 2007

Project Manager

Citigroup, Elk Grove Village, IL

- Managed a team of Application Developers and Quality Assurance Analysts; even assisted with hands-on development/coding and application testing (when necessary) of the SOAP-XML and ISO-8583 credit processing interfaces
- Responsible for planning, coordinating and managing development, testing and release of several simultaneous high-profile Canadian Retail Private Label Credit Card processing application projects
- Interfaced directly with clients to capture and author Client Requirements Documentation, Project Plans, Technical Functionality Documentation and QA Test Scripts/Plans in compliance of all Project Management Office (PMO) requirements
- Authored several Visual Basic (VB) volume and stress test tools to directly interface with the credit card interfaces; enabling, for the first time, the QA team members to execute tests previously unavailable

June 2000 - July 2004

Software Engineer

Interface Software/Lexus-Nexus, Oak Brook, IL

- Joined elite team of developers to migrate the company's flagship (and award winning) retail software product "InterAction" – a full-featured Client Relationship Management and Relationship Intelligence software package – into a Web Application targeting the professional and remote users
- Responsible for meeting with Product Designers and Marketing Department to acquire and understand their system and functional requirements and then author a Technical Implementation Document recommending and detailing both the application's back-end (database and servlet) and front-end (user interface) development recommendations and timelines
- Designed, developed and refined a robust User Interface (UI) for the web product – to best emulate the existing Win32 Client in a web browser – making extensive use of Dynamic HTML (HTML) to render powerful and dynamic user data grids, dynamic forms and customizable content
- Designed, developed and refined back-end Java Servlet that fetched data with dynamic database SQL calls and returned XML to the User Interface level for presentation and dynamic user manipulation
- Authored and refined database tables and stored procedures for application data storage and data alerting mechanisms
- Conducted code reviews and helped establish Best Practices & Standards for the entire Web Development Department to ensure product quality, maximum performance and code clarity
- Worked with Quality Assurance Department to review and author Test Plans and, in many cases, even assisted with actually testing (of both function and performance) before product delivery
- Helped Documentation Department review and author product manuals, tutorials and online help files
- Met with customers in-the-field to better understand their needs and requirements for the products
- Simultaneously worked with Customer Support Department to review, prioritize, fix and deliver Bug Fixes, Hot Fixes and Patch Releases for multiple versions of the product
- Environment: Microsoft 2000/NT, Java, Java Servlets, Java Server Pages (JSP), JavaScript, HTML, Dynamic HTML (DHTML), VBScript, XML, XSLT, Microsoft Active Server Pages (ASP), Allaire JRUN, Microsoft Internet Information Server (IIS), Apache Web Server, Microsoft SQL Server, Microsoft Visual InterDev, Symantec Visual Café, IntelliJ, PVCS Tracker, numerous graphic design packages and desktop integration with Microsoft Office products

March 1999 - June 2000

Web Developer / Webmaster

Near North National Group, Chicago, IL

- Lead a team of 4 developers to (from the ground-up) design, develop and support the company's new massive Intranet applications initiatives
- Met with CEO, Managing Directors and Department Managers to acquire and document specific departmental needs and expectations for each of the company's Intranet applications
- Authored Technical Implementation Documents for each Department and Application recommending technology, architecture, function, development needs, costs and timelines
- Created architectural framework foundation for which the entire company Intranet would be based (focusing on ease of development, stability, extensibility and security)
- Worked with Training Department to produce comprehensive user training manuals, tutorials and administration manuals for each web application to meet corporate auditing requirements and ease the future hand-off, administration and use of the web applications and tools created
- Presented new applications at global company meetings to demonstrate each new web application as it was released on the company's Intranet
- Applications developed include: Document Management System, Web Portal System, Sales Tracking System, Employment Opportunities Tracking System, Email Interface, Reporting Tools, Administration Tools and more
- Recognized and honored with an award by the CEO for outstanding and timely performance
- Environment: Sun Solaris, Microsoft NT, Perl, JavaScript, HTML, Dynamic HTML (DHTML), Apache Web Server, Oracle, Lotus Notes and numerous graphic design packages

