**SHARON LEE PETERSEN**

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**PROFESSIONAL SUMMARY**

Business Systems Analyst with over 20 yrs of experience in Business & Data Analysis, Data Modeling & SQL Development. Extensive experience in these areas: Creation of Business Requirements, Functional Specification, Detailed Design & Test Plan documents; Data Warehouses; Reporting apps; Conversion of large databases; Interfaces between databases used by different apps.

**COMPUTER SKILLS**

|  |  |
| --- | --- |
| Databases: | Snowflake, SQL Server, Greenplum, Redshift, Teradata, Oracle |
| Languages: | Snowflake SQL, T-SQL, PostgreSQL, Teradata SQL, PL/SQL |
| 3rd Party Call Center Packages: | Clarify, Cisco ICM, Intecom Centergy |
| Other Packages: | Decisiv |

**WORK EXPERIENCE**

**Accounting Principals | Parker + Lynch Consulting -** contract at **Entravision Communications November 2020 – December 2020**

**Database Developer**

* Worked on a Snowflake Data Warehouse populated with data from multiple sources, including NetSuite, Salesforce & Wide Orbit applications.
* Developed views for Business User consumption.
* Developed reconciliation views which identified discrepancies between data imported from multiple application databases into Snowflake.

**VanderHouwen -** contract at **Cambia Health Solutions September 2019 – September 2020**

**Business Analyst**

* Documented business user requirements for import of Greenplum, Oracle, SAS, and CSV file data into a Redshift Data Warehouse.
* Worked with Medical, Pharmacy & Vision claims data related to Commercial, Medicare & Medigap insurance plans.
* Wrote PL/SQL & PostgreSQL queries to query Oracle, Greenplum & Redshift databases
* Agile methodology was used on all IT projects.

**Marquis Data January 2019 – July 2019**

**Data Analyst**

* Developed SQL Server Stored Procedures for clients Shape & Pemco Insurance.
* Reconciled client-provided Excel reports to SQL Server Data Warehouse databases for multiple clients.
* Documented data transformations made via macros used in a client’s Excel workbook.

**Modis** - contract at **PACCAR June 2016 – December 2018**

**Business Analyst**

* Worked on projects related to integrating PACCAR & Decisiv data. Decisiv is a 3rd party application used by Kenworth & Peterbilt dealerships.
* Documented Business Requirements, Test Cases & Test results in HP Quality Center. Business Requirements applied to both data integration and PACCAR requests for enhancements to Decisiv UI functionality.
* Tested data imports from multiple PACCAR SQL Server databases & a mainframe database into a Teradata Data Warehouse.
* Tested data integration between a PACCAR Teradata Data Warehouse and Decisiv.
* Created tables & views in a Teradata Data Warehouse to support Reporting, & documented info in Excel for business users.
* Mapped Decisiv UI fields to Teradata table fields in Excel for business users.
* Agile methodology was used on all IT projects.

**True Value Solutions** - contract at **Microsoft** **November 2015 – March 2016**

**Business Systems Analyst**

* Developed UAT Test Plan & Test Cases in Excel for a Premier Support project. UAT effort covers multiple apps & reporting systems, including Clarify, Compass, MSSales, & PSR Reports.
* Created As-Is Process Flow Diagrams in Power Point for Premier business.
* Developed T-SQL scripts related to Premier contract sales, utilizing data from the CFR Mart Data Warehouse.

**Raining Virtue Solutions** - contract at **Genoa, a QoL Healthcare Company** **January 2015 – September 2015**

**Senior Consultant**

* Created spec docs & tested multiple forms, including the following:
* Web UI forms used by pharmacies to report quantities & monetary values of drug inventories.
* SharePoint UI form used by pharmacies to order flu vaccine.
* SharePoint UI form for creating checklists used to rate pharmacies on operational & regulatory requirements.
* SharePoint UI form for tracking setup of contracts between pharmacies & insurance companies.
* SharePoint UI form used by pharmacies to request relocations, expansions, or renovations of pharmacy locations.
* Created UI🡨🡪Database data mapping documentation for an app that provides information about pharmacy drug prescription sales.
* Tested doctor, patient, & drug prescription sales records, from Prodigy, Cerner, & HBS Drug Dispensing apps, into the corporate Data Warehouse.

