Joseph A Snider

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Career Objective: Looking for a full time Professor position that allows for individual as well as student expansion of knowledge to create world-changers.

Summary of Qualifications:

D.B.A. in Management Information Systems 2011

19 graduate hours in Research and Statistics

30 years of practical experience

Proficient with academic subject matter in both on the ground, online learning environments

Outstanding knowledge of Information Technology and Statistics

Experience in managing Information Technology projects on local, national, and global level

Operational knowledge of database technology, analysis and design, development life cycles

Remarkable ability to teach in an online and classroom learning environment

Superior project management & communication skills

Excellent motivational and instructional skills

Academic Work Experience:

Assistant Professor, April 2013 to present

Adjunct Professor, 1988-1990, 2005 – March 2013

Indiana Wesleyan University, Marion Indiana

Marion, Indianapolis, Columbus, Louisville, Lexington, Madison campuses, and online.

Courses:

Business Statistics (ADM316, ADM515)

Introduction to Computers (ADM320)

Managerial Relational Database Systems (BIS320)

Project Management/Integration Capstone (CIS280)

Basic Web Design/Development (CIS270)

Utilized Learning Studio and Blackboard technology to enhance the learning process.
Incorporated higher-level learning and assisted the students in problem-solving skills.
Organized, prepared and revised/updated course materials.
Developed nightly agendas to disseminate the course content.
Provided opportunities for in-class discussions and online.

Curriculum Writer 2013
Southern Wesleyan University, Central South Carolina

Developing the syllabus and course materials for online course called
STAT 3123 for Business and Accounting

Internal Trainer on Microsoft Excel Skills, 2007 to 2009
YUM!Brands, Inc. Louisville, KY 40299

Developed and provided an approved syllabus along with original materials.
Organized, prepared, and regularly updated all course materials.
Taught over 200 students internal to the organization in multiple locations.
Course used a laptop computer for each student.

Education:

Bachelor of Science in Mathematics, Illinois College, Jacksonville, IL

Senior Math Award

Masters in Business Administration, Indiana Wesleyan University, Marion, IN

LEAP Award for Outstanding Professional

Doctorate in Business Administration, Northcentral University, Prescott Valley, AZ

Thesis Title: Quantitative Comparison of Traditional to Combined Online Instruction

for Simple Linear Regression

Nominated for Dissertation of the Year

Conference Presentations:

Distance Learning Association User Conference, May 2012

"Integrating Best of Breed Online Methods" with Dr. Larry Flegle APUS

Midwest Users Conference, March 2012

"WebQuests and Learning Objects - A Powerful Combination "

Midwest Users Conference, March 2010

"Creating Online Tutorials for YouTube"

5th Leave No Teacher Behind Conference, May 2010

"Creating Online Tutorials for YouTube"

Publications:

Book: *On My Knees, I See Clearly* published by LULU Press

Proceedings from the Distance Learning Association User Conference, May 2012

Professional Work Experience:

Brooksource, Louisville, KY   **Dec 20012-present**

Brooksource is an IT consulting firm. I am working in the Microsoft Program group on a complex Windows 7 deployment for a large medical company. I am one of the project managers over those efforts.

TEKsystems, Louisville, KY   **Feb 20012-Dec 2012**

TEKsystems is an IT consulting firm. I am working on a global deployment of voice services for a large Fortune 100 company. The company uses virtual teams from all over the world. I am one of the project managers over those efforts.

Seven Counties Services, Louisville, KY   **Aug 2009-Feb 2012**

Seven Counties Services is a not-for-profit mental health, disabilities, and substance abuse agency for the seven counties in and surrounding Louisville, KY. With over 30 locations, the IT group needed a project manager to take over all capital IT projects, both in infrastructure and software development. The largest initiative is to replace all enterprise systems with new medical and financial systems. I am the single project manager over those efforts.

Project Manager

- Developed systems development life cycle and project management within the agency

- Responsible for running over 20 active projects, multiple vendors, architecture and software

- Example projects were new MPLS network, new Enterprise Medical Record, new Enterprise Financial System, PC Lifecycle Refreshes, Copier/Network Printer Lifecycle Refreshes, and Citrix deployment.

