**Robert P. Reil**

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**EXPERIENCE SUMMARY:**

* Twenty plus years experience in Business Analysis, Process Improvement and problem solving with Client-Server (ten yrs.), web (fifteen yrs.), manufacturing (twenty yrs.), E-Commerce (ten yrs.) and dot com (fifteen yrs.) environments
* Provide customer service for more than 15 years in Client-Server, E-Commerce industries
* Fifteen years experience implementing and managing E-Commerce and dot com businesses
* Eight years of experience working with the front and back end of Manufacturing, Supply Chain Management, Customer Relations Management, Access Control, Data Service and Accounting Software.
* Fifteen plus years experience with Systems and Data Analysis
* Two plus years experience developing a business case for off-shoring labor, vendors and administration

**TECHNOLOGIES:**

* **Methodologies:** Waterfall, Agile, Build and Fix

**Software:**

* **Client Programs:** Adobe Acrobat (Full Version), Microsoft Office **(**including Access, Excel, Outlook, Power Point, Project, Visio and Word**)**
* **Accounting:** Quick Books Pro, Peachtree Accounting
* **Graphic Editing:** Adobe Photoshop, Adobe Illustrator, Irfanview
* **Server Programs:** Internet Information Server, Macromedia/Adobe ColdFusion, Able Commerce CFMX, Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Active Directory, Group Policy, NTFS Security, Exchange, Trend Micro Antivirus

**Programming Skills and Tools:**

* **Web Programming:** Object Oriented **(**OO) methodologies, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), ColdFusion, Velocity, SEO (Search Engine Optimization)
* **Non-Web Programming:** Basic, NT scheduler, Batch files, CNC (Computerized Numerical Control)
* **Programming Tools:** Dreamweaver, Eclipse, FrontPage, Notepad, Subversion, Beyond Compare
* **Database:** MySQL 4.1
* **Database Management tools:** Navicat, Toad

**IT Network Management and tools:**

* **Server Operating Systems:** Microsoft Clients: Windows 2003, 2000, NT 4.0, NT 3.51
* **Client Operating Systems:** Windows: (7, XP Pro, XP Home, Vista Business, Vista Home, 2000 Pro, NT 4.0 Workstation, 98, 95, 3.11, 3.1), DOS
* **Backup Software:** VERITAS, NT Backup, Backup Exec, Retrospect.
* **Network Tools:** WireShark, Track It, Software Management System (SMS)
* **Remote Access:** Windows Remote Desktop Protocol (RDP), Dameware, Logmein
* **Firewall:** Kerio/WinRoute
* **Desktop Support Utilities:** Ghost, Acronis, Partition Magic, Antivirus (many brands), Malware removers (many brands), Windows Diagnostic Tools
* **Hardware:** Build PC’s from scratch, laptop, desktop & laser jet printer repair, NAS, SAN, RAID, Servers, Rack installation and design, Data Center, Power Management, UPS, Backups, Network Cabling

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| **TRAINING:*** Microsoft Office: Word, Excel, Access, PowerPoint, Project, Visio, Outlook & Project
* Adobe Photoshop, Illustrator
 | **CURRENT READINGS*** Seven Steps to Mastering Business Analysis – Barbara A. Carkenord, MBA, CBAP
* Business Analyst Body of Knowledge (BABOK) Version 2.0
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| **ADDITIONAL STUDIES:*** Currently studying Agile-Scrum
* ERP (Enterprise Resource Planning) design and functionality
* SDLC (Software Development Life Cycle)
* Use Cases & User Stories
 | **PROFESSIONAL AFFILIATIONS:**International Institute of Business Analysis (IIBA) Atlanta Chapter Atlanta Software/System Process Improvement Network (SPIN) |

**WORK HISTORY:**

**Business Analyst (BA), Alpharetta, GA (contract) December 2012-Present**

*The BA Mentor. - Onsite support for Scientific Games. (Manufacturer of Lottery products)*

* Business Analysis (100%)
* Functional Decomposition, Interface Analysis and Requirements Gathering of live and development Lottery websites to create product documentation in a pseudo Agile environment
* **Tasks** & Techniques Used:
* **Business Analysis Planning and Monitoring**: Brainstorming, Functional Decomposition, Interviews
* **Elicitation**: Requirements Gathering, Document Analysis, Focus Groups, Interface Analysis, Interviews, Prototyping
* **Enterprise Analysis**: Gap Analysis, Determine Solution Approach, Document Analysis, Functional Decomposition
* **Requirements Analysis**: Business Rules Analysis, Data Flow Diagrams, Functional Decomposition, Sequence Diagrams, Use Cases

