

# Lidia LoPinto

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## PROFESSIONAL SUMMARY

### Business Analyst, IT Professional

- Accomplished multi-faceted IT professional with a rich set of skill sets and experience.
- Highly technical and skilled in mathematics and algorithms. Advanced degree in engineering. Familiar with programming languages and software development process.
- Skilled business analyst able to gather requirements, and craft accurate requirements documents.
- Capable project leader, assuming full responsibility for a project and motivating the team to successful completion within budget and time requirements.
- Experienced database developer. Skilled in desktop or web applications that are easy to use.
- Outstanding communicator, able to:
  - bridge the gap between business and development professionals.
  - translate business needs and requirements into process diagrams, UML and technical requirements.
  - create UI and other software specifications.
  - document the entire business process and the software.

### Recent Projects

#### Development and support of software solutions:

- CMMS software for major municipalities and government agencies.
- Safety sign making software for retail sales.
- Content management system for wastewater plants
- Work order management system for public works department

#### Business Analysis:

- Documented requirements and architecture of e-commerce portal for major media publisher.
- Migrated data into e-commerce portal supporting major helicopter parts store.
- Wrote business requirement documents for helicopter manufacturer
- Analyzed requirements and developed Invoice/PO/Accounting application for an electronics manufacturer
- Analyzed business process and documented requirements for Department of Probation, NY.
- Analyzed and documented ETL solution for major DOP system.

### Technical Knowledge:

- Advanced FileMaker relational database development in all versions
- Java, ASP, PHP, Ajax, Hibernate, C languages, SQL
- Microsoft Office, HTML, XML, Sharepoint, Access
- Diagramming software, Visio
- Advanced technical training and documentation skills

### Markets:

Financial, energy trading, engineering, manufacturing, software developers, industrial clients, insurance, web portals, web sales organizations, FileMaker users.

## PROFESSIONAL EXPERIENCE

### **Municipalnets Software, CAE Consultants Inc.**

**3/2009 -Current**

*Software Developer, Business Analyst, Sales, Support*

- Analyzed requirements and developed solutions include a maintenance application, a manual writing application and a sign making applications including EPM 8 and EPM 10 CMMS and FMS, and CRM applications.
- Developed applications based on surveys and requirements gathered from clients.
- Developed releases and maintained documentation.
- Installed software on client's desktops and servers.
- Supported clients via a help desk and remote support.
- Continuously upgraded software based on client feedback to match FileMaker releases.
- Developed new clients
- Gathered business requirements from clients
- Created training videos to support software.
- Designed layer of security measures to protect software over what FileMaker provides
- Worked with other developers to integrate new plug-ins, such as calendars, graphics and more.
- Excellent ability to "reverse engineer" existing applications, and go through code to make modifications.
- Clients included: major gas companies, recycling companies, municipalities, and industrial clients.

#### *Environments:*

- Products created in FileMaker10 and HTML deployed as desktop applications, web applications, demos, etc.
- Websites created with Front Page, FileMaker, and including multimedia, video training, PowerPoint, SEO tools for mapping, interactive forms, ASP applications, SQL databases, Access databases, FileMaker engines, etc.
- Client support via help desk ASP applications, phone and help files created in-house.

### **Direct Brands, Garden City, Long Island / Project 1**

**3/3008 -3/2009**

*Documentation specialist, business analyst*

- Implemented major search engine based on Google Technology to index over 1 million documents. This server allowed the company to recapture lost documents and organize documentation in preparation for major sale of the business, saving them millions and months in lost time. The search engine completed the work in a few days.
- Compiled and documented all of their business rules in order to prepare for business sale.
- Compiled and wrote technical documentation of major books clubs and DVD e-commerce sites.
- Interviewed more than 25 developers to generate architecture documents, UML diagrams, flow diagrams, and technical details about the ensuring cohesive documentation.
- Produced PCI, maintenance and installation documents.
- Published and organizing documents on line

### **L'Oreal, New York/ Essential Data**

**11/2007-2/2008**

*Documentation Specialist, Analyst*

- Delivered user and technical documentation and reverse engineering of marketing database system supporting a major hair products line. System utilized SQL against Access front end, with VB scripting.

- Created a user manual, architecture diagram and described the code

**Sikorsky Helicopters/ SOA Consulting Services, CT**  
*Business Analyst, Data Migration Analyst for Cataloguing*

**5/2007-11/2007**

Analyzed products data to map into new system

- Created process diagrams using Visio
- Created business requirements documentation
- Participated in meetings to gather functional requirements

**Municipalnets Software, Long Island, NY**  
*Business Analyst, Software Developer, Software Sales*

**8/2005-5-2007**

- Analyzed business process for clientele ranging from energy companies to municipalities
- Designed software to meet their requirements
- Coded solutions using FileMaker and FileMaker server
- Tested and delivered products to clients
- Conducted sales presentations and provided technical support

**Department of Probation, NYC**  
*Business Analyst*

**3/2005-7/2005**

- Analyzed requirements for and wrote manual for ETL application that utilized UML diagramming.
- Wrote Business Analysis for all DOP Reporting Requirements
- Worked on PSI Business Analysis documents

**Municipalnets Software, Long Island, NY**  
*Business Analyst, Software Developer, Software Sales*

**1/2004-3/2005**

- Analyzed business process for clientele ranging from energy companies to municipalities
- Designed software to meet their requirements

