

MARK JENKINS

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LAN Application Manager / Application Developer

Professional Application Developer with over 13 years of object-oriented analysis, design and programming with expertise in data modeling, and database design. Excels at implementing operational assessments and conducting functional requirements analysis for businesses of all types.

TECHNICAL SKILLS

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| Programming Languages: | Visual FoxPro, Visual Basic, VBA, PHP, SQL, C/C++/C#, PASCAL, LISP, SNOBOL, Assembler, Micro-Code, Machine Language |
| Database Formats: | FoxPro, MySQL, MS Access, MS SQL, DB2 |
| EDI Data Formats: | XML, HL7, ANSI ASC X12N 837, ANSI ASC X12N 835, ANSI ASC X12N 277 |
| Operating Systems: | Windows 3.x - 10, UNIX, VMS, VM, MS-DOS, PC-DOS, System 7, OS/2 WARP |
| Hardware: | PC, VAX 6410, PDP-11, DEC 3B2 Workstation, Apple Macintosh, Sun SPARC Workstation |
| Software: | Access, Word, Excel, Power Point, Outlook, Publisher, Word Perfect, Lotus Smart Suites, QMF, Geoworks, Aldus Page Maker |
| Analysis and Design: | .NET Framework, OOA/OOD/OOP, Real-Time Database Management Systems, Report Layout and design, System administration, Analysis and problem solving, Hardware and software upgrade planning, Operational and needs assessment, Optimizing and performance tuning, Managing tight deadlines |

PROFESSIONAL EXPERIENCE

Software Development, Inc. • Lexington, KY • 2001 to Present

LAN Application Manager

Developed in-house custom desktop applications and systems that added to, refined and automated processes such as billing, data importing, time tracking and system monitoring. Drove continual improvements to systems by refactoring old legacy code, resulting in faster

performance and improved production. Identified needed updates and modifications to existing software programs to keep up with industry standards and changing regulations. Developed cross-platform software and designed complex interfaces to support integration between in-house and third party systems. Developed and supported custom software solutions and served as sole database administrator for over 20 clients running on various operating systems. Lead all the post-implementation troubleshooting of new and upgraded applications. Developed solutions by evaluating and preparing alternative workflow options. Resolved customer issues by establishing workarounds and solutions through debugging and creating defect fixes.

- ✓ Designed custom time tracking and reporting system that provided reports for management to track daily employee production.
- ✓ Increased data entry productivity by 200% through a custom download and import system.
- ✓ Implemented EDI claim submission resulting in decreased paper and postage costs as well as providing for faster claim payment.
- ✓ Setup HL7 ability resulting in faster patient demographic data gathering which produced faster and more accurate claim submission.
- ✓ Refactored legacy FoxPro 2.5 software to run on 64 bit operating systems as opposed to a costly complete re-writing of the code.

The SABRE Group • Winston-Salem, NC • 1998 to 2000

Technical Consultant, Desktop Field Migration

Supporting Lead Field Engineers and their staff in coordinating preparation and installation of desktop computer equipment to facilitate a smooth transition of US Airways to the SABRE reservations system. Duties included: interviewing station management to determine needs versus wants, ordering necessary equipment, tracking site readiness and customer support. As a result, the field Engineers were able to efficiently install the needed equipment which in turn kept the project timeline on schedule. Developed and maintained a database application using C++ and MS Access database to be used as a tool for our group to help manage these duties. This application was subsequently adopted by the entire Desktop Field Migration department.

- ✓ Responsible for the entire southeast region of US Airways (except for the hub city of Charlotte NC) plus the major airport of Boston Logan International Airport.
- ✓ Effective in stressful situations.
- ✓ Daily interfacing with engineers on various projects.
- ✓ Closely coordinated job schedules and needs with all departments to ensure smooth operation.
- ✓ Ensured project goals and objectives were accomplished in accordance with outlined priorities, time requirements, and funding conditions.

US Airways, Inc. • Various Locations • 1986 to 1997

Airport Automation Analyst

Supported Customer Service field personnel by providing effective and efficient automated systems for servicing US Airways customers. Primary duties included: coordinated with users and

other departments to identify and recommend new or replacement systems and hardware; assisted in the justification process for the purchase, replacement and support of hardware and presented justification reports to the department presidents; provided technical assistance to the Facilities, Communications and Information Technology departments in planning new automation installs; assured hardware purchases and upgrades met user's regulatory, operational and procedural standards and coordinated or managed the specific projects as needed.

- ✓ Developed over 25 executive presentations and reports to facilitate automated system evaluation and process improvement.
- ✓ Led the Boston Logan International Airport renovation project, coordinating with all US Airways departments and third party vendors leading to a successful airport renovation ahead of schedule.
- ✓ Facilitated the refurbishment of ticket printer hardware for all domestic US Airways facilities resulting in the extension of the printer lifetime and saving the company millions of dollars in new equipment purchases.

Reservations Systems Operations Specialist

Balanced inbound call volume among twelve US Airways central reservations offices via the Rockwell RMC, AT&T Accumaster Workstation, Sprint Insite Workstation and Geotel Intelligent Call Router. Operationally balanced the call centers staffing through offering overtime, voluntary time off, assigning meetings, granting personal time off, scheduling training or backing up other reservations functions. Monitor and trouble shoot the Voice Response Unit that responds to our General Sale, Pilot Jump and employee non-revenue 800 numbers. Maintained data from the twelve offices by transferring data from the RMC to US Airways mainframe in Winston Salem, NC to be kept for historical data analysis. Developed complex SQL queