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An accomplished manager, developer, database administrator, integrator and application architect with demonstrated success in installing, supporting and enhancing a wide variety of business applications. A diversified technical background with a long track record of extending standard applications to meet custom needs. Proven ability to implement technologies that decrease costs, increase performance, and positively affect the bottom line.

Qualification Highlights

- Over 20 years of experience with event, non-profit, accounting and fundraising systems
- Extensive experience working with CRM, GL, HR, analytics, point-of-sale and inventory systems.
- Expertise in programming in a Microsoft environment, including database and web-based solutions.
- Deep understanding of what it takes to customize applications to meet specific business needs.
- Veteran of many implementations and data conversions of business systems over the past twenty years.

Technical Expertise

Software	MS-SQL Server, SSRS, SSIS, O365, Workday, Dynamics Great Plains Financials, Tessitura Ticketing & CRM system, PowerBI, ShopifyPOS, Momentus Elite, DocuSign
Languages	T-SQL, VBA, ASP, ASP.NET, .NET Services, VBScript, JavaScript, HTML, Sybase Infomaker, Crystal Reports
Systems	Windows Servers, MS Exchange, IIS, AWS, Azure, Sharepoint, Credit Card payment processors

Professional Experience

Woodruff Arts Center, Atlanta GA

November 2024 – present

Director, IT Applications

Manage and support developers in all business software applications solutions for the Woodruff Arts Center (Alliance Theatre, Atlanta Symphony Orchestra, High Museum of Art). This includes event ticketing, fundraising, financial systems, business intelligence and task management. Systems include Tessitura CRM, Workday (HR and Financials), Shopify point-of-sale, MS Azure, MS Teams, Sharepoint, Freshservice, Trello

- Managing business intelligence development with Microsoft Analysis services and dashboards
- Lead data integrity roadmap to ensure customer and sales data is clean and accurate
- Managing software implementations, incident and change management
- Lead PCI compliance and documentation for credit card transactions
- Manage Third-party developers and integrators for multiple systems
- Current staff: two applications developers, one web developer

Woodruff Arts Center, Atlanta GA

September 2014 – November 2024

Senior Applications Manager

Manage developers in all business software applications solutions for the Woodruff Arts Center. Systems include Tessitura CRM, Workday, Dynamics GP, NCR Counterpoint retail system, ServiceNow, Tableau.

- Managed business intelligence development, reporting and integrations
- Managed software implementations
- Managed Third-party developers and integrators for multiple systems
- Staff: two applications developers, one web developer and one business analyst

Woodruff Arts Center, Atlanta GA

Applications Developer

November 1999 – September 2014

Develop and customize all aspects of business software related to operations of the Woodruff Arts Center and its divisions (Alliance Theatre, Atlanta Symphony Orchestra, High Museum of Art, 14th Street Playhouse). This includes event ticketing, admissions, communications, fundraising and all financial systems. Systems include Tessitura CRM, Raiser's Edge fundraising, and Great Plains GL.

- Developed e-commerce ticketing websites in an ASP.NET, .NET services environment
- Built from ground-up the web-based "print-at-home" ticket system, in a VBA/MS Exchange environment (this system produced tickets in PDF format and e-mails to customers).
- Customized a comprehensive data extraction process to allow end-users easy access to data for outside reporting, mail merges and data mining. Based in MS-SQL server and T-SQL
- Continuous development of custom reports and other data services using Sybase Infomaker and MS-SQL reporting services
- Lead person for conversion from old software systems to new systems, including data conversions
- Established data integrations between Raiser's Edge, Tessitura, Great Plains & MS Retail System

Georgia State University, Atlanta GA

Systems Analyst

March 1999 – November 1999

While pursuing Master's degree, Lead Analyst in implementation and support of PeopleSoft HR application, with Oracle database and Oracle reporting. Short tenured job as project was put on hold.

Woodruff Arts Center, Atlanta GA

Business Analyst

September 1995 - March 1999

Supported all business applications of the Arts Center. Core systems ran on HP3000, Hewlett-Packard's proprietary Unix-style system. Reporting and customization done with Cognos Powerhouse tools. Ancillary applications developed in MS-Access.

Scottish Rite Children's Medical Center, Atlanta GA

IS Operations Manager

January 1995 – September 1995

Oversaw computer room in 24-hour hospital environment. Staff of 3 full time and 3 part time operators. In charge of maintenance and upgrade of all core hospital systems, all modules of Gerber-Alley system.

Scottish Rite Children's Medical Center, Atlanta GA

Systems Analyst

June 1991 – December 1994

Supported and customized Gerber-Alley hospital system in HP3000 environment. System was COBOL and Cognos Powerhouse tools. Specific emphasis on Admissions, Patient Accounting Systems and Reimbursement. Oversaw the automation of many aspects of these areas.

OEC (Office Environment Company), Louisville KY

Data Operations Manager

August 1988 – May 1991

Installed, supported and customized core business system for office furniture & supply company. System ran inventory, purchasing, and GL systems in an HP3000 environment with Cognos Powerhouse tools.

Education

Georgia State University, Atlanta GA
J. Mack Robinson College of Business
Master of Science in Computer Information Systems
Cum Laude, Beta Gamma Sigma inductee
1996-2000

Macalester College, St. Paul, MN
Bachelor of Arts in History
Cum Laude, Dewitt Wallace Scholar,
1984-1988