

# GEORGE POND – SENIOR BUSINESS ANALYST

ORLANDO, FLORIDA

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## SUMMARY

- Twelve years in information technology. Eight years as enterprise I.T. Analyst. Business Analyst for the most-attended theme park worldwide. Extensive Summit, Common Methods, Magellan and Agile methodology skills.
- To complement more than a decade working with Microsoft SQL, recently completed 10 weeks of Data Warehouse training, including hands-on development of Online Analytical Processing (OLAP) cubes, Extract/Transform/Load (ETL) procedures, dimensional models and Microsoft SharePoint dashboards and charts.
- Four years Unified Modeling Language (UML) diagramming. Focus on Use Cases, Activity Diagrams and Sequence Diagrams. Much of this work involved the Rational toolset – Rational Software Modeler (RSM), RequisitePro, SoDA and ClearCase.
- Five years providing data architect, data analyst and data administrator services; four years supporting a multi-million dollar systems integration project. Expert use of ERWin and ER/Studio data modeling tools.
- Four years Finance database and intranet application development using Xbase/dBase/FoxPro and .ASP.

## TECHNICAL SKILLS

<b>LANGUAGES/DB</b>	MICROSOFT SQL 2000/2005/2008, SSIS, SSAS, ORACLE AND INFORMIX DATABASES, XBASE, HTML, ASP, .NET (ANALYSIS/DESIGN)
<b>APPLICATIONS</b>	MS OFFICE/VISIO/SHAREPOINT/PROJECT, EMBARCADERO E/R STUDIO, CALIBERM RATIONAL ROSE/RSM/REQUISITEPRO, ERWIN, BUSINESS OBJECTS, CRYSTAL REPORTS

## EXPERIENCE

### SET FOCUS

PROCESS ANALYST 9/09 – PRESENT

PARSIPPANY, NJ/ORLANDO, FL

TECHNICAL ENVIRONMENT: Microsoft SQL Server 2008/SSAS/SharePoint/OneNote, Visio, Embarcadero ER/Studio

- Documented business process life cycles, identified Key Performance Indicators (KPI) and designed a Microsoft SQL Server 2008 data warehouse. Developing Business Intelligence dashboards. Performing MS SQL Data Quality Analysis.
- Wrote functional requirements for systems integration. Currently diagramming the data structure for that effort. Building a data catalog/metadata repository to support a data and process migration initiative.

### CODE3W, INC.

CO-OWNER 1/04 – PRESENT

ORLANDO, FL

PROJECT MANAGER / BUSINESS ANALYST 11/08 – PRESENT

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

- Gathered requirements for a .Microsoft NET/SQL-based Customer Relationship Management (CRM) system. Confirmed requirements with the client. Using Embarcadero ER/Studio, developed logical and physical data models and scripts.
- Developed Extract, Transform and Load procedures in Microsoft SSIS to populate an online database. Maintained two online databases using SQL Server Management Studio.
- Designed web pages for a next-generation CRM system, [www.MyGuestSurvey.com](http://www.MyGuestSurvey.com), Wrote system documentation.

### 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

- Working within a WDW Common Methods life cycle, analyzed and documented Business Objects/Business Intelligence reports, data elements and metadata for a Disney Vacation Club project.
- Developed a report layout template. Gathered requirements from management and business users. Designed reports.
- Gathered metadata and created a Conceptual Data Model in Embarcadero ER/Studio to represent 38 use cases and 17 reports. Collaborated with other Business Analysts and the project Data Architect to verify and standardize data elements.

**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.
- Developed conceptual and logical models. Diagramed workflow and business rules in Visio. Documented software test plans. Wrote user guides for in-house 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 WDW Common Methods Life Cycle Methodology (LCM) deliverables. These included UML diagrams, data models and requirements from Rational RequisitePro. Wrote Common Methods requirements documentation for Disney's Honeymoon Registry, an n-tiered internet ecommerce application, including IBM Rational middleware core services.
- Documented AS400 configuration procedures and Services-Oriented Architecture (SOA) components. Wrote the documentation set (SRA/SDS, TSD, Test Plans, Deployment Guide and more) for Paris Enterprise Application Integration (EAI) Hub. Extracted diagrams and object definitions from Rational Software Modeler files using Rational SoDA.

**ICST** DATA MODELER CONSULTANT 6/06 - 7/06  
 PORTLAND, ME

TECHNICAL ENVIRONMENT: Embarcadero ER/Studio, Microsoft Visio/Office

- As subcontractor, updated ER/Studio and Microsoft Visio logical and physical models for an environmental database. Edited and expanded a data dictionary and metadata repository. Wrote reports and presentations.

**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 for a federally-funded Evacuation Planning application. Planned test strategies, authored scripts and led regression and release testing. Wrote the User Guide. Documented a Feasibility Study.
- Documented Systems Requirement Specifications (SRS) for a systems integration and 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.** CO-OWNER 4/05 – 8/05  
 ORLANDO, FL INTERNET DESIGNER / ANALYST

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.
- 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. Developed test strategies. Led application roll-out.
- Initiated an intranet-based reporting system for Theme Parks Finance. Gathered requirements in CaliberRM. Primary trainer for FoxPro courses at Disney University. Taught *Traditions I* for Disney University

## EDUCATION/TRAINING

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