

Edward Hambrick

Summary: Edward Hambrick is an experienced IT professional with over 15 years of experience in the industry. His expertise includes analysis, design, and development of software applications, as well as systems support, business application development, database design, and web-based application development. He has shown adaptability to different technologies and infrastructures, and he maintains a positive demeanor even in stressful situations. Furthermore, he has eight years of experience in application support and possesses Azure cloud experience.

Education & Training

- Devry University, Chicago, IL, B.S. Computer Information Systems Jun. 2003
- Micro-Hard Technology Chicago, IL., Oracle 9i Certificate of Completion Mar. 2002
- Eagle Creek Software, Pierre, SD., Business Intelligence Certificate Oct. 2008
- Career Point Solutions Inc., Online, Business Analyst Training Sept. 2014
- Career Point Solutions Inc., Online, Quality Analyst Training Apr. 2015
- Intellipaat, Online, Microsoft BI Training Apr. 2018
- Intellipaat, Online, Microsoft Azure Cloud Training Jun. 2019
- Intellipaat, Online, Blockchain Training Feb. 2020
- Dapp University, Online, Solidity/Blockchain Training Apr. 2022

Technical Skills

RDBMS:	Oracle 9i/10g/11i, PL/SQL, MS SQL SERVER 2008, MS Access,
BI Technologies:	MySQL, AS/400/IBM DB2, Teradata, PostGres, Aptify CRM OBIEE Application Server, Oracle Warehouse Builder, Informatica, SAP Business Objects, OLAP, OLTP, Erwin, Power Designer, SQL Developer, MS SSRS
Operating Systems:	Ubuntu, Various Linux, Raspberri, Various Windows OS
Application Software:	MS Office, Informatica, Velocity Best Practices
Languages:	Java, C/C++/C#, SQL, VB.NET v2.0, 3.0, Solidty
Reporting Tools:	Grafana, Crystal Reports, Oracle BI Dashboards, BO WEBI, Micro Strategies, Tableau, ITIL
Cloud Technology	Azure Cloud, Internet of Things, RabbitMQ, Kubernetes

Professional Experience

CHAMBERLAIN GROUP, Oak Brook Illinois

POSITION: NOC TECHNICIAN I / APPLICATION SUPPORT

ESSENTIAL FUNCTIONS:

Dedicated NOC/Application Support Analyst, worked closely with a team of engineers responsible for maintaining Chamberlain's Azure cloud infrastructure for its MyQ Business home garage door services. Chamberlain's GDO, which is the company's MyQ Business home garage door services, is enabled by their cloud infrastructure running on Microsoft's Azure platform. This Cloud service allows users to remotely monitor and control their garage doors using a smartphone app or voice commands through Amazon's Alexa, and also allows integration with other smart home devices and third-party platforms. Our mission was to provide uninterrupted service to Amazon residential customers and commercial vendors 24 hours a day, all around the world. Responsibility was to ensure that the MyQ Business Cloud IoT applications were operating as expected and responding to any issues that arose in a timely and efficient manner, while ensuring stability and security of the data and services provided to our customers.

May '19 To Present

Key Technologies:

- Microsoft Azure
- Grafana
- Kubernetes / AKS
- Confluence + Jira
- Pager Duty
- Couchbase
- RabbitMQ
- Prometheus
- Pingdom
- MyQ AppGDO
- MyQ Businesses
- DevOps
- ITIL
- F5
- AWS Health Services

Skills and Accomplishments:

- Proactively monitor critical network and cloud software systems ensuring the stability and security of data and services provided to Partners/Customers.
- Provide first-line response to alerts and alarms according to established department playbooks, Azure Runbooks and Incident Procedures.
- Engaged in mitigation and troubleshooting of Sev# failures and system interruptions.
- Work closely with other teams, including DevOps developers, QA testers, customer support/call center, and business stakeholders.
- Demonstrated ability to resourcefully monitor and troubleshoot and mitigate complex issues in Chamberlain's diverse technology environments.
- Demonstrated ability to mitigate Level 1 and 2 issues in production environment.
- Managed trouble-ticketing system and ensured accurate and up-to-date information is maintained.
- Demonstrated ability to manage incident bridges during system degradation to assist in stabilizing production environment, notify stakeholders and providing documentation using ITIL best practices.
- Schedule, coordinate, and execute preventative maintenance on systems and equipment.
- Possess a working knowledge of computer hardware and software technologies, including workstations and servers running Linux and Microsoft operating systems.
- General understanding of the TCP/IP model, including DHCP, DNS, subnets, routing, and network design.
- Strong communication skills, both written and verbal.
- Responsible for complying with security requirements set forth by the Information Security team and the established ISO 27001 Security Roles, Responsibilities, and Authorities Document found in the ISMS Document Library.
- Maintain professional and technical knowledge by attending educational workshops, professional publications, establishing personal networks, and participating in professional societies
- Contribute to the team effort by accomplishing related results and participating in projects as needed.
- Manage trouble-ticketing system (Pager Duty) to ensure accurate and up-to-date information.
- Coordinate and collaborate with internal and external teams to resolve service/platform issues and/or reoccurring alerts and provide communications and status updates during incidents or events.
- Schedule, coordinate, and execute preventative maintenance on systems and equipment, including patching and deploying new firmware or software.
- Communicate effectively, both verbally and in writing.
- Maintain confidentiality to protect the reputation of the Chamberlain Group Inc.
- Stay up-to-date with professional knowledge and participate in educational workshops, professional publications, and professional societies

Lions Clubs International, Oak Brook Illinois

Position: Application Support Analyst Lead

ESSENTIAL FUNCTIONS:

Responsible for Tier 1 and Tier 2 Support (& Training) for Lions Clubs International (LCI), a charitable membership organization with over 1.4 million active members and 64 thousand active Lions clubs worldwide, supporting and servicing several digital proprietary products

July '15 To May '19

Key Technologies:

- Aptify TM
- MS SQL 2008
- Business Objects
- Crystal Reports

including:

- ❖ **Lionsclubs.org** – New corporate site of organization.
 - ❖ **MyLCI** - Web portal for club officers to record membership and provide reporting.
 - ❖ **MyLION** – Web portal and mobile application to record Lions service activities.
 - ❖ **MyLION App** – Mobile app for Android and Apple IOS subscribers.
 - ❖ **E-Clubhouse** - Website platform provided for all Lion clubs, Districts and Leos clubs.
 - ❖ **Real Time Reporting Dashboard** - Metric dashboard of membership data and donation\$ for senior clubs officers and staff.
- Quickly adopted the charitable culture of Lionism and the businesses of International charity. Developed and incorporated attributes of the “We Serve” mission statement into working processes and procedures addressing the demanding needs of Lions members worldwide.
 - Managed Zendesk ticketing system and logged 100 % incoming support requests; Worked with Tier 1 team with escalation product issue tickets to Tier 2. Monitored tickets that are escalated to Tier 2 and coach for appropriate responses.
 - Provided technical skills and aptitude (listed above) to resolve a variety of technical issues supporting the organization’s membership and service activity data through its web applications and data reporting systems.
 - Effectively communicated with members of Member Service Center & MyLCI Support staff of statuses of current product issues, resolutions and any trending identified issues with all of the member facing products; A frequent liaison for MSC staff to analyze and correct member records and club reports.
 - Provided data analyst skills to analyze and troubleshoot reported incidents prior to escalation to development or other IT resources.
 - Provided assistance to members of Accounts Receivable, Leadership, LCIF, Clubs Administrations and English Language department in the analysis and integrity of web applications systems and Business Intelligence reporting issues.
 - Created and distributed daily management level reports pertaining to application support queues; products incident, performance and defect reporting occurrences.
 - Provided application management support by reviewing/updating application support documentation with product developers; Reviewing and updating business use cases, testing cases/scripts, frequent support issues and resolutions.
 - Provided support to the application development team for work related to application maintenance, enhancement or releases.
 - Provided feedback to Product Managers and Marketing staff of occurring issues and user feedback to MyLCI, MyLION web products and its mobile app interface.
 - Developed department training on new product features, bug fixes and enhancements to MyLCI and MyLION web applications. Managed training documents and audio recording for offshore team.
 - Developed training material and managed training for seasonal staff for annual International Convention. Assessed training needs of MyLCI Support staff for adherence to policies, procedures outlined by Constitution & by Laws.
 - Monitored seasonal staff usage of key business technologies to ensure quick resolution of user concerns and to escalate more complicated issues to product managers or Tier 2 Support.
 - Provided Tier 2 technical support and monitored Tier 1 Zendesk responses for e-clubhouse, e-District, E-Leo clubhouse web platforms.
 - Identified and drafted canned responses and Zendesk Marcos that are needed for MSC Support to respond or request to members inquires in member’s proper language. Managed translations requests for new needed canned responses supporting products.
 - Proactively managed and planned content for product Announcements to reduce Tier 1 support requests. Managed content’s text, history, usage, purpose, product release and or related bug fixes that is widely used by business staff.

