

GEORGE POND – SENIOR BUSINESS ANALYST

ORLANDO, FLORIDA

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SUMMARY

- Twelve years in information technology. Nine years as enterprise I.T. Analyst, including three consulting assignments at a Fortune 100 entertainment company. Business Analyst for the most-attended theme park worldwide. Extensive Common Methods, Unified Process and Agile methodology skills.
- More than ten years Microsoft SQL analysis and development experience, including scripts, Data Warehousing. Hands-on development of Online Analytical Processing (OLAP) cubes, data loads and Extract/Transform/Load (ETL) using DTS and SSIS, dimensional models, dashboards, forms and charts.
- Five years document management with PC-Docs, Microsoft SharePoint and Vignette. More than ten years Microsoft Office experience, including Microsoft Excel pivot tables. Development of Microsoft Access queries, forms, and reports.
- Five years Unified Modeling Language (UML) diagramming. Focus on Use Cases, Activity Diagrams and Sequence Diagrams using Rational Software Modeler (RSM), RequisitePro, SoDA and ClearCase.
- Five years providing data architect, data analyst and data administrator services using ERWin and ER/Studio.
- Three years test plan and test case development. Planned, and documented HP Quality Center tests. Wrote test scripts, planned and led performance and User Acceptance Tests (UAT) in test lab environments.

TECHNICAL SKILLS

DATABASES/	MICROSOFT SQL 2005/2008, SSIS, SSAS, ORACLE AND INFORMIX DATABASES, XBASE,
WORKFLOW	HTML, XML, MICROSOFT SHAREPOINT, PC-DOCS, VIGNETTE
APPLICATIONS	MS OFFICE/VISIO/PROJECT, EMBARCADERO E/R STUDIO, ERWIN, CALIBERRM RATIONAL REQPRO, BUSINESS OBJECTS, CRYSTAL REPORTS, HP QUALITY CENTER

EXPERIENCE

TEKPARTNERS BUSINESS ANALYST CONSULTANT 6/10 – 2/11

WALT DISNEY WORLD Co.

ORLANDO, FL

TECHNICAL ENVIRONMENT: Vignette, Microsoft Visio/SharePoint, HP Quality Center

- Gathered requirements and prepared Life Cycle Methodology (LCM) technical and end-user documents as member of an enterprise Business Technology Services/content management team.
- Currently writing a Service Level Agreement and triage. Also writing production support and deployment procedures.
- Completed UML workflows (use cases and activity diagrams) for one project; wrote functional requirements for two others. Delivered a Technical Design Document for a major system upgrade. Documented User Acceptance Test (UAT) objectives in HP Quality Center. Analyzed and input test data into Vignette.

SETFOCUS PROCESS ANALYST 9/09 – 5/10

PARSIPPANY, NJ/ORLANDO, FL

TECHNICAL ENVIRONMENT: Microsoft SQL Server 2008/SSAS/SharePoint/OneNote/Visio/Dynamics CRM, Microsoft Excel Pivot Tables, UML 2.0, Embarcadero ER/Studio

- Documented seven business processes and reviewed with department executives. Published in Microsoft SharePoint.
- Wrote a requirements document for business process migration. Documented Agile/SCRUM methodology procedures. Analyzed Business Intelligence reporting needs, developed Microsoft SQL SSAS hierarchies and Key Performance Indicators (KPI) and built a sales productivity reporting dashboard based on Excel Pivot tables.
- Created an enterprise meta model and enterprise Conceptual Data Model (CDM). Reverse-engineered Physical Data Models of Microsoft Dynamics CRM databases. Documented and diagrammed Use Cases for Microsoft Dynamics CRM.

CODE3W, INC. PROJECT MANAGER / SR. BUSINESS ANALYST 11/08 – 8/09

ORLANDO, FL CO-OWNER

TECHNICAL ENVIRONMENT: Microsoft SQL Server/SSIS/SSAS/Visio/Office, HTML, Embarcadero ER/Studio

- Designed web pages and maintained online SQL Server databases, using T/SQL statements and SQL Server Management Studio. Designed data movement in Microsoft SQL SSIS. Completed Business Intelligence/Data Warehouse training.

TEKSYSTEMS SR. BUSINESS ANALYST CONSULTANT 8/08 – 11/08

WALT DISNEY WORLD Co.

ORLANDO, FL

TECHNICAL ENVIRONMENT: Business Objects/Business Intelligence, Microsoft SharePoint/Visio, Embarcadero ER/Studio

- Documented Business Objects reports, data elements and metadata for a Disney Vacation Club project. Gathered requirements and created a Conceptual Data Model in Embarcadero ER/Studio to represent 38 use cases and 17 reports.

TEKSYSTEMS SR. BUSINESS ANALYST CONSULTANT 8/07 – 7/08

STARWOOD VACATION OWNERSHIP

ORLANDO, FL

TECHNICAL ENVIRONMENT: Microsoft Visio/SharePoint/Office, Embarcadero ER/Studio, BBX (Business Basic)

- Documented functional, data and business rule requirements for reservation system upgrades. Designed a rules engine strategy to automate inbound changes to inventory. Prepared Vision/Requirements documents, including UML diagrams.
- Diagrammed workflow in Visio. Wrote user guides for Crystal Reports applications. Wrote report specifications.

AQUENT SR. BUSINESS ANALYST CONSULTANT 8/06 – 5/07

WALT DISNEY WORLD Co . I.T. ANALYST 5/07 – 8/07

ORLANDO, FL

TECHNICAL ENVIRONMENT: Rational Suite: RSM/RequisitePro/SoDA/ClearCase, Microsoft SharePoint/Visio/Office

- Authored Life Cycle Methodology (LCM) deliverables, including UML diagrams, data models and requirements from Rational RequisitePro. Wrote requirements documentation for Disney's Honeymoon Registry.
- Documented AS400 configuration procedures and Services-Oriented Architecture (SOA) components. Wrote the documentation set (SRA/SDS, TSD, Test Plans, Deployment Guide and more) for an enterprise messaging hub.

PBS&J SR. APPLICATION DEVELOPER II 1/06 – 4/06

TEKSYSTEMS BUSINESS ANALYST CONSULTANT 8/05 – 1/06

ORLANDO, FL

TECHNICAL ENVIRONMENT: Microsoft Access/Visio/ASP./Office, Embarcadero ER/Studio, Oracle, HTML, ArcGIS

- Wrote SQL queries. Created data models. Planned test strategies, authored scripts and led regression and release testing. Wrote the User Guide. Documented a Feasibility Study. Documented requirements for a dashboard reporting application.
- Developed a test plan for a public utilities workflow application. Authored Use Cases, workflow diagrams, and training materials for an emergency response Geographic Information System (GIS). Wrote HTML help.

CODE3W, INC. INTERNET DESIGNER / ANALYST 4/05 – 8/05

ORLANDO, FL CO-OWNER

TECHNICAL ENVIRONMENT: Microsoft ASP.NET, SQL Server, HTML, Embarcadero ER/Studio

- Collaborated on design of a real estate school marketing and registration web product. Documented website requirements.

WALT DISNEY WORLD Co. IT ANALYST/DATA ARCHITECTURE/BSA 7/99 - 4/05

LAKE BUENA VISTA, FL FINANCIAL SYSTEMS SUPPORT / ANALYST 5/92 - 7/99

TECHNICAL ENVIRONMENT: MS SQL Server, .ASP, FoxPro, Visio, Oracle, Embarcadero ER/Studio, ERwin, CaliberRM,

- Provided Data Architecture services in the Information Technology Division. Maintained the Central Data Warehouse (CDW). Data Architect for a Microsoft SQL-based I.T. Security Data Mart. Published a metadata repository.
- As Business Solutions Analyst (BSA) for Magic Kingdom Park, initiated technology projects for over 300 Managers and Executives. Project Lead for Disney's Golf Reservation System. Taught *Traditions I* for Disney University.

EDUCATION/TRAINING

GRADUATE	MA - HUMAN RESOURCE DEVELOPMENT	GEORGE WASHINGTON UNIVERSITY
UNDERGRADUATE	BA – EDUCATION (SECONDARY MUSIC)	BOSTON UNIVERSITY
TECHNICAL	MASTERS PROGRAM IN BUSINESS INTELLIGENCE	SETFOCUS, LLC