**Raining Virtue Solutions** - contract at **City of Seattle** **October 2013 – January 2015**

**Senior Consultant**

* Created Functional Specs, Test Plans, Test Cases, & Oracle PL/SQL Test Scripts for multiple releases, which included UI enhancements & development of reports for the Retirement System.
* Created Data Dictionary & Entity Relationship Diagrams.
* Updated User Guide documentation.
* Developed Oracle PL/SQL scripts to identify data issues.
* Developed Oracle PL/SQL Stored Procedure to extract data from the ADP Enterprise HR system & Employee Retirement System to facilitate Business' reconciliation efforts.

**Neal Analytics** - worked on projects at **Microsoft** **July 2012 – October 2013**

**Technical PM/Business Analyst-3**

* Created Functional Specs for Dashboard to track progress of Office 2013 & Office 365 deployments.
* Created Functional Specs, & tested releases of the following:
* Dashboard that includes metrics measuring progress of sales opportunities, & comparing effectiveness of partners working with Microsoft in the pursuit of sales opportunities.
* Two releases of a Sales tool that rates strength of opportunities to increase Premier support sales with existing Microsoft customers. App used data from multiple sources, including MSSales & Clarify.
* Tested these releases:
* App that tracks & forecasts head counts for departments supporting emerging apps.
* App that tracks external partners that work with Microsoft on potential sales opportunities.

**Ciber -** contract at **T-Mobile May 2011 – June 2012**

**Business Systems Analyst**:

* Developed Oracle PL/SQL & Teradata SQL scripts to validate import of Oracle data into Teradata Marketing Data Warehouse.
* Created Functional Specs for reporting requirements included in Marketing Campaign Management release.
* Created Business Requirements & Functional Specs docs, & performed QA testing, for import of Product data from a SQL Server database into a SAS-MA campaign management app. Created Teradata views for use by users & apps requiring imported data.
* Performed analyst & QA functions for quick-fix team supporting SAS-MA campaign management ETL processes.
* Investigated data mapping between Samson Oracle database & a Teradata database used by SAS-MA campaign management app.
* Performed UAT of IT-developed Teradata views, based on Samson-sourced data.
* Performed all database development tasks for a new tool which allows business users to maintain Campaign metadata:
  + - Designed 30+ Teradata tables & developed all DDL scripts.
    - Developed Teradata scripts & Stored Procedures to transform & import legacy data into new tables, & to extract data for export to a Teradata Data Warehouse.
    - Created Erwin ERD, Data Dictionary & user documentation for the new tool.

**Macrostaff -** contract at **F5 Networks February 2011 – May 2011**

**Analyst**

* Documented screen fields🡪database fields mapping for the Clarify app used by the Call Center’s customer service reps.
* Created document that identified data issues in Clarify database.
* Interviewed business users of Clarify, & created Process Flow Diagrams illustrating their use of the tool for customer issue resolution.

**Onvia February 2010 – January 2011**

**Business Analyst**

* Program Manager of Sustained Engineering team, which supported legacy apps. Managed modifications to multiple apps, including Recovery.org, DemandStar.com, Crystal reporting, & creation of data extracts supplied to Onvia customers.
* Developed Functional Specs for a Data Warehouse to include data from multiple Onvia apps, NetSuite & Solomon.
* Functioned as PM on the Data Extract Builder project, which included development of a tool used to create Onvia Data Extracts provided to customers. Data Extracts were created in XML, Excel & CSV formats.
* Agile methodology was used on all IT projects.

**EGB Group, Inc -** contract at **Onvia July 2009 – February 2010**

**Business Analyst**

* Developed Functional Specs to support reporting on government projects, using SQL Reporting Services Report Builder.
* Analyzed Crystal reports, & T-SQL Stored Procedures that generated data extracts for Onvia customers, in order to identify what data was used from legacy apps scheduled for retirement.
* Program Manager of Sustained Engineering team, which supported legacy apps.

**Microsoft January 2006 – July 2009**

**SR. Program Manager**

* Developed Functional Specs for UI modifications to Customer Licensing Position (CLP) app, & provided business users with documentation about CLP logic related to Agreement effective dates & Coverage date ranges.
* Developed Functional Specs for Online Services (OLS) 1.65 LPO MPG Interface. Worked with MPG team & Business Group (BG) users to define XML to be used to pass subscription data from SMC through the MPG system to the BGs.

Activities listed below were associated with E3 (Enterprise Empowerment Engine), a Microsoft tool used by account managers to negotiate deals for purchases of large volumes of licenses by Enterprise Customers.

