GLEN PECK

►►► IT/Web Professional ◄◄◄

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Team Building / Mentoring	IT Leadership / Management	Budgeting / Costing
Resource Allocation	Web Development	Quality Assurance
Customer Relations	Project Management	Requirements Definition

Profile:

Demonstrated IT & Web Professional: 12 years combined IT and Web experience in Higher Ed, Non-Profit and Local Government verticals.

Highly Effective Communicator: Able to communicate technical information to non-technical audiences. Thrives on challenge, excels in fast-paced environments.

Client-Focused: Analyzes client requirements, and identifies needs beyond the request. Able to quickly identify alternate solutions.

Solid technological foundation: Proficient in a wide variety of application software, and skilled in Web site design and development, systems administration, troubleshooting, and repair. Offers high adaptability and accelerated ramp-up.

Proven Leadership Capability: Builds and coordinates effective, motivated, and efficient teams. Documents and encourages adoption of standardized processes, new techniques and best practices.

Effective Project Manager: Proven ability to meet deadlines, multi-task, and prioritize obligations.

Professional Experience:

CATHEXIS PARTNERS **2009 – Present**

Senior Developer – Virtual work environment, national co-workers and clients

Developed solutions for non-profits and other socially minded organizations to help them raise funds, expand house files, and motivate their constituents around their organizational mission. Worked with clients to maximize existing tools and recommended new tools to support their mission strategically and effectively through their online footprint. Led solution and best practice development for the Cathexis team.

- Leveraged API interfaces to integrate multi-platform solutions.
- Developed social networking strategies and applications.
- Worked with various CMS and CRM systems.

C&T INFORMATION TECHNOLOGY CONSULTING, INC, Austin, TX **2009 – 2010**

Web UI Developer – Assigned to Texas Guaranteed Student Loan Corporation

Collaborated with business and technology stakeholders in the UI design of the web portal used by the public and internal staff to manage every phase of student loans. Parallel to new development, we converted the entire web application from Oracle WebLogic Portal (WLP) to the Oracle WebCenter Suite (OWCS). Specific to UI this included a major paradigm shift as we moved from direct management of UI code into the more object-oriented approach common to OWCS. I worked closely with the business teams to manage expectations and find new solutions where required.

- Agile development with a SCRUM framework (mine was a “pig” role).
- Utilized YUI Library for standardized UI patterns and controls

Professional Experience (continued):

CONVIO, Austin, TX **2006 – 2009**
Client Support Engineer (promoted from Web Producer, Co-Team Lead)

Recognized team builder and internal resource cross-departmentally and cross-functionally. Professionally consult with clients in all phases of their Convio lifecycle - design, build and maintenance of websites within Convio's eCRM product. Bridge the gap between "application" and "web host" to reliably present client's online assets through heavy use of HTML, CSS and Convio tags - frequently in conjunction with JavaScript. Rely on ability to multi-task and familiarity with project management principles to successfully manage cases and clients.

- Led team strategy for migrations, CMS/CRM deployments, multi-center.
- Served as Services merchant account specialist.
- Leveraged robots and scripted automation to increase team capacity and efficiency.

CLARITY RESOURCE GROUP, Austin, TX **2005 – 2006**
Production Coder – Assigned to Tocquigny Advertising, Design and Marketing

- Produced hand code (PHP, HTML/CSS, JavaScript) from PhotoShop documents and other inputs, with high attention to detail and cross platform consistency. Created and deployed staging of email campaigns in PeopleSoft's CRM module. Work closely in a team environment to realize client marketing goals.
- Primary assigned to the Dell email team (monthly campaigns and one-off pieces).
- Monthly coding output of approx. 230 files (nearly 60K lines - 80% one campaign).

Significant code contributions on a variety of projects including AMD's 64 Seconds Film Contest, BattleCry.com, Dell Solution Center, and Tocquigny.com.

BROWN UNIVERSITY, Providence, RI **2000 – 2005**
IT Coordinator and Web Designer – Education Department

Guided technology use within the department, and researched, recommended, and assisted with implementation of best practices. Maintained the departmental IT plan, and oversaw desktop/network support for faculty, staff, and students. Explored technology solutions, managed IT resources, and oversaw asset acquisition & disposal.

- Developed an online group-scheduling tool for non-enterprise users.
- Designed on-line communications and information gathering portal for graduating students of the Education Department.
- Taught workshops on HTML and Web design principles. Designed related curriculum and developed new teaching and learning strategies.
- Designed and implemented electronic teaching portfolio project for student teachers to meet new accreditation requirements.
- Designed and implemented departmental Web sites (HTML, PHP, MySQL, and CGI), and maintained regular schedule of site testing and troubleshooting.

Education:

Public Policy Coursework, Brown University (2001–2002)
Business Coursework, Institute for Career Development (1996–1997)
Political Science/Business Coursework, Santa Barbara City College (1993–1995)
Professional Commercial Photography, Brooks Inst. of Photography (1990–1992)
Engineering and Business Coursework, Calif. St. University, Chico (1988–1990)

Technical Expertise:

Environment: PC, Mac, UNIX
Languages: HTML, PHP, CSS, XHTML, ASP, JavaScript, Java
Databases: MySQL, SQL, Access, FileMaker, Quattro Pro Database
Specialty Applications: Oracle OWCS, Oracle WLP, Convio eCRM, SalesForce

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