**BA/ Process Improvement Engineer/Quality Assurance (QA)/Programmer Kennesaw, GA (contract) June 2011-June 2012**

*MicroKinetics Corp - Manufacturer of robotic manufacturing machinery*

* BA/Process Improvement Engineer (20%)
* Recorded User Stories for process reengineering
* Designed business processes to increase quality, reduce costs, and manage variables across departments
* Reengineered Processes of QA, part number schema, packaging methods, crating, job cost data/metrics collection, inventory systems, Computer Aided Drafting (CAD) drawings, tool room inventory management and Just In Time (JIT) material management
* Modified bill of materials, inventory control and process control for assembly manuals
* Create customer assembly manual with diagram
* BA **Tasks** & Techniques Used:
* **Business Analysis Planning and Monitoring**: Acceptance & Evaluation Criteria Definition, Brainstorming, Decision Analysis, Lessons Learned Process, Risk Analysis, User Stories
* **Elicitation**: Requirements Gathering, Brainstorming, Document Analysis, Focus Groups, Interviews, Risk Analysis
* **Enterprise Analysis**: Brainstorming, Business Rules Analysis, Decision Analysis, Determine Solution Approach, Estimation, Gap Analysis, Root Cause Analysis, Structured Walkthrough, Vendor Assessment
* **Requirements Analysis**: Acceptance & Evaluation Criteria Definition, Business Rules Analysis, Process Modeling, Scenarios & Use Cases, User Stories
* **Solution Assessment & Validation**: Acceptance & Evaluation Criteria Definition, Business Rules Analysis, Data Flow Diagrams, Decision Analysis, Focus Groups, Problem Tracking, Root Cause Analysis, Structured Walkthrough, Vendor Assessment
* Programmer (20%)
* Implemented Reverse Lookup solution and change management in software and engineering departments
* Programmed in proprietary language all programs needed for production of parts and documented setup notes, drawings, and photos so than anyone could make these parts
* QA (5%)
* Tested machinery after product design which in turn set up a feedback loop for continuous product, software, process and documentation improvement
* Revised the details and dimensions of engineering drawings including tolerancing
* Qualified parts to drawings; in other words QA of engineering drawings against the parts
* Analyzed usability of company’s CNC software
* Provided testing / debugging of proprietary CNC software after features were implemented or modified
* Production Manager / Fabricator / Mechanical Engineer (55%)

**Business Analyst / I.T. Production Support Kennesaw, GA (co-owner) May 2001-October 2011**

*Motorcyclecarbs.com – A motorcycle parts E-Commerce Company. Overviewed growth and direction of the company as a principle partner responsible for everything IT, Service, R&D, Process Improvement, Documentation, Management, Marketing, Purchasing, Supply Chain, Customer Support, Corporate growth and direction*

* BA / Process Improvement / Documentation (15%)
* Implemented continuous feedback loop for business process improvement, documentation and software enhancement
* Developed, implemented and documented systems for departmentalization, standardization, efficiency and training of seasonal staff based on use case
* Designed, using use case and Unified Markup Language (UML) documentation, and implemented Voice Over Internet Protocol (VOIP), call handling and routing server for paid tech support with scripted, recorded solution delivery (paid for tech support recordings)
* Developed in-house service manuals for restoration process of motorcycle carburetors including sketches
* BA **Tasks** & Techniques Used:
* **Business Analysis Planning and Monitoring**: Acceptance & Evaluation Criteria Definition, Decision Analysis, Estimation, Functional Decomposition, Lessons Learned Process, Metrics, Problem Tracking, Process Modeling, Requirements Workshops, Risk Analysis, Root Cause Analysis, Scenarios & Use Cases , Scope Modeling, User Stories, Structured Walkthrough, User Stories
* **Elicitation**: Requirements Gathering, Brainstorming, Document Analysis, Focus Groups, Interface Analysis, Interviews, Problem Tracking, Requirements Workshops, Risk Analysis
* **Requirements Management & Communication**: Problem Tracking, Requirements Documentation, Requirements for Vendor Selection, Requirements Workshops, Structured Walkthrough
* **Enterprise Analysis**: Brainstorming, Business Rules Analysis, Decision Analysis, Determine Solution Approach, Document Analysis, Estimation, Feasibility Analysis, Focus Groups, Functional Decomposition, Gap Analysis, Interface Analysis, Metrics, Problem or Vision Statement, Risk Analysis, Root Cause Analysis, Scope Modeling, Structured Walkthrough, Vendor Assessment, Strengths Weaknesses Opportunities & Threats (SWOT) Analysis, User Stories, Vendor Assessment
* **Requirements Analysis**: Acceptance & Evaluation Criteria Definition, Brainstorming, Business Rules Analysis, Checklists, Data Flow Diagrams, Data Modeling, Decision Analysis, Functional Decomposition, Interface Analysis, Metrics, Must Have – Should Have – Could Have – Won’t Have (MoSCoW) Analysis, Problem Tracking, Process Modeling, Risk Analysis, Scenarios & Use Cases, Scope Modeling, Sequence Diagrams, State Diagrams, Structured Walkthrough, User Stories
* **Solution Assessment & Validation**: Acceptance & Evaluation Criteria Definition, Business Rules Analysis, Data Flow Diagrams, Data Modeling, Decision Analysis, Focus Groups, Functional Decomposition, Interviews, Organizational Modeling, Problem Tracking, Process Modeling, Risk Analysis, Root Cause Analysis, Scenarios & Use Cases , Structured Walkthrough, Vendor Assessment
* Infrastructure Manager (5%)
* Initial design and implementation of .com business
* Implemented server rack, Exchange server, web servers, MySQL server, ColdFusion server, AbleCommerce server, development server, firewall, router, set up web and firewall security, configured file, email and other necessary services
* Designed, developed, documented and implemented migration to cloud based paperless office in preparation to run company overseas
* Designed and documented disaster recovery plan
* Managed version upgrades of server and Personal Computer (PC) operating systems
* Kept all things IT running and tuned
* Programmer / Data Base Administrator (DBA) (10%)
* Administered MySQL 4.1 Database, managed backups, added fields, and changed schema to fit needs of business.
* Created reports ad hoc
* Administered ColdFusion 6 server, upgraded to version 7
* Administered Able Commerce (CFMX5.5 Version) shopping cart
* Built and implemented proprietary code within AbleCommerce cart to add functionality
* Built web pages to support product line, technical info, and other information within the AbleCommerce cart using HTML and on rare occasion ColdFusion
* Managed company brand including color scheme, font, logos and animated images across website
* Built form letter emails for customers, vendors, etc and configured software triggers using Velocity and ColdFusion
* Designed using relational diagrams, developed and implemented custom data fields to support improved process flow
* Digitized product catalog for shopping cart
* Customer Service (20%)
* Purchasing Agent (30%)
* Manager (20%)