- Real Magnet
- Atlassian Jira
- Zendesk
- SAP Business Objects
- Help Star TM
- MyLCI TM
- MS.NET
- MyLION App TM
- MSBI SSRS
- LionsClubs.org

Sears Holdings Company, Hoffman Estates Illinois

June '13 to July 15'

Position: Business Analyst

Worked as a Sears Targeted Interaction (TI) Business Analyst responsible for reporting projects primarily in Targeted Interactions (TI), Shop Your Way and Addressable Marketing (for both Sears and Kmart formats). Worked closely with business stakeholders to understand, document and coordinate their business processes and prepare for future data requirements. Primary responsibility consist of TI Reporting, Jira tracking, TI Wiki authoring for TI Reporting, BRD creation for new Offer Performance Mart, 1700 Migration UAT, UAT for Offer Performance Mart, responding to business user concerns regarding TI Mart and providing support to current and future business needs by designing, examining and updating Business Analytical reporting.

Key Technologies:

- Teradata
- Tableau
- MicroStrategies
- Telluride
- Unica / SOP
- Aprimo
- Jira
- Agile/Scrum
- Power Designer
- SQL Querying
- Microsoft Windows
- BABOK

- Responsible for communication with stakeholders/Report end users the reporting documents/requirements/needs with internal and offshore technical resources.
- Acted as Targeted Interactions single point of contract for data and reporting issue resolution.
- Managed relationship with developers and bridged communication between Business end users and development team.
- Managed relationships with 3 party vendors and their developers/employees to implement a new marketing program with Addressable Marketing or Shop Your Way.
- Clarified issues with developers during efforts to validate designs and functional specifications.
- Actively Participated in internal presentations, design meetings, 1700 Migration, Offer Performance status meetings, HCOE, and Data best practices.
- Analyzed SHC vast database repositories to identify location of data needed by stakeholders using previous data analyst skills.
- Develop data dictionaries, process flows, BRD's, Visio diagrams, and other reference materials needed to guide Offer Performance project implementation, maintenance, and enhancements.
- Managed Jira Issue tracking system to for Targeted Interactions, Unica and ETL Developers.
- Conducted individual user interviews and report testing for each department of Targeted interactions affected by the 1700 Migration.
- Documented detailed functional test plans to ensure reporting changes work properly, existing processes remain unaffected, and the needs of the users are met.
- Design UAT strategy/documentation for the IBM 6680 to 1700 server migration project; Coordinated UAT testing for TI business Reports and validation.
- Gather business requirements from Business stakeholders for reporting needs and to help monitor the performance of all SHC Shop Your Way coupons.
- Participated in implementation of new T.I. Offer performance Mart to defined key business metrics and ensure delivery of actionable reports around these key metrics for each stakeholder/Director.
- Responsible for support, customization and administration of tools like Confluence/JIRA issue tracking and WIKI for Targeted Interactions Reporting.
- Prioritized reporting projects and deliverables by balancing criticality and resource requirement including planning, estimating, status reporting and scope management with Scrum Master to schedule, trace milestones and ensured timely delivery of reporting for TI stakeholders.