January 1998 - March 1999

Systems Analyst

Sprint Paranet, Rosemont, IL

- Served as consultant to design and create web applications for the company's large clients
- Designed and developed web application for Motorola Cellular Division to track Year 2000 Compliance initiatives (ENVIRONMENT: Sun Solaris, Perl, JavaScript, HTML, Dynamic HTML (DHTML), Apache Web Server, Microsoft Access Database and numerous graphic design packages)
- Designed and developed another powerful departmental Portal System for Motorola Cellular Division to enable the entire department to easily contribute and manage departmental information (ENVIRONMENT: Sun Solaris, Perl, JavaScript, HTML, Dynamic HTML (DHTML), Apache Web Server, Microsoft Access Database and numerous graphic design packages)
- Also performed several network conversions for a large, multi-site, multi-server, network from one carrier to another and re-routed controller/terminal traffic to the client's new WAN

August 1995 - January 1998

Web Developer / Network Administrator

Matrix Communication, West Palm Beach, FL

- Designed, setup and administrated the entire Internet Service Provider (ISP) network comprised of T1/ ISDN/POTS lines, modems, routers, hubs, cabling, DNS/Mail/Web/NNTP/FTP servers and software
- Also responsible for the complete design, development and support of client web sites and applications
- Most notable development achievements where the design, creation and ongoing maintenance of two very large and complex Internet commerce websites -- one for the sale of gardening supplies and another a client selling orchids and floral products. Each boasted large online catalogues, picture databases, shopping carts and order tracking systems (ENVIRONMENT: Windows NT, Cold Fusion, Perl, HTML, JavaScript, Netscape Web Server and Microsoft Access Database)
- Received an award for design excellence of one client's Internet commerce website

EDUCATION

- **Palm Beach Atlantic University:** West Palm Beach, FL – Art, Psychology & Literature
- **Palm Beach Community College:** Palm Beach Gardens, FL – Business Management, Art & Literature
- **Cardinal Newman High School:** West Palm Beach, FL – Electives in Art & Mechanical Drawing

HONORS & CERTIFICATIONS

- **Leadership (Level 1)** – Formal study in Leadership, Followership, Management, Quality, and Challenging Situations
- **CEO Recognition Award** – Awarded for significant technology achievements within Corporate Intranet Applications
- **Web Site Design Excellence Award** – Excellence in creating highly profitable Internet commerce website
- **Sun Microsystems JAVA Certification** – Java Programming Language
- **United States Air Force Auxiliary (Civil Air Patrol)** – Flight Operations Officer with certifications and continuing education as Aircrew (Mission Pilot, Mission Observer and Mission Scanner), Radio Operator, Emergency Services (Air Search & Rescue, Disaster Relief, and Counterdrug Operations), Aerospace Education, Cadet Mentoring, and Leadership.
- **Federal Aviation Administration** – FAA Licensed Private Pilot (Aircraft, Single-Engine Land) with endorsements for Complex and High-Performance Aircraft
- **FEMA & Homeland Security Emergency Management Institute** – IS-700A National Incident Management System (NIMS) Certification and IS-100 & IS-200 Incident Command System Certification

HOBBIES & INTERESTS

- **Aerospace:** FAA licensed Private Pilot (ASEL), Ultralight Aircraft Pilot, Experimental Aircraft Builder and Amateur Rocket Builder
- **Civil Air Patrol (United States Air Force Auxiliary):** 2nd Lieutenant, Assistant Flight Operations Officer (Specialty Tracks in Mission Pilot/Scanner/Observer, Communications, and Aerospace Education) and continuing practice in Leadership, Emergency Services and Cadet Programs
- **Philanthropy:** President of Non-Profit Foundation to assist troubled/under-privileged youth with interests in Aerospace
- **Amateur (HAM) Radio:** FCC licensed Ham Radio Operator (General Class) and wireless electronics “guru”
- **Electronics:** Designed and built numerous custom electronics and micro-processor controlled circuits/projects
- **Astronomy:** Amateur Astronomer specializing in planetary/deep-space and host weekly Astronomy Show
- **Multimedia:** I enjoy recording and producing audio/video and playing guitar and synthesizer
- **Reading:** Favorite topics include Physics, Astronomy, Cosmology, Modern Science and a periodic Novel
- **Memberships:** United States Air Force Auxiliary: Civil Air Patrol (CAP), Aircraft Owners & Pilots Association (AOPA), Experimental Aircraft Association (EAA), United States Powered Paragliding Association (USPPA), Illinois Powered Paragliding Association (IPPGA), Amateur Radio Relay League (ARRL), Southwest Astronomy Observers Group (SWAOG), and others

Salary requirements, references (professional and personal) and development samples are available upon request.