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**BILL DAVIS**

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**CAREER SUMMARY**

An accomplished IT professional with extensive experience in all facets of project lifecycle development – from initial feasibility analysis and conceptual design through implementation, documentation, user training, and future enhancements. Reputation for strong attention to detail, comprehensive specification and documentation skills, and excellent user interface design. Strengths include Microsoft Windows, OpenVMS, and Macintosh operating systems, as well as BASIC, C, Pascal and DCL programming languages.

**PROFESSIONAL EXPERIENCE**

**Morningstar** – Urbandale, IA (formerly Standard & Poor’s Fund Services) **1998-2007**  
Computer Systems Programmer/Analyst

- Created new and modified existing programs for data entry, processing and report production using Visual Basic 6, Microsoft Access, VBA, SQL Server, FTP to OpenVMS and SunOS systems, COM to control other programs.
- Automated data entry from dozens of spreadsheets received via e-mail using VB, saving hours each day.
- Used VB and WinSock to automate capture of mutual fund data feed from Nasdaq via TCP/IP, resulting in more reliable delivery of data, saving hours daily.
- Created software design and technical specs, technical and user documentation for new and existing systems, resulting in better and more reliable software and easing future maintenance and enhancement projects.
- Used VMS BASIC & DCL on HP Alpha minicomputer running OpenVMS to develop new and maintain existing entry screens, reports, and processing jobs.
- Completed revisions to OpenVMS-based systems for Year 2000 Project, averting major problems.
- Given corporate Product Innovation “ACE Award” for work done on the Underlying Funds Project.
- Received Special Achievement Award for work performed on the time-critical SEC After-Tax Returns project.

**MicroFrontier** - Urbandale, IA **1995 - 1998**  
Director of Technical Support, Product Design and Testing, and Webmaster.

- Created web site including several CGI-backed web forms using Perl for surveys, signup for seminars.
- Built translated versions of software in French, German, Italian, Spanish, and Swedish allowing it to be sold in multiple countries and bundled with scanners & cameras sold worldwide using a single package.
- Built software distribution installers, allowing sales via web and online services not just mail and stores.
- Created software design specifications for several new products and updates.
- Wrote tutorials for product manuals and transformed product manuals into HTML for use on product CDs.
- Managed Quality Assurance testing of software products on Macintosh and Windows, freeing up programmers to concentrate on coding and reducing number of bugs in shipping products.
- Supervised and trained other full or part-time technical support staff, freeing up programming staff.
- Developed relational databases in FileMaker Pro to track technical support contacts, bug reports, suggestions, and frequently asked questions, allowing for better software quality, and reducing need for support staff.

**Prairie Group** - West Des Moines, IA **1993-1995**  
Director of Technical Support, Product Design, Product Testing Management, and Webmaster.

- Developed Prairie Group's Web site (completely self-taught in HTML), improving customer technical support and improving pre-sales information available to customers.
- Responsible for telephone, e-mail and online forum technical support, freeing up other staff to focus on their jobs. Developed FileMaker Pro databases to track technical support contacts, bug reports, suggestions, and frequently-asked questions, allowing for better software quality and better support.
- Created technical specifications for many product upgrades based on experience with technical support issues and customer feedback, greatly improving product capabilities and reliability.
- Coordinated quality assurance testing and external beta testing for new products and upgrades, reducing number of bugs in shipping products and increasing product quality due to feedback from testers.

**CE Software - West Des Moines, IA****1986-1993**

Software Engineer (1989-1993)

- Member of programming team for award-winning software products QuickMail, QuicKeys & CalendarMaker for Macintosh and Windows platforms. Created gateways for QuickMail so it could work with many other electronic mail systems.
- Worked with translators and enhanced source code to support proper operation in multiple human languages, enabling products to be translated into Japanese, French, German, Italian, Swedish, and Danish, so they could be sold in 18 countries.

Director of Technical Support (1987-1989)

- Established CE's technical support department and managed four tech support staff members. Department given several awards by IT professional/user groups and computer trade magazines for support quality.
- Wrote user documentation for QuickMail Client, QM Forms design, and QM Remote access programs.

**Pioneer Hi-Bred International - Johnston, IA****1984-1986**

Software Engineer - Farm Information Management Services Division (1985-1987)

- Developed applications for use by farmers and for information services provided to farmers. Programmed Digital VAX minicomputers in VMS Pascal & DCL, and MS-DOS compatible personal computers in Microsoft and Lattice C.

Software Engineer - Data Systems Division, Payroll Department (1984-1985)

- Programmed payroll applications and reports in COBOL on IBM 3090-compatible mainframe. W-2 printing programs had to allow for employees working in multiple states and/or countries in a single tax year.

**Amtec Computer Systems - Urbandale, IA (part time during college)****1982-1984**

Software Engineer

- Developed new software and modified existing Medical Office Management System in Business BASIC to meet customer needs.
- Provided hardware and software installation, preventative maintenance, and technical support to customers, including on-site support and phone support.

**Radio Shack Computer Center - Urbandale, IA (part time during college)****1980-1982**

Trainer / Software Engineer

- Trained customers in programming in BASIC, using TRSDOS and using application software.
- Wrote Computer Sales Quote system in Microsoft BASIC, used by local staff and later by other Radio Shack stores in the district to produce price quotes for computer systems sales.
- Wrote promotional "customized shopping list" software using Microsoft BASIC that was used during Christmas holidays in Radio Shack stores around the country to help shoppers find appropriate gifts.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

- **Drake University**, Des Moines, IA - Bachelors of Arts in Computer Science, 1984
- **Spindustry**: Microsoft Official Training courses, 2006
  - MS2071: Querying Microsoft SQL Server 2000 with Transact-SQL
  - MS2072: Administering a MS SQL Server 2000 Database
  - MS2310: Developing ASP.NET Web Applications using Visual Studio.NET
- **Des Moines Area Community College**: Visual Basic I – III, Java Applets I – III
- **Spindustry**: Microsoft Access 97 Intro, Advanced, Macros, VBA Programming
- **MindLeaders** (*Computer Based Training*): Introduction to Unix