RESUME

William T. (Bill) Holmes
Wherever you want me to be.
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PROFILE

Innovative, resourceful and responsible business analyst, technical writer, database and web developer, designer, engineer, and project and functional manager, who tends to optimize the functionality, performance and accuracy of products and personnel with better processes, designs or information systems or automation in all eight domains experienced using over seventy application programs, thirteen database systems, thirteen programming languages and ten operating systems. That experience facilitates the rapid identification of core problems, and the design and implementation of novel solutions using new tools.

EMPLOYMENT AND EDUCATION HISTORY

Bill Holmes Consulting - 7/2005 to present

Business Analyst and Technical Writer

Merged requirements for an online bill pay system from multiple documents into one. Derived Excel spread sheet from it for loading features into Team Studio. Consolidated, refined, added and linked Product Backlog Items. Researched functionality of and ACH token passing with CyberSource for credit/debit cards and checks. Researched transaction posting to Facets. Refined, added and linked Product Backlog Items accordingly. Investigated ramifications of an incorrect Member ID in various systems. Investigated cause of report inconsistencies. Used MS Team Studio, Agile (SCRUM), Outlook, Work, Excel, Visio, SQL and Paint. Contracted to Providence Health Plans via TEKsystems.

Database Developer

Studied latest requirements definition trends: Model-Driven Analysis (MDA), Agile Modeling, Rational Unified Process (RUP), Unified Modeling Language (UML), Object-Oriented Analysis (OOA), Object-Oriented Design (OOD), Common Information Model (CIM), Capability Maturity Model (CMM), Business Process Modeling (BPM) and Scenario-Based Design (SBD), and found them wanting, particularly with regard to granularity. Prototyped database-centric method for developing and maintaining requirements, metadata, software and tests as a superior alternative. Used Word and FileMaker 8.

Business Analyst and Technical Writer

Developed functional requirements and technical specifications for systems that support medical insurance business, including receipts processing, member appeals, benefits, chemical dependency and call processing. Performed a gap analysis of the member appeals legacy system with Facets claims and workflow manager that revealed Facets could be used for the purpose without the belated Facets appeals application as confirmed by onsite Trizetto personnel. First among seven contract business analysts to get customer approval. First to get Trizetto programming staff acceptance of a technical specification. Used Outlook, Word, Excel, Facets, Access, SQL, Visio, LiveLink, Project and RUP/UML subset. Contracted to BlueShield/BlueCross via World Health.

Synergy Enterprises (Lancaster, CA) - 6/2004 to 7/2005

Web Site and Database Developer

Developed media database for letter, article and press release distribution that creates a unique email messages for each recipient.

Developed a database system that generates model-specific manuals from a generic product manual, simply by entering the generic manual as one paragraph, sentence, cell or row per record and using HTML pop-ups to format the text. Then only the generic manual need be maintained. Searching for records based on model number, and exporting the found set results in an HTML file that is used as-is, or is converted by scripts to Word, PDF, RTF or whatever is desired for publication of the model-specific manual. It is surprisingly efficient to use. Duplicating records copies a text style. Simply replace the text. A decimal system makes it easy to properly sequence records with a sort. Enhanced document database for multiple documents, including resumes. Used FileMaker.

The "custom manual" database can be extended with additional layouts into a requirements collection system that includes graphics and meta data. Export the found set as conventional functional requirements or technical specification documents. Additional layouts with software commands and meta data (variable) pop-ups instead of formatting pop-ups can replace typing as the primary software development method. Add another layout for a different language. Export the found set as a text file for compilation, execution and test. Compare each software function with the requirement directly related thereto by way of the relational database to determine if the requirements are in fact satisfied. Search for similar requirements to find the related code to reuse.

Inventor

Developed and submitted provisional patent for a fraud- and theft-free financial transaction method based on telephony, particularly cellular telephones. Used Word.

Synergy Enterprises (Carlsbad, CA) - 5/2000 to 12/2003

Web Site and Database Developer

Developed a Web-enabled asset management system for Florite International that receives calls from remote data collection devices, and centralizes their data for analysis and decision-making. When predetermined thresholds for filter back pressure, fluid level, etc. are exceeded, the system automatically issues email alerts to service personnel. The messages include the physical location of the facility, the location of the problem part within the facility and the tools and parts needed to remedy the situation. If the response time is exceeded, the service manager, thence the business manager and finally the business owner are notified.

Moved and maintained Web servers, and developed web sites for realtor, accounting business, hypnotist, medical insurance sales office, general insurance office and a business networking organization. The latter included a self-maintained multi-organization business card 'yellow pages' database.

Used HomePage, Photoshop and FileMaker.

Omnigon (Carlsbad, CA) - 5/2000 to 9/2002

Web Site and Database Developer

Derived from the Florite asset management system an asset management system for Omnigon, so researchers, developers and other personnel could more readily find diverse material (books, periodicals, software, network nodes, etc.) scattered throughout the premises by grid location, cabinet/case and drawer/shelf, number. It included longitude, latitude and altitude fields in the event a local GPS was installed. The system allowed users

to indicate where items were moved (checked-out), so others could readily find them.

Derived from the asset management system a resource management system for Omnigon for tracking labor and materials on projects in a manner that could be used to forecast the cost of similar projects. Developed various database-enabled Intranet glossary systems for Omnigon to support requirements definition and software development.

Developed a database-enabled Intranet cooperative development system for Omnigon, because the functional requirements document was so large it readily crashed Word. Author and origination and modification dates are maintained. Authors log-in and can transfer their authorization to edit their text to others.

Used Word, FileMaker and HomePage.

Software Developer

Developed databases and wrote software to evaluate genome data. Used Python in an Agile (Extreme Programming - XP) Linux environment and FileMaker.

Synergy Enterprises (North Park, Escondido and Palmdale, CA) - 11/1991 to 5/2000

Web and Database Developer

Developed a number of client-maintained web-enabled database solutions. The forums system allows users to add categories and to post and read messages via email as well as the Web. The forms system allows users to create their own surveys. The quotations and articles systems encourage users to search for an existing quote before adding a new one. The U.S. history chronology system includes internal cross-references, external links and alternate search results (secular or religious). The mall system includes one rental store, and interacts with the merchant banking system via telephone. It notifies store owners and suppliers of all orders and the allocation of sales proceeds. Stores are added simply by duplicating and renaming files. Developed conventional Web sites for a publisher and various trusts. Installed and maintained a web server. Used Word, Excel, Visual Page, FileMaker, WebCompanion, MacAuthorize, Tango, Lasso, HomePage, AppleScript, Photoshop, Canvas, NetPresenz, QuickDNS Pro and Timbuktu.

Animator

Developed training animations and other videos. Used Macromedia Director, Canvas, Word and Photoshop.

Business Analyst

Developed requirements for a fulfillment system. Developed requirements for and installed 900 phone system. Used Word, Excel and Canvas.

Computer Sciences Corporation (San Diego) - 11/1991 to 4/1992

Business Analyst and Technical Writer

Published Enterprise Integration and Management wtholmes.com/eim and specified data management plan and email-based change notification system. Used Word, Excel and Canvas.

Startup (Tierrasanta, CA) - 1988

Programmer

Wrote C program to convert topographic model data to 2.5 axes numerically controlled machine instructions and

successfully cut three-dimensional part from rigid foam for housing developer displays. Used XENIX applications.

General Dynamics, Data Systems Division (San Diego) - 5/1983 to 11/1991

Process Architect and Technical Writer

Developed "Solid Modeling Brief" sought by IBM, DEC, Matra Datavision, Computervision and others to introduce the new technology. Defined product development process and the information architecture required to support it for an enterprise integration project. Conducted vendor selection process. Learned Euclid solid modeler and Catia surface modeler. Evaluated Development Technologies International, The Netherlands with corporate-wide team. Wrote the DevTech Compendium, which was used to secure funding for Omnigon three years later. Used a business data modeler, MacWrite, MacDraw and Canvas.

Functional Manager, Project Manager, Business Analyst and Technical Writer

Saved CAD File Control System (FCS) project by eliminating distrust, resolving conflict and writing requirements in pseudo code. The FCS was used by four GD divisions, Computervision and Hughes. Used a minicomputer-based word processing system.

Saved corporate-wide CAD/CAM Data Base Management System (CCDBMS) project by re-architecting system to limit contractor to Global Access Facility (GAF) and take advantage of File Control System. Initiated rapid-prototyping to establish the requirements for Parts and Tasks Information (PATI) system, including configuration management of all deliverables. Managed eighteen San Diego programmers, and coordinated the development of six-person team in Fort Worth and Groton. Demonstrated PATI and GAF to all Divisions. Used MacWrite, MacDraw, MacProject and MS Project. Learned Pascal, AXE, Forth, 6800 assembler, Model 204 DBMS programming and real time software design and modeling.

General Dynamics Convair (San Diego) - 1/1978 to 5/1981

Project Manager and Business Analyst

Supervised development of analysis sequencing, execution and data exchange system. Evaluated, specified, acquired and optimized utilization of graphic systems for computer-aided analysis (CAA), design (CAD) and process planning (CAPP). Represented company at IPAD CAE and CAM-I Solid Modeling meetings. Used IBM TSO.

Rockwell International, Los Angeles Aircraft Division (Los Angeles, CA) - 1/1973 to 1/1978

Programmer

Developed interactive graphic and tablet software for preliminary aircraft designs. Used Fortran and IBM TSO.

Business Process Analyst

Initiated inter-department data transfer process, and acquired minicomputer system to speed vehicle synthesis from conception through cutter path generation for wind tunnel models. Made flexibility tailoring possible. Used IBM MVS TSO and Varian tools.

California State Polytechnic University (San Luis Obispo, CA) - 6/1968 to 6/1971

Received Bachelor of Science Degree with honors (3.1/4.0 GPA) in Aeronautical Engineering, where the motto is "Learn by Doing." Elected in absentia to chair AIAA student branch. Co-chaired Aero Royal. Converted

hangar full of junk into useful education facility. Designed Aero logo still in use today. Played left wing and left half for varsity soccer team.

TEST RESULTS

SAT Kuder Occupational Interest Survey - Chemist, Computer programmer, Engineer.
Langdon Adult Intelligence Test - 140 total I.Q., 99 percentile.
Keirsey Personality Profile - Equally INTP Architect: (designer of buildings and ideas, abstract design, exhibit greatest precision in thought and language of all the types; tends to see distinctions and inconsistencies in thought and language instantaneously), and INTJ Scientist (brings INTP designs into reality). Both are 1% of the population.
MAPP Appraisal - Inquisitive, exploratory, analytical, experimental, self-sufficient, goal-oriented, independent, considers people both philosophically and psychologically, engineering orientation, applies scientific/technical/ logical thinking to identify, analyze, and solve problems, devise strategies and systems to achieve objectives, writes creatively at professional levels.
See wtholmes.com/tests.htm for complete results and descriptions.

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