

Ryan J. Douglas

Portland, OR 97213

Email:rjdouglas@gmail.com

## Profile:

Experienced business analyst with strong background in design, development, support, and implementation of business applications. Excellent problem solving skills. Over four years professional experience with Visual Studio development, Crystal Reports development. Over ten years experience in SQL, application maintenance, and troubleshooting. Project management experience. Strong written and verbal proficiency. Bachelors in English.

## Skills:

- **Software** Crystal Reports 8-12(2008), Visual Studio 2005-2008, .NET Framework 3.5, Visual Source Safe, Microsoft Office Suite, Adobe Suite including Dreamweaver, Photoshop, Illustrator, some Wise, Oracle 8, QuickBooks, Infragistics controls, Data Dynamics
- **Languages** VB.NET, C#, VB6, C++, SQL, PLSQL, ASP, some JavaScript, ASP.NET, PHP, VBScript, AJAX
- **Project Management Tools** MS Project, FogBugz, Test Track
- **Databases** SQL, Stored Procedures, Views, Log Shipping
- **Hardware** Print Servers, VPN Hardware, Routers
- **Industries** Auto Glass, Brewing, Graphic Design
- **Operating Systems** Windows 7, Vista, XP, 2000 some experience with Linux

## Employment:

### GTS Services, Portland, OR

2003 – Present

#### **Developer/Analyst**

2006 – Present

Design and implement new features for existing business management software suite. Maintain/upgrade code in VB.Net with SQL Server backend. Manage and create SQL views and routines to handle complex business logic. Create reports with Crystal Reports 2008 for distribution with software package. Manage large, time sensitive data processing application that provides the core functionality for our application. Create new training materials and deliver internal training for Sales Team and Technical Support staff. Participate in developer and UI testing. Work with customers to determine needs and analyze gaps. Write detailed specifications for customer approval and developer work.

#### **Implementation Coordinator**

2003 -2006

Act as Project Manager to implement software solutions for multiple accounts. Write technical documents. Analyze data and create SQL scripts for support department. Routinely configure Terminal Services, print servers, networks, firewalls and VPNs. Provide in-house classroom training to customers. Deliver on-site implementation consultation and training. Research and document bugs and feature requests. Provide 1st and 2nd tier support for business management software with MSDE backend.

- Received 2004 WIT (Whatever It Takes) award for excellence.
- Represented GTS Services with our largest accounts.

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**Stream International, Beaverton, OR**  
**Technical Support**

2001 - 2003

Provide technical support for multiple design/layout software applications including: portable document formatting, optical character recognition, digital image editing, fonts, type, and pre-press layout. Troubleshoot cross platform issues for Windows 9x, 2000, XP and Macintosh OS 8.6-10.2. Beta test new software. Identify, analyze, document and report software issues/bugs.

**Flying Rhinoceros, Portland, OR**  
**Support Engineer**

2000 - 2001

Administer clustered IIS Server and backend SQL database. Research, engineer and implement enterprise solutions for DNS, SQL log shipping, data backup, recovery and availability. Design and implement IS policy and procedure. Support proprietary software. Create, execute, and maintain Internet site security.

- Designed and implemented Internet server security policy.
- Implemented and executed extensive website load testing.

**Pyramid Brewery, Berkeley, CA.**  
**Lead Brewer**

1996 - 2000

Managed the operations of a 125-bbl brew house. Executed high-level administration on proprietary process management software. Handled all software, hardware and mechanical troubleshooting. Orchestrated brew recipes to deliver multiple brands on a daily basis. Managed rotating brewing staff. Managed the inventory and purchase of all brewing materials. Scheduled both production and personnel. Performed lab work and analysis including plating, distillations, bitterness, color analysis, yeast propagation and maintenance.

- 1st place in Pale Ale division, Oregon home brew competition
- Silver and Bronze awards National Homebrew Competition

**Education/Certification:**

**University of Washington, June 1996, BA English**

**MCSE Certified, completed August 2000 (*expired*)**

**Adobe Certified Expert**

- Adobe Acrobat 5.0      August 2002
- Adobe Photoshop 7.0    November 2002
- Adobe Illustrator 10.0   February 2003
- Adobe GoLive 6          May 2003

**Portland Community College, Portland, OR.**

Coursework includes:

- C# Web Applications
- C++
- Java
- Web Scripting
- Computer Science