**I.T. Service and Support Business Owner Atlanta, GA (owner) February 1999-September 2002**

*Reilcorp.com - Provide I.T. solutions for small business in Atlanta, focused on small networks, servers, and PC clients.*

Client: *Reilcorp.com (Corporate office)*

* Built processes and procedures for an IT service and support provider
* Designed, developed and documented business processes for staff support at client sites
* Managed commercial accounts payable and receivable

Client: *U.S. Franchise Systems Inc., a subsidiary of Wyndham Worldwide Corp., providing international hotel development planning and construction*

* Provided IT support for US headquarters and call center including: Training of IT staff in MCSE 4.0 track. Local Area Network (LAN) wiring, T1 architecture, Hardware maintenance and standardization along with imaging and implementation, Tier 2&3 Desktop and Server support
* Created standardized processes and procedures for Operating System (OS), application, network, and IT asset management
* Implemented and configured asset management software (Track It!)
* Implemented and configured corporate wide antivirus server solution (Trend Micro)
* Created corporate wide network diagram using Visio

Client: *Sigman & Sigman Gutters, An Atlanta area gutter installation company*

* Provided setup, maintenance and disaster planning of network and client-server IT solutions
* Provided training, upgrade, configuration and debugging service of Peachtree Accounting hosted on Microsoft (MS) SQL server. Documented how to documentation and educated difficult comptroller. Nurtured and established friendly relationship regardless

Client: *In-Zone Brands / Bubba Brands., A manufacturer of consumer beverage containers and products*

* Assisted with and directed corporate wide operating system rollout / upgrade
* Provided miscellaneous server maintenance of software and hardware
* Facilitated server restoration

Client: *Microcenter, a computer retail superstore and training provider*

* Delivered instructor led training for the MCSE 4.0 track. Included: SQL 6.0, TCP/IP, NT4.0 Server, NT4.0 Workstation, NT4.0 Server in the Enterprise, IIS, Windows 95 & 98
* Built and established a Ghosting image server and batch menu for networked imaging for clients after classes were over to improve process efficiency

Client: *Other smaller companies*

* Provided setup and maintenance and disaster planning of network and client-server IT solutions for small business in Atlanta
* Provided personalized customer service via phone and on-site visits
* Delivered customized onsite Outlook training to C level executives

**Tier II Desktop Support Technician Norcross, GA January 1997-February 1999**

*Third party Contract Support at Lucent Technologies with IBM Global Support*

* Worked with the customer face to face to gather information about their needs while maintaining professionalism and decorum for the reputation of IBM Global Services
* Designed solution and trained tier 2 support staff on TCP/IP anomaly saving the company at least 4 hours labor and client down time per stack and 1-3 network cards per episode by eliminating wasted time reinstalling service packs on client machines
* Diagnosed recurring network-wide problems with failing network cards identifying a corrupted TCP/IP stack that was undocumented by Microsoft
* Provided desktop support of 2000 users in an NT Server multi-domain mixed OS environment using Windows 95, 98, NT4.0 Workstation clients on desktop and laptop PCs
* Coordinated with job ticket queues and server managers for IP assignments, logon script assignments, and other domain variables
* Set up multiple complex configurations for C level executives including roaming profiles, multiple domains, Remote Access Service (RAS) configurations, etc.
* Addressed all user software problems, diagnosed and resolved hardware problems as back-up support for infrastructure support team
* Worked on MS SMS implementation. The beginning of network client push technology

**MILITARY:**

* US NAVY Veteran: USS Nimitz CVN 68 (Nuclear Aircraft Carrier), USS Simon Lake AS33 (Nuclear Submarine Tender)
* Two Years – Leader of the Duty Fire Response Team - USS Nimitz CVN 68
* Two Years - Machine Shop Supervisor - USS Nimitz CVN 68