* Functioned as engineering project manager, responsible for delivery of two E3 releases. Worked with stakeholders & UAT teams located in the Redmond area, & with development & testing teams located in India.
* Analyzed business requirements, developed Functional Specs, performed data analysis, resolved issues, tracked project progress, & reported project status to management & stakeholders. Attended bug triages conference calls, & worked with engineering team & stakeholders to evaluate & prioritize bugs.
* Was responsible for purchases of 3rd party software installed on production, development, & test servers.

Activities listed below were associated with LIR (Licensing Information Repository) Data Warehouse. LIR contains an 1127GB database that includes over 200 tables, most of which are refreshed every 2 hours. LIR imports data from several systems. LIR data is accessed by multiple systems, apps, & individual business users.

* Developed documentation for LIR Data Warehouse tables from Product, Program, Pricing, Agreement, Order, Billing, & Organization subject areas. Documentation explained data import & data transformation processes & rules, & source-to-target data mapping.
* Documented FeedStore & HomeDepot imports into LIR & MSL systems.
* Developed Data Dictionary for LIR Product, Program & Pricing data.
* Developed multiple Functional Specs for modifications to LIR imports of Agreement, Organization, MSLicense, Subscription, Pricing, BCWeb, & SAP data.
* Developed Functional Specs for creation of OLAP Cubes against LIR Pricing & Order data.
* Led FY08 project LIR BI 1.0. Project involved adding new pricing attributes into LIR, & the introduction of SQL Reporting Services Report Builder reporting for WWLP pricing users. Business Intelligence reporting was hosted on the myBI platform.
  + - Calculated PreBaseline & Baseline ROMS, & set up staffing forecasts in Hawkeye.
    - Attended weekly Release Management meetings, the purpose of which was to ensure coordination between all apps included in the quarterly release. Provided weekly status reports on the progress of the LIR BI project.
    - Developed Functional Specs for both LIR schema changes & LIR BI reporting on the myBI platform.
    - Developed Report Model in Visual Studio, which defined relationships between LIR tables & views included in LIR BI reporting.
    - Worked with myBI team & WWLP users to resolve technical issues encountered during creation of Report Builder reports.
    - Worked with LIR Dev team to troubleshoot LIR performance issues affecting reporting.

**Brainbox Consulting –** contract at **Iron Mountain July 2005 – January 2006**

**Business Analyst**

* Developed Functional Specs, Detailed Design Specs, & Test Cases for development of extract files sent monthly to an external company to which marketing reporting functions were outsourced. Worked with the business analyst & DBA of the external company to achieve agreement on content & format of new extracts.
* Developed Detailed Design specs & Test Cases for development of extract files sent monthly to another Iron Mountain department.
* Developed Test Plan for Management Information Data Warehouse release, which included revisions to batch job infrastructure, development of a new datamart, & development of several reports & extract files.
* Developed Glossary in Excel for business users who use new Business Objects web UI to access the new Data Warehouse.
* Worked with other project team members on the Business Objects presentation of the data, in order to standardize naming conventions & organize data into meaningful Classes & Subclasses.

**Solutions IQ** – contract at **Microsoft May 2001 – June 2005**

**Business/Systems Analyst**

Projects listed below were associated with Data Warehouses & Reports associated with 2 phone systems used by Microsoft Call Centers:

* Centergy, an Intecom phone system containing over 1,000 metrics. The Centergy Data Warehouse consists of a 316GB database, used by multiple Microsoft business departments & outsourced vendor sites.
* ICM, a Cisco system that routes calls to multiple Call Centers & stores statistics related to those calls in a historical database. Call Centers included in an ICM system may own their own phone switches, such as Aspect & Avaya, which may be produced by a variety of manufacturers. The ICM Data Warehouse consists of a 129GB database.

ICM Data Warehouse & Phone Reporting Project:

* Developed Functional Specs for development of the ICM Phone Statistics Data Warehouse, & development of OLAP Cubes.
* Investigated Excel Pivot Tables used by business departments for reporting to identify existing reporting functionality.
* Met with users to define business requirements & held Functional Specs walkthroughs.
* Developed data auditing procedures.
* Assisted business users with data validation & reconciliation issues.

QLookUp Project:

* Developed Functional Specs for QLookUp, a web app used by Call Center reps to monitor phone queues & customer wait times. This tool is available across the extranet, & is used by Microsoft reps & Outsource Vendor reps at locations worldwide.
* Met with users to define business requirements & held Functional Specs walkthroughs.
* Wrote Request For Proposal sent to outsource vendors requesting bids for QLookUp development, evaluated vendor responses, & participated in selection of the vendor hired to develop the QLookUp UI.
* Managed development & testing phases of the project, & coordinated Microsoft Development, Vendor Development, Microsoft Testing & Microsoft Production Support tasks.
* Developed & maintained project schedule & resolved project issues.

