



Areas of Specialization

- User Support & training
- System Implementations, Upgrades, and Conversions
- Strategy
- Data Discovery and mapping
- Data Capture and integration
- Stored Procedures, Views, and Functions
- Reporting and Analysis
- Forecasting, dashboards, and KPIs
- Compliance, Standards, and Audit
- Process Analysis, Documentation, and System Improvement

Industry Experience

- Health Care
- Insurance/Re-Insurance
- Manufacturing
- PQRS/Meaningful Use
- Automotive/Leasing
- Six Sigma
- Software/Process Development
- Consulting Services
- Small Business Support

Technology Expertise

- Windows/Windows Server
- Microsoft 365
- Azure
- Power Platform/SharePoint
- SQL Server/TSQL
- Reporting Services (SSRS)
- Integration Services (SSIS)
- Visual Studio
- GIT/Team Foundation Server
- GE Centricity
- Salesforce
- Microsoft/Dynamics CRM
- Crystal Reports
- MS-Excel (advanced)
- MS-Access (advanced)

Organizations Served

- Health Dialog
- Global Relief Technologies
- EqualLogic/Dell
- Lincoln Financial Group
- General Electric
- ABB - ASEA Brown Boveri
- Merchants Auto Leasing
- Red Curve Solutions
- GT Equipment/GT Solar
- Great American Audio
- ReportingMD/Medicare
- Gastroenterology Associates
- The Pro Support Group (Six Sigma)
- Medical Technology Associates
- The Troupe
- VidiPax
- EF Hutton
- Apple Computer
- The Academy for Corporate Excellence
- GTE Space-Net
- MIT/Lincoln Labs
- Longfellow's Wayside Inn

Professional Summary

Tim MacKay is an accomplished Technologist. He possesses a vast wealth of technology experience across a wide variety of disciplines from on-site infrastructure through the cloud. The diversity of Tim's technology engagement spans a similarly wide breadth of roles and responsibilities. Tim has applied that attendant knowledge toward the empowerment of others by teaching the ones who can to do (more) - and helping the ones who cannot (to be stronger). Tim personally believes that direct, timely, personalized, support is the engine that drives each user to continued professional growth and sustained accomplishment through the efficient and confident use of information technology.

Skills Summary

Information Technologies /Support

- Managed/supported several technology departments and organizational staffs
- Planned and executed all technology tasks, implementations, and upgrades
- Supported a wide variety of users at all organizational levels
- Prepared process improvement proposals for management consideration
- Hardware, software, and Cloud support
- 2+ Years direct Tier II Enterprise application support – 100% remote; national scope
- **Organizations Served:** General Electric Centricity, The Pro Support Group; VidiPax; Great American Audio; Medical Technology Associates

Systems Analyst

- Windows Server, Active Directory, DNS, DHCP, TCP/IP networking
- Prepared hardware, software, security, and networking design specifications
- Managed hardware, software, security and network installations
- Recommended both general and specific technologies and platforms to support varied business requirements (new and upgraded)
- Worked with 3rd party vendors; negotiated pricing and contracts
- **Organizations Served:** Medical Technology Associates; Pro Support Group; VidiPax; The Troupe; numerous medical practices; numerous small business

Information Management

- Identify data sources, locations, types and schemas
- Wrote complex, documented, efficient Stored Procedures, Views and Functions
- Wrote SSIS packages for data transformation and consolidation
- Worked with report developers on specifications and standards
- Provided efficient, accurate, and timely data to report developers and users
- Provided data imports and extracts to support business and vendor data exchange/capture
- Conducted interviews with management and users to identify requirements
- Wrote technical and functional specifications; user manuals
- Conducted user training
- **Organizations Served:** Merchants Auto, EqualLogic/Dell, ReportingMD/Medicare, The Pro Support Group (Six Sigma), Lincoln Financial

Process Improvement / Business Intelligence

- Built numerous reports for many organizations across multiple industries
- Worked with many reporting packages (SSRS, Crystal Reports, BI Publisher, Excel, SharePoint, FileMaker Pro, FoxPro/D-base)
- Created standardized, highly validated, multi-tiered, parameter driven, interactive reports for all organizational levels
- Built, refined and supported numerous MS-Excel reporting tools within the company
- Built management KPIs and dashboards
- **Organizations Served:** Global Relief Technologies, Merchants Auto, Lincoln Financial Group, Great American Audio, Dell/EqualLogic

Database Developer

- Created, managed, and supported database solutions for large and small business
- Designed and built PET/MET for Six Sigma deployments (Whirlpool, Allied Signal, Bombardier)
- Mapped, cleansed and purged (ETL) existing data files for conversion to new system
- Documented new processes and trained end-user personnel
- **Organizations Served:** The Pro Support Group; VidiPax; The Troupe, ABB, Medical Technology Associates; Longfellow's Wayside Inn, GTE Space-Net

Consultant

- Have worked many consulting contacts with 3rd party agencies
- Created and managed my own consulting practice from 1984-1992; 2005-2008 (VAR)
- **Organizations Served:** numerous small businesses and medical practices