

# Regina Ray

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**Occupational Objective: To obtain a position as a Systems Analyst where extensive experience in the software development life cycle can be fully utilized.**

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## Education

**Associates in Applied Science Degree, Information Systems Technology**, Tidewater Community College, Virginia Beach, Virginia, May 2000.

**Career Studies Certificate**, Computer Programmer, Tidewater Community College, Virginia Beach, Virginia, May 2000.

**Bachelor of Science Degree, Communications, English Minor**, East Carolina University, Greenville, North Carolina, December 1993.

## Experience

**Programmer/Analyst**, CACI - Defense and Intelligence Business Group, July 2001 – present.

Programmer/Analyst for Material Access Technology (MAT) software application used to manage and supply logistical support for services and materials utilized by the U.S. Naval Shipyards in the overhaul, repair and maintenance of the fleet.

- Analyze proposed shipyard business changes and user problems to develop Engineering Change Proposals (ECP) or Software Trouble Reports (STR) as applicable.
- Determine application change complexity, operational impact and estimate development timeline required for changes.
- Design and program GUI application interface and reports using Oracle Form Builder and Oracle Report Builder.
- Develop and maintain code for Oracle database packages, procedures, and functions.
- Compose wide range of application documentation from high-level technical documents to user training bulletins, unit test plans and integration test plans for modules and data conversions.

Concurrently, fulfill duties of **Configuration Management Coordinator Lead** for MAT NWCF and MAT MF project applications, December 2000 - present.

- Prepare Development and Test environments for each MAT release, ensuring that the baseline application is installed.
- Migrate program files from PVCS to the Development and Test environments in accordance with Capability Maturity Model (CMM) Level 3.
- Track and document all file revision changes per release.
- Coordinate with NSSG Central CM and NSSG Core Database teams in packaging the final revisions of program files to Production environment.
- Supervise two other team members who assist with CM responsibilities.

**Analyst/Tester**, CACI - Defense and Intelligence Business Group, October 2000 - July 2001.

Software Tester for MAT applications for both Navy Working Capital Funded and Mission Funded shipyards.

- Analyzed ECPs and STRs in order to develop testing scenarios.
- Performed baseline testing to capture current functionality of application modules.

- Created Test Scripts to test new functionality or corrections to software errors as well as regression testing of the application.
- Prepared documentation to support any analysis or findings from results of testing.
- Utilized prior programming experience, knowledge of PL/SQL and Oracle SQL Plus 8.0 application to analyze program changes and their affect on the test data.

**Helpdesk Coordinator**, Tarmac America, Inc., October 1999 - October 2000.

Served as Helpdesk Coordinator for a company-wide computer helpdesk that serviced 300 + employees.

- Supervised three helpdesk operators.
- Provided on the job technical training for help desk operators to develop their troubleshooting skills in an effort to offer first level assistance to end users and reduce the numbers of calls dispatched out to other support departments.
- Queried and analyzed data using Microsoft Access and Excel to note trends in MIS performance in responsiveness to help desk calls, problem call frequency and type.
- Through the collection and analysis of data, established benchmarks for achievement and improved the quality of service provided by the Tarmac Helpdesk.
- Awarded Employee of the Quarter because of improvements to Helpdesk procedures and increased customer satisfaction.

**Lead System Operator**, Tarmac America, Inc., February 1999 - October 1999

Performed Network Administrator and Computer Operator functions.

- Set up new users, changed user passwords, edited group assignments and edited directory and file rights in Novell NetWare 5.
- Used the Novell Remote Console utility to monitor system resources, check error logs, and ensure the nightly backup process had completed normally on remote servers across the WAN.
- Executed daily data transactions to move data to and from the AS/400 to allow corporate departments and satellite Tarmac locations to achieve business goals.
- Performed storage and retrieval functions for various business departments, and archived permanent data files from the AS/400, including System and Non-system backups and IPL procedures.
- Directly involved in the company's disaster recovery program, including actual off site restoration testing and procedure documentation.

## Technical Knowledge

- Extensive systems support experience in RDBMS, mid-range and client-server computing environments.
- Development experience in all areas of the software product life cycle, from initial requirement analysis and design through code development, integration testing, quality assurance, release, user training, maintenance and conversion.
- *Applications*: Oracle Developer Suite (4.5, 6.0, 9i, 10g), SQL Plus, TOAD database management software, PVCS Version Manager, Microsoft Office
- *Higher Level Languages/Operating Systems*: PL/SQL, Oracle RDBMS, Visual Basic 6.0, RPG III, AS/400 Operating System, Novell NetWare

## Security Clearance

Secret – Yellow (Contractor)