

Susan J. Dridi

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Objective

Seeking a responsible position with a well run technology company, allowing me to make the best use of my current skills and to grow to meet new challenges

Background

Customer service oriented information technology professional specializing in databases

Experience

Database Programmer/Analyst - DDL - 2005 - 2008 and SDSE 2008 - Present

- Produced custom reports for the U.S. Department of Housing and Urban Development (HUD), using MS SQL Server.
- Created denormalized datasets to expedite the most common types of report requests.
- Developed blocks of reusable code to facilitate the creation of datasets for less common types of report requests.
- Automated and maintained the code for the production of 130 reports sent to the web team on a weekly basis for posting to the HUD intranet.
- Worked with a wide range of customers and other contractors in gathering requirements. Performed data analysis and reported data anomalies to the client.
- Using Transact SQL, created complex scripts that included joins over multiple tables from databases on different servers. Used variables, while loops, cases, if/then blocks, cursors and dynamic SQL if needed. Used SQL functions to perform calculations, manipulate strings and to aggregate the data. Always used appropriate comments. Created stored procedures, DTS packages and jobs for frequently used code.
- Created custom functions.
- Wrote a stored procedure to extract metadata into a user friendly format.
- Automated the extraction of data from production servers to the reporting server.
- Developed recommendations for a database backup plan.
- Performed routine database maintenance on the reporting server to enhance performance, including defragmenting primary keys and shrinking the tempdb database. Worked with the appropriate groups on maintenance the team lacked permissions to perform.
- Created and maintained online documentation which described all recurring tasks in step by step detail and which detailed procedures for ad hoc requests and other duties.
- Provided all deliverables on or ahead of schedule.
- Complied with the Privacy Act in all tasks, via procedures set forth by HUD staff.

Web Programmer/Analyst - Washington Area Midrange - 2001 - Present

- Developed and maintained a website for a professional IT user group, using HTML and server side includes.
- Designed membership and conference registration forms, using Perl, CGI, Sendmail, and custom Perl modules in lieu of a database backend.

Web Programmer/Analyst - GP - 2001 – Present

- Designed, developed, implemented, and troubleshot several secure web based database enabled applications to allow online decision making for a national organization. Provided periodic upgrades based on evolving user requirements.
 - Designed a normalized MySQL database for the application.
 - Developed custom Perl modules for recurring functions.
 - Created forms using Perl, CGI, DBI, CGI-Sessions, other Perl modules, Sendmail and Apache on a GNU/Linux platform.
 - Provided installation and user documentation. Provided training and onsite assistance for the users when applicable.
- Developed a project management system to track the projects of a group of IT volunteers through all the phases of the systems development life cycle, using Perl, CGI, DBI, Sendmail, MySQL, and Apache on a GNU/Linux platform.
- Adhered to best practices for secure applications, including validating all data on the server side, validating permission levels before allowing users to proceed and not allowing SQL injections, and providing database dumps at useful points of the applications' steps.
- Wrote meaningful error messages.
- Used cron to schedule jobs related to the above applications.

Database Programmer/Analyst - Manpower - 2004 – 2005

- Created an MS Access application to track inventory, safety tests results and shipping data, for a client purchasing department.
- Design of the application included a normalized database, forms for user data entry and reports.
- Migrated data from an AS/400 system to MS Access.

Programmer/Analyst - SatoTravel - 1994 – 2001

- Involved in all phases of the Systems Development Life Cycle - analysis, design, coding, testing, implementation and post-implementation.
- Worked with IT management on the implementation of a COTS MS SQL Server based Help Desk system.
- Customized the Help Desk system data and forms to user requirements.
- Integrated a home grown software development project tracking system, written in Paradox, to the MS SQL Server Help Desk system.
- Prepared and provided user documentation and training.
- Maintained and troubleshooted the Help Desk software, using transact MS SQL Server, and custom stored procedures.
- Designed an intranet for all departments within the Information Technology division, using HTML and Perl. Created the Information Technology pages for the company wide intranet.
- Wrote surveys in Perl with CGI and a flat file database.
- Created and implemented a lending library program, using Delphi and Paradox. Designed the database for this application.
- Performed Y2K due diligence tests on large and complex mission critical systems.
- Created and maintained a relational database to track the Y2K testing project.
- Verified that all program and file objects were accounted for in the project, using a combination of AS/400 utilities, database and reporting tools.
- Developed dynamic runtime reports for all of the above database projects.

Summary of Experience Prior to June 1994

Adult Education Instructor - Montgomery County and Fairfax County Public Schools, and several Proprietary Schools

- Instructed courses in ESOL (English for Speakers of Other Languages) to adults from diverse backgrounds possessing varying degrees of English proficiency.
- Instructed courses in the SABRE and Apollo airline computer reservations systems and other travel industry related topics.

Travel Agency Manager - Various Locations

- Provided customer service to a wide range of clients.

Education

- B.A. - 1980
The Pennsylvania State University
University Park, PA
- Study Abroad – 1979
Université de Strasbourg
Alsace, France
- National Merit Scholar

Professional Groups

- Washington Area Midrange User Group - Board of Directors
- DC Perl Mongers

Technical Experience

Databases

MS SQL Server
MySQL
MS Access
SQL/400
Paradox

Web Applications Development

Perl
HTML
CSS
JavaScript

Platforms

Linux
Windows
OS/400
Apache

Applications Development

Delphi/Pascal
VBA
Crystal Reports

Change Control

CVS
Turnover
PVCS Tracker

Project Management/Documentation/Analysis

Information Mapping
Visio and similar programs
MS Project

References will be furnished upon request.