Centergy Data Warehouse & Phone Reporting Project:

* Developed Functional Specs for release 2 of app. Release included conversion of existing web reports into OLAP-based reports, mapping of products to several types of classifications, & new reporting requirements associated with recent database modifications.
* Met with users to define reporting requirements & held Functional Specs walkthroughs.
* Analyzed data from external apps, & defined requirements for importing that data into Centergy Reports app.
* Updated user documentation for new release.
* Identified & reported data discrepancies in the Centergy SQL Server database, which is a component of the Intecom Telecom phone system.
* Worked with team of representatives from multiple Microsoft groups & Intecom Telecom departments to resolve data integrity issues.
* Conferred with Intecom telecom engineers, about data integrity issues with their product, during trips to the Intecom telecom corporate office in Dallas.

EDump Replacement Project:

* Developed feasibility study for replacement of EDump flat file input with input from the Centergy database. EDump provided phone statistics input to a legacy-reporting app & to several database tables available for ad hoc lookups performed by users from multiple Microsoft groups & by outsourced vendors.
* Presented feasibility study to representatives from multiple Microsoft groups.
* Met with users to define EDump🡪Centergy database data mapping.
* Reviewed existing batch programs to determine code modifications required for the project.
* Developed Functional Specs & Detailed Design docs detailing job & database modifications required for the project. Led document walkthroughs.
* Responsible for all programming & unit testing required for EDump Replacement project.

**Solutions IQ** – contract at **InterNAP Network Services September 2000 – May 2001**

**Data Analyst**

* On Configuration Data Conversion Project, developed Functional Specs for converting UNIX flat files into the corporate Oracle database. Files included information about the location & use of circuits, consisting of equipment such as routers & patch panels, to provide network connectivity for InterNAP customers. There were approximately 40 files, organized into multiple file record structures. Files were maintained at over 30 InterNAP sites in the US & Europe.
* Met with users to define requirements, & held Functional Specs walkthroughs.
* Checked converted data for compliance with Functional Specs throughout conversion test cycle.
* Developed Oracle PL/SQL scripts to report reject & success rates for various types of converted data.
* Developed Oracle PL/SQL scripts that produced reports of converted data, to be used by users during data validation.

**HomeGrocer.com March 2000 – September 2000**

**Database Developer**

* Developed database conversion scripts for new releases of WebStats reporting database, an internally-developed Oracle database containing consolidated information from the HitList database & other HomeGrocer databases. This database supplied input for statistical reports used to analyze how customers used the StoreFront web site.
* Developed Oracle PL/SQL Stored Procedures used by reporting jobs. Examples of reported metrics included number & length of visits during various time periods, tracking of visits related to marketing promotions, & identification of web pages from which items were purchased.
* Developed Oracle PL/SQL scripts to update WebStats database in order to apply new requirements to preexisting data.
* Responsible for administering Hit List Live, an Accrue tool used to collect web-usage statistics from the HomeGrocer StoreFront web site, using sniffer technology. Administration tasks included executing loads of SSL logs & executing daily database purges.

**BEST Consulting** - contract at **Microsoft August 1994 – March 2000**

**Database Developer**

Clarify Conversion Project:

* Designed, developed, & supported implementation of apps to convert 3 legacy customer issue-tracking systems (CITS, Manager, & Prism) into Clarify, the app chosen by Microsoft to handle all customer issue tracking at its Call Centers.
* Designed & developed data conversion processes for these subject areas: Support Contracts & Cases (customer issues).
* Performed data analysis & adaptation of code to accommodate local customizations made to legacy systems by individual Microsoft sites, including UK, Germany, France, Italy, Canada, Japan, & U.S.A.

SAM Project:

* Designed, developed, & provided on-going support of app providing near-real-time communications between 3 systems (CITS, Manager, Clarify) using SQL Server Replication. CITS, Manager, & Clarify systems all included customer contracts & customer issue tracking capabilities, but each database schema differed greatly from the other two.
* Developed data transformation jobs & primary-key mapping between systems in order to keep the 3 systems’ statistics in sync.
* Responsible for development group’s SQL Server database administration tasks.
* Used Erwin for Entity Relationship diagramming, & Visio for Structure Chart diagramming.

Manager Reporting Project:

* Performed performance tuning of reporting app developed by another consulting company. Tuning services included modifications to SQL code, development of several lookup tables & identification of indexes required to optimize the app.
* Developed performance-tuning jobs to maintain optimum database performance.

CITS Project:

* Designed & developed new releases of CITS customer issue tracking system used at some Microsoft Call Centers.
* Maintained Erwin ERD, approved & implemented database schema changes, & performed SQL Server Administration.
* Most coding done in Transact SQL with some responsibility for minor changes to UI C code.
* Developed batch process written in C, to keep contract usage statistics in sync between CITS & Prism (another issue tracking system).

Miscellaneous small projects:

* Created SQR reports for SRMan, an issue-tracking app used at some Microsoft Call Centers. Various organization levels, product category levels, & reporting periods were included. Examples of report metrics: number of open service requests at end of reporting period; labor time required to resolve service requests; count & % of service requests closed within goal times specified for the requests’ products & priorities; count & % of service requests for which the first call back to the customer occurred within goal times.
* Developed apps to import customer & product data, originating in external systems, into the Microsoft CITS Customer database. Analyzed data in originating & destination systems; identified areas requiring data transformation; designed translation tables to map source systems’ codes to destination system’s codes. Used Visio to create Entity Relationship, Data Flow, & Structure Chart diagrams.
* Analyzed customer-merging problems in Kenai, a Microsoft system for storing & maintaining customer & product registration information. Weekly tape updates were exchanged between the Kenai system & the system at DMT, an outside vendor that collected product registration data for Microsoft. Identified bugs that needed to be fixed in order to keep the 2 systems in sync.

**BEST Consulting** - contract at **Microsoft November 1993 – August 1994**

**Operations Analyst**

* Analyzed data problems created by app bugs or data corruption. Developed T-SQL scripts to correct problems.
* Monitored CITS (Customer Information Tracking System) batch jobs, taking corrective action when required. Performed these tasks: dumped production databases; loaded back-ups on test & report databases; imported data from other Microsoft systems & from outside vendors; exported data from CITS to other systems; purged old data.
* Developed app to import MSPlus marketing data, sent from an outside vendor into the CITS Customer Database. Designed translation tables to map originating system’s codes to CITS codes.
* Developed purge jobs for Issue Database, which greatly reduced maintenance time required to run DBCCs on the database.
* Created Visio Data Flow Diagrams for all CITS batch jobs.
* Developed app for scheduling periodic index recreates on production CITS tables & for logging statistical information about these index recreates. App was developed in C & T-SQL.

**Harland/Interchecks March 1990 – November 1993**

**DBA**

* Solely responsible for production & test SQL/DS databases. Analyzed customer requirements; designed tables & files; maintained database integrity & security; monitored database performance & storage needs; developed standards specified by the Interchecks Life-Cycle; helped evaluate apps for compliance with standards.
* Designed database configuration to meet future storage & maintenance requirements, & regenerated SQL/DS production & test databases with new configuration.
* Developed app, written in C on a UNIX platform, to generate programs & command files to support administration of Sybase tables.
* Following purchase of Interchecks by Harland, traveled to Harland corporate office in Atlanta to confer with software engineers about their Billing system. Defined data mapping specs for Interchecks Production System / Harland Billing System Interface. Developed integration Test Cases for the Interface.

**Interchecks September 1989 – March 1990**

**Lead Systems Analyst**

* Worked with users to identify customer requirements, designed apps & Test Plans, analyzed test results, assisted project manager in coordinating & evaluating programmers’ work.
* Led task group that evaluated Accounting packages available on the market. Evaluated functionality of packages & costs associated with requiring outside vendors to customize their packages.
* Used IEW KnowledgeWare CASE Tool to create Entity Relationship Diagrams, Data Flow Diagrams & Structure Charts.
* Developed these standards: PL/I Programming Standards, Program Naming Conventions, Test System Configuration & Change Control Procedures.

**Interchecks November 1987 – August 1989**

**Programming Supervisor**

* Reviewed Service Requests with business users in order to define detailed requirements & priorities.
* Scheduled & reviewed programmers' work.

**Interchecks September 1985 – October 1987**

**Programmer Analyst**

* Analyzed customer requirements & designed, coded, & tested apps written in REXX, PL/I & SQL. Areas of responsibility included order entry, pricing, invoicing, accounts receivable, & reporting.

**EDUCATION**

BA, Political Science, San Jose State