YUM! Brands, Inc., Louisville, KY   **1998-2009**

YUM!Brands, Inc. is a multi-billion dollar restaurant company delivering quality fast-food at over 30,000 sites and over 50 countries worldwide. Led teams of 8-15 people with direct management, hire/fire, outsourcing and budget responsibilities. Developed many future managers of the company. Known for being able to handle stressful, complex situations. Promoted 3 times for taking on more responsibilities.

Sr. Manager   (equivalent to **IT Director**, **Sr. Project Manager**)   2005-2009

- My group supported over 1500 internal customers under PCI and SOX compliance.

- Administration responsibilities for 15 people. Performance appraisals, coaching, day-to-day operations, meeting performance and uptime SLA's for 24 by 7 by 365 operations.

- Development and project manager for rollout of ITSM 7.1 suite of ITIL software from BMC

  - 6 help desks of 700 users. IT help desk, LAN and pc support, restaurant help desks.

  - Saved $40K in project management expenses from vendor by performing that role.

- o Project integrated DB2, UDB, SQL Server 2005 and Tivoli active directory data stores, used Remedy custom development, Crystal Reports.

- o Managed contract labor, schedules and assignments, quality assurance of customizations.

- o Managed QA (Quality Assurance) using business experts to provide testing

- o Developed help desk metrics, dashboards and scorecards using BMC software

- o Deployed incident management and change management for Remedy software.

- o Reduced original 19-month project schedule by 8 months using agile development practices like sprints, scrums and simultaneous engineering.

- Participated in full SDLC from charter to post-implementation and release management

- Coordinated project plans with PMO, DBA, QA and infrastructure groups.

- Coordinated training plan and expenses for entire department.

- Responsible for conversions of Visual Basic 6 to C# .Net, ASP to ASP.Net

- Responsible for FileNet upgrade of hardware to newer disk technologies

- Worked with outsourcing contract vendors to provide resources on projects

- Built Excel portfolio management tool to inventory and support decisions on platforms

- Built resource planning tool using Excel to manage planning for over 150 resources

- Managed technical support and projects for mission critical systems.

    Help desks (700+ users)
    Change management (100+ users) for all brands and staff,
    Global supply chain application (100+ users),
    80+ web applications for intranet /extranet /internet (millions of hits per month),
    Asset development project & capital investment applications (400 users, Millions of dollars),
    Document management for over 30 million documents using FileNet/Oracle.

- Coordinated software testing for large upgrades of SQL Server to 2005, IE7, Sharepoint, Microsoft Office 2007 for whole department.

Technologies supported: SQL Server 200,2005, Oracle, Microsoft .Net, C#, Visual Basic, Java, ErWin, Microsoft & Unix servers, mainframe DB2, UDB, FileNet, Sharepoint, MSOffice, SSIS

Manager   2002-2005

- Supported the data management function and help desk support for restaurants.

- Administration responsibilities for 8 people. Performance appraisals, coaching, day-to-day operations, meeting performance and uptime SLA's for 24 by 7 by 365 operation.

- Coordinated with QA (Quality Assurance) testing group to provide testing on changes

- Saved over $40K in training expenses by developing course materials & teaching Excel to over 200+ staff during Building People Capability Weeks, while developing relationships.

- Managed a solution for 4500+ Pizza Hut stores' pricing and inventory management data. Integrated with internet ordering generating over 10% of overall sales. Mission-critical.

- Excel consultant internally on projects for planning, accounting, PMO, training departments.

Technologies supported: SQL Server, Visual Basic, ASP, ErWin, Microsoft & Unix servers

Sr. Analyst / Project Leader   1998-2002

- Project manager and developer on solution for data management of 4500+ Pizza Hut stores point of sale systems – worked with Quality Assurance team on testing every release

- Administration responsibilities for 5 people. Performance appraisals, coaching, day-to-day operations, meeting performance and uptime SLA's for 24 by 7 by 365 operation.

- Project manager of 14 resources to build a store data management solution for KFC

- Worked with vendors (Radiant, Compris) of the back office and point of sale software to build the data management solution for thousands of restaurants and coordinated with internal Quality Assurance department to test every release of software

Technologies supported: SQL Server, Visual Basic, ErWin, Microsoft & Unix servers

AMP, Inc. Harrisburg, PA   **1997-1998**

AMP is a global manufacturer of electronic equipment and cables.