Computer Aid / i-Way Group Inc., Evanston Illinois

Position: Data Warehouse Analyst

Aug '11 – June '13

Client: NATIONAL MERIT SCHOLARSHIP CORPORATION (NMSC)

Worked directly with NMSC Managers/business users, SME, Business Analysts, Data architects and technical leads of Sogeti & Adeptia to accomplish the Data Conversation/ Data Warehouse Project of NMSC. Responsible for analyzing and understanding the (undocumented) technical business of NMSC and all of its business applications for its

Key Technologies:

- AS/400 DB
- MS SQL Server 2008
- PostGres DB
- Java
- SQL

Scholarship Award. Collecting, documenting and performing complex data analysis and documentation in support of NMSC management, its business calendar and required data outputs. Provided deliverables for various business mailings for NMSC Scholars, Colleges, Sponsors, High schools, and Print Vendors.

- CA Erwin
- HP Quality Center
- ODS

Major Responsibilities:

- Required to learn business (undocumented) functions applied manually or technically by various apps and business calendars.
- Responsible to manage and provide technical documentation gathered from analysis that NMSC will rely on, and conversing with business staff, SME's or evaluating raw code or data where documentation was scarce or non-existent.
- Analyzed NMSC web java applications that handle NMSC Online Scholarship Renewal (OSR), Online Graduate Reports (OGR), College Plans Reporting Services (CPRS), OSA, etc.; understand the underlying, business rules, databases, front end applications and transactions periodically applied to the students, colleges, high schools, sponsors, vendors, and NMSC data files.
- Developed SQL scripts to abstract records from various databases; Required to gather, validate, cleanse/repair and convert into required formats of various correspondences and notices for new ODS system, Dept. Managers/Users, professional mailings of NMSC and for print vendors, i.e. RR Donnelly.
- Gathered/Updated documentation of metadata, business rules at the conceptual and logical level for the MAPS operational data store (ODS).
- Created/Updated source to target mappings and documentation of AS/400 legacy system, SQL Server, Java web applications and MAPS ODS.
- Responsible for digging through web applications code, business end reports used by many source system tables and correspond with NMSC to learn all about the (undocumented) legacy system and its data in order to assemble it in the ODS system correctly.
- Gathered/Managed technical analysis, documentation, report requirements and functional specifications and recorded them in HP Quality Center for testing.
- Managed documentation of report writing for contingency reports and data set for print vendors with due dates of deliverables in respect to NMSC business calendar.
- Created/Updated/Documented test cases via HP Quality Center, results of tests outcomes and fixes as well as participated in QA and Production support meetings for the ODS.
- Performed data analysis in structured and unstructured environments and contributed to the warehousing side not just the source side.
- Performed data analysis activities needed to normalize the data across the enterprise, form a student applicant perspective.
- Participated in ODS regression testing prior to go-live.

Eagle Creek Software Services, Pierre South Dakota

Position: Business Intelligence Developer

Client: WELLPOINT

Business Objects Universe and Crystal/Webi report Developer for Well Point's Core Administration Redesign Solution (CARS) project. Implementing a new data warehouse to process various reports for State Sponsor Business. Analyzed business report documentation for the new SSB data warehouse.

Major Responsibilities:

- Developed Business Objects Universe for CARS SSB Data warehouse. Responsible for Universe Joins, cardinality, update, classes, conditions, etc.
- Analyzed physical and logical data models and meta data for the project; Updated log files and versions spreadsheets accordingly.
- Responsible for Data mapping/ business rules from several data sources and documentation of meta data, data definitions, example data, source-to-target table and

Sept '08 – May '11

Key Technologies:

- Business Objects
- Teradata
- Oracle
- Web Intelligence
- Info View
- Windows Server 2003
- Windows MSSQL
- Informatica 8.6.0
- Crystal Reports 8