**Bank of America, New York City / Essential Data**  
*Documentation Specialist, Sharepoint Analyst*

**3/2004-12/2004**

- Prepared website that stored documentation using Sharepoint.
- Designed Sharepoint pages and templates
- Maintained information on Sharepoint and got everyone on board
- Wrote documents and overview of functionality of a Java framework for multi-tier enterprise wide solutions based on J2EE that included base component layers and third-party APIs for Grid processing.
- Wrote Six Sigma documentation (underwent formal training)

**CAE Consultants Inc. Software, Yonkers, NY**  
*Owner, Business Analyst, Software Developer, Software Sales*

**8/2002-3/2004**

- Developed shrink-wrapped packages for retail sales including Easy Sign Maker, Easy Plant Maintenance and O&M Writer using FileMaker platform. (Still selling today)
- Provided installation and training services.
- Conducted print and direct mail campaigns
- Set up company website
- Wrote all documentation and training guides

## OpenLink, NY / Essential Data

07/2001 - 07/2002

- Completed 2 major training guides for development of Endur/Findur extensions, with focus on Visual Basic Toolkit and AVS.
- Wrote and tested a number of training scripts (VB, proprietary scripting language) to execute specific functions within the Endur/Findur system.
- Tested features in the development system and translated issues to developers.
- Generated significant cost savings through reduction in VB product questions/issues.
- Established review process that encouraged team cooperation and group review of documents, improving documentation quality and accuracy.
- Environment: C, VB, Java, XML, TIBCO Messaging and Encryption, Oracle, Sybase, Real-time Financial and Energy Trading

## CAE Consultants Inc., NY / Essential Data Inc., CT

1/1996-7/2001

- Successfully completed numerous short-term projects as an independent consultant and subcontractor working mostly for Essential Data..
- Delivered projects on-time and within budget, saving clients money and improving the review process.
- Hit the ground running, with a wealth of experience and knowledge of enterprise system architecture and database applications.
- Achieved high-level client satisfaction with the ability to quickly bridge the communication gap between developers and users.

### Environments

Visio, PowerPoint, Java, JavaScript, Perl, Oracle Database, Vignette, XML, C++, SQL Windows NT, UNIX, Hardware IP Configurations, Routers, Visio, RoboHelp, HTML, Lotus Notes, Acrobat, Magic Draw, PowerPoint, SharePoint, etc.

### Selected Clients/Projects:

- **Seabury Capital, LLC (Insurance)** - Delivered comprehensive Help file describing functionality of risk modeling program system for insurance firms.
- **JP Morgan Chase Manhattan (Financial)** - Created marketing materials promoting the Chase Intranet site to over 50,000 Chase/JP Morgan employees.
- **iWon.com (Web Portal)** - Delivered effective Intranet website that organized all available documentation into a searchable archive. Wrote several architecture documents, run books for their UNIX systems and manuals explaining key software Website components, including functional specifications, design documents and Help files. I also created documentation standards that facilitated build and release process and improved documentation flow.
- **Market Axess (Financial)** - Delivered investor and dealer operating manuals (Visio) for bonds syndication, inventory, and research systems within a tight deadline of 2 months.
- **iClick.com (Health Insurance Industry Application)** - Documented installation and configuration of ClickHR product, a Web-based application for management of human resources information aimed at Java, SQL and HTML developers.
- **Sun Microsystems (Web Portal)** - Documented (Visio) architecture design of a major Website (iWon.com), encompassing description of existing architecture and procedures for setting up new servers.
- **Sempra Energy Trading (Energy Trading)** - Created comprehensive series of animated PowerPoint training programs for an Oracle-based trading system.
- **Deloitte & Touché (Financial)** - Led documentation project to update company-wide IT procedures (RoboHelp, HTML). Saved time and money by recommending/implementing plan for converting existing printed IT guide to electronic Help format.
- **ClientSoft Inc. (Software Developer)** - Executed detailed QA testing programs and created sample code. Prepared user manuals and Help files for TeamWork, a tool for group applications development, and Webpack, a tool to create Web-to-mainframe application interfaces. Received 3 "I have an idea" awards for recommending ways to maximize usage of CD-ROM.

- **Ernst & Young** - Directed major HR communications project to deliver new Lotus Notes Performance Management System to over 5000 employees. Delivered documents to educate users, provide on-line help, and wrote designed brochures on software packages available to financial analysts.

### **Chemical Process Engineer, Consultant**

**1976-1995**

- Designed environmental and chemical facilities and procured equipment
- Led and coordinated multi-million dollar construction projects
- Wrote operations and maintenance manuals for major utilities
- Wrote winning RFP's for major multi-million dollar projects.
- Contracted for: Lotepro Corporation, Stauffer Chemical, Cyanamid, PSI, Hazen & Sawyer, NYC, Engelhard Industries and others.

### **Newsletter Publisher**

**1983-1989**

- Created and managed The Engineering Software Exchange newsletter, later purchased by Elsevier Publishers. Served subscribers around the world.

## **PROFESSIONAL TRAINING**

- Train the Trainer - Basics of Classroom Training
- System Design and C Programming
- Lotus Notes Applications Development
- Networking Specialist
- FileMaker Development / Advanced
- FSA and accomplished relational database analyst and programmer

### **Education**

- M.S., Chemical Engineering, Manhattan College
- B.S., Chemical Engineering, Manhattan College