

Susan J. Dridi

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Background

Customer oriented technical professional possessing strong database, analytical, web and software development skills.

Experience

Temporary Employee - Manpower - 2004 - Present

Designed a system to track purchase orders. Created a normalized database, user input forms and reports in MS Access 2000.

Migrated data from DB2 on an AS/400 system to the new MS Access system.

Volunteer Programmer - Washington Area Midrange User Group, and National Non-Profit - 2000 - Present

Developed a project management system to track the projects of a group of volunteers through all the phases of the systems development life cycle, using Perl, CGI, Qmail and MySQL.

Developed an online voting system, using Perl and MySQL.

Created a program to record and display votes on a large screen at a national convention, using Perl, CGI and MySQL.

Wrote other CGI programs in Perl and PHP to maintain a list of volunteers and registrants for annual meetings with MySQL or flatfile backends.

Produced reports over the various databases, using Perl.

Customized Mailman listserv software, using Python.

Contributed patches to the Mailman project on Sourceforge.

Contributed Perl modules and scripts to the volunteer programmer repository.

SatoTravel - Information Technology - 1994 - 2001

Involved in all phases of the Systems Development Life Cycle - analysis, design, coding, testing and implementation.

Designed an intranet for all departments within the Information Technology division, using HTML and Perl.

Wrote surveys in Perl with CGI and a flat file database.

Created the Information Technology pages for the company wide intranet.

Created and implemented a lending library program, using Delphi and Paradox.

Created a custom Help Desk call tracking system in Excel, preliminary to the installation of an SQL system.

Worked with IT management on the original implementation of the Help Desk system. Customized data and forms to user requirements.

Converted the software development project tracking system from a Paradox database to an MS SQL Server database and integrated it into the Help Desk call tracking system.

Analyzed the two systems from both technical and functional standpoints.

Mapped the data from one system to the other.

Wrote Microsoft SQL Server stored procedures to perform the conversion and as needed when business rules required changes to the database structure.

Maintained and troubleshot the Help Desk software, using transact MS-SQL.

Prepared materials and presentations to train users.

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 and PC 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 Public Schools, Fairfax County Schools and several Proprietary Schools

Developed and presented courses to adults from diverse backgrounds possessing varying degrees of proficiency in ESOL (English for Speakers of Other Languages) and Airline Computer Reservations Systems (SABRE, Apollo)

Travel Agency Manager - Various Locations

Provided customer service to a wide range of clients.

Education

Bachelor of Arts in French
The Pennsylvania State University
University Park, PA
1976 - 1980

Université de Strasbourg
Five Month Study Abroad Program - 1979

National Merit Scholar

Professional Groups

Washington Area Midrange User Group - Board of Directors
DC Perl Mongers - active participant and occasional presenter

Technical Expertise

Microsoft SQL Server
MySQL
DB/2 and SQL/400
Paradox
Access
Crystal Reports Professional
Perl
PHP
Pascal/Delphi
HTML
Java Script
CSS
Apache Web Server
Sendmail, Qmail
Linux, Solaris, Free BSD
Windows
OS/400
CVS
Turnover
Visio
MS Project
Project Management
Information Mapping

References will be furnished upon request.