- version control; Identify data quality issues and solutions.
- Responsible for the documentation and Universe versioning for report developers. Managed universe import/export with modifications
- Updated CARS Dimensional data models (both physical and logical) of changes and improvements. Manages model versioning and archiving
- Update universe parameters/metadata provided by business based on business rules and report requirements.
- Created custom SQL for CARS data warehouse universe or within Webi/Crystal Reports for technically involved reports.
- Analyzed client's Business Report Documentations, variety of DBMS's/SQL scripts, reports, data, annotations, etc; Gather requirements from BRD and user notes; Designed thorough Technical Design Document (TDD) deliverables.
- Documented and managed changes to medical reports as system or business requirements dictated.
- Participated in the meetings with Sr. Business Analyst and managers and understood various process plans, business process, and functionality in detail.
- Trained/Mentored new Consultant with the CARS project scope, liaison for questions about resources, TDD requirements, Business requirements, mappings, reports and software utilized.
- Involved in various activities of the project like information gathering, analyzing the information gathered, documenting the functional or business requirements.
- Expertly determine gaps between documented requirements and functionality of legacy applications and technical design specifications with an emphasis on current requirements and functionality.
- Create report using Webi or Crystal based on report business and technical requirements.
- Developed detailed reports utilizing features of Business Objects, Webi and Crystal, to handle business logic or design requirements.
- Performed other duties as assigned for employer.

Client: SENECA CASINO GAMING CORPORATION

ETL and Data Warehouse Developer for Seneca Casino Gaming Corporation Conformed Data Warehouse using Kimball's methodologies. Loaded several disparate sources from a number of internal software vendors; to create an integrated Data Warehouse to provide client with automated, efficient and integrated reports for:

- ❖ Employees
- ❖ Hotel Management
- ❖ Accounting
- ❖ Employee Time Records
- ❖ Player Cards

Key Technologies:

- Oracle 11g
- Oracle BI
- Oracle AppServ
- IBM DB2
- Windows
- Informatica 8.6.0
- Crystal Reports 8
- Business Objects
- Siebel CRM
- Oracle Data Modeler

Major Responsibilities:

- Developed data Mappings between IBM DB2 source systems and warehouse components.
- Worked closely with data population developers, multiple business units and a data solutions engineer to identify and gather key information that will enhance business decision-making.
- Developed ETL procedures to ensure conformity, compliance with standards and lack of redundancy, translates business rules and functionality requirements into ETL procedures
- Developed and test all the backend programs, Informatica mappings and update processes.
- Managed the Metadata associated with the ETL processes used to populate the data warehouse.
- Responsible to tune ETL procedures and STAR schemas to optimize load and query Performance

- Extensively worked in the performance tuning of the programs, ETL Procedures and processes.
- Extensively used Informatica client tools – Source Analyzer, Warehouse designer, Mapping designer, Maplet Designer, Transformations, Informatica Repository Manager and Informatica Server Manager. The objective is to extract data stored in different databases such as IBM DB2, Oracle, SQL Server and to load finally into a single data warehouse repository, which is in Oracle
- Designer for mappings for mappings and coding it using reusable maplets using from various source involving flat files and oracle tables.
- Involved in designing technical specifications for building Data mart.
- Scheduling the session's tasks comprising of different mappings in order to load data into oracle database
- Worked extensively with complex mappings using expressions, aggregators, filters, lookup and procedures to develop and feed in Data Warehouse. Created dimension maps for transformer, established all dimension hierarchies, designed special categories, calculated measures and special time categories.
- Performed other duties as assigned for employer.

Dependable World Wide Services Inc., Chicago, Illinois

Position: IT Consulting

Former Employers: CNA Insurance, Asrip.org, American Port Services, Settle Inn & Suites, Blue Cross Blue Shield of Illinois, Bread of Life MB Church, Wondertwiin Productions, Chi-Butterfly Sweets, Tots Express Daycare, RobBumenberg.Ministries, Tac-Worldwide

Key Technologies:

- MS.NET v2,3.0
- Windows Client
- Windows Server
- MS SQL
- *Oracle 9i*
- *VB.Net 2003*
- *ASP.Net*
- *LAN/Wireless/Firewalls*
- *UNIX*
- *WMS*
- *Web Admin*
- *Word Press*
- *Drupal*

Industry Experience

- Health Care
- Financial Services (Insurance)
- IOT Smart Home Products
- Entertainment and Leisure
- Information Technology
- Transportation and Warehousing
- Telecommunications
- Retail / E commerce
- Charitable / Non Profit