

# Glenn W. Shepherd

Penacook NH 03303

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Northeastern University, 2000

Management Information Systems, BSBA MIS

## ***Skills inventory***

### Unix-like O/S:

HP-UX, RHEL, Ubuntu, Mac OS X, AIX

### Application Development :

- Progress ABL application development
- OpenEdge 11 - Eclipse IDE
- Surround Seapine Source Control

### Microsoft Apps:

- Project, Visio, InfoPath, SharePoint
- Microsoft Office 2016 / Office 365 Cloud

### Other Apps:

- Hyperion & Business Objects Designer
- Brio ODBC queries

### Database Administration:

- Progress OpenEdge on Unix & Windows
- Microsoft SQL server & Oracle
- MySQL/WordPress, Joomla
- Database design
- Progress AppServer Administration

### Dev-Ops:

- Microsoft: Windows, MS-SQL, IIS
- VM-Ware, Hyper-V server
- Microsoft, Mac & Unix client networking
- Active Directory (Samba/CIFS)
- UNIX Shell scripting, SFTP
- ETL with DTS / SSIS
- Powershell for Office 365

## **GeeWiz Technical Services, LLC**

*MySQL/WordPress, Entrepreneur*

**Penacook, NH**

*November 2017 -- Present*

- MySQL / PHP CMS implementations and support
- Office 365 / Microsoft Online infrastructure
- Azure Cloud hosted guest operating systems: Server 2016 and Ubuntu 18

## **McLane Co**

*Selector II*

**Contoocook, NH**

*September 2018 – January 2019*

- Selecting designated open-case product for timely customer deliveries

## **proAlpha Software**

*Progress OpenEdge , Developer – Business Consultant*

**Nashua, NH**

*February 2016 – March 2016*

- Develop solutions to client application requests.

## **Caidan Management**

*Progress OpenEdge , Developer-Analyst*

**Manchester, NH (Detroit, MI)**

*March 2013– September 2014*

- GUI Application development using Eclipse -- NCQA HEDIS and HIPPA
- Support for internal Java APIs for webservice and vendor interfaces
- Performance tuning - Multiple logical databases, peer code reviews

- Cross-platform workflow - Cloud data to HCMS, with application enhancements to mobile data capture tools
- Reverse-engineering and requirements analysis: Regulatory and client specifications of bespoke MCS to NCQA HEDIS quality metrics and key business measures

**Stanley Black & Decker (2010)**

**North Andover, MA**

*Developer-analyst, Unix server, Database administrator*

*February 1989 – August 2012*

- Business productivity: Sx.Enterprise distribution management ERP (Progress OpenEdge):
- EDI workflows: Orbian, Fleet/Citibank AP/AR, 10-plus-2, vendor cost effectiveness, A/R Lockbox, customer retention (drop-ship compliance)
- Accounts Receivables productivity - Lockbox improvements to reconciliation accuracy
- Vendor implementation management: Sx.Enterprise ERP (Infor Global Solutions™) upgrade
- Compliance - BillTrust Invoice processing and payment automation, technical standards
- Analytics - ERP ETL and SQL 2005 data warehouse design

*Development Team Lead*

*Stanley Supply and Services*

- Progress OpenEdge ERP, WebSpeed, Microsoft .Net – SQL / Visual Studio
- Budgetary – Maintained SLA, IT SG&A initiatives, support contract costs
- Strategic, Capital - Technical evaluation of IT growth capital initiatives

*Prog.-Analyst / ERP, Server, Database Admin. Contact East / Stanley Supply and Services*

- HPUX / POSIX shell scripting including C++ objects
- ERP database server (HP-UX 11) administration – including shell scripting, CIFS / e-document distribution, management of Database, Shipping & S/U Tax
- Project Management - PCI tokenization, (IDS/DLP audit, HTTPS/SSL, data encryption, implementation testing and post-production)
- ERP integrated data warehouse for improved business productivity
- Sx.Enterprise ERP, database, hardware upgrades, functional and regression test inclusive
- Oracle - migration / upgrade for Catalog CMS & C/S support
- Business continuity solution development and implementation
- Sarbanes-Oxley: Reporting and controls for role-based security compliance
- Integrity – Referential Marketing CRM data to Sales productivity
- Audit controls - Integrated Tax certificate management & reporting
- Implementation standards - Logical design and Code reviews