- Worked closely with Vice-President of Finance on global SAP standard cost application.

- Manager of software development and quality assurance for applications.

- Managed 6 developers & Oracle/Unix data warehouse for 25 countries.

Technologies supported: Oracle, Unix servers.

BOWATER PULP & PAPER, Greenville, SC   **1990-1997**

Managed 10 people over 8 years on finance, marketing and manufacturing applications.

Project Manager   1990-1997

- Saved $4 million on the bottom line of the company by integrating internal data with a transportation optimization model from a vendor (plant to customer optimization).

- Proven ROI of over 2 million dollars in just one facility by installing and using internally developed Statistical Quality Control software in United States and Canada.

  o Built custom quality software to provide a database and data entry for lab testing.

- Team of 8 people with technical and business backgrounds, I was Development Leader working with the business leader to run the project collaboratively.

- 5 plant locations with up to 20 labs in each location

- Integrated a statistical package called RS1 and report package UDMS

- VAX Cluster environments and shop floor deployments.

- Heavy manufacturing setting in South Carolina, Tennessee, Maine and Nova Scotia.

- Re-engineered all IT processes– reduced staff by 6 and raised efficiencies 25%.

  - Used James Harrington method and ABC costing.

  - Streamlined procurement, development processes, eliminating wasted steps.

  - Moved from centralized to decentralized model for IT.

  - Matrixed teams from corporate and divisions were typical.

- Reduced closing period processing from 8 days to 3 days by building and using a data warehouse application using Comshare and Essbase for financial consolidations.

  - Essbase database manager, building database model from scratch.

  - Built ETL processes to load data into the data mart for reporting.

  - Built reports using Comshare toolset, performed development and QA roles.

- Built Excel applications to support marketing order plan functions for the entire company.

Technologies supported: Ingres, Fortran, ErWin, VAX VMS servers, Essbase, Comshare.

CUMMINS ENGINE, Columbus, IN   1988-1990

Internal VAX consultant for CIM team applications such as automated inventory for flexible cell manufacturing and marketing CAD file sharing. Managed the data center VAX cluster.

Systems Manager / Systems Analyst

- Negotiated 45% discount on hardware & software and a free network at corporate office.

- ORACLE DBA - Converted multiple servers from ORACLE v5 to v6. Performed QA role.

- VAX Cluster manager and data center responsibilities for uptime, performance and operator training/scheduling. Added VAX Cluster and networking to data center.

- Integrated VAX Cluster, Email system called TOSS, IMS on mainframe, and PC's.

Technologies supported: ORACLE, FORTRAN, C, ErWin, VAX VMS servers, PLI.

GENERAL MOTORS (EDS), Marion, IN   **1986-1988**

Managed vendor quotes and contracts, managed shop floor software projects, systems manager for VAX cluster, oncall 24 by 7 by 365. Heavy manufacturing stamping plant environment.

Systems Manager / Systems Analyst

- Built data center VAX cluster (raised floor, Liebert power units, air flow, operator training)

- VAX Cluster, HP1000, PDP44 manager and data center responsibilities for uptime, performance and operator training/scheduling.

- Built automated storage and retrieval systems.

- Built CAD to CNC network file sharing.

- Supported an SQC application measuring door panels and producing graphical displays running on an HP1000. (control charts to reject/accept parts)

- Wrote computer operator software that was picked up and used in 18 plant locations and supported a broadband network throughout the facility

Technologies supported: FORTRAN, C, VAX VMS servers, PDP servers, HP1000.

Colwell Systems, Champaign, IL   **1984-1986**

Manager of Software Development – Heath Care Forms Industry

- Managed 9 software developers and all IT projects for medical forms industry

- Budget responsibilities of $750K, development and quality assurance functions

- Worked as a member of a formalized middle management team

- Customers were doctors and dentists using both paper and electronic pegboard systems

Technology supported: VAX VMS, Fortran, RMS indexed files

SSP Time Share, Springfield, IL   **1982-1984**

Software Development – Health Care Industry

- Software Programmer in charge of claim form creation and records access & retention

- Medical claims processing, allergy records retention, software development and quality assurance of new releases to run hospitals and doctor / dentist offices.

Technology supported: VAX VMS, Fortran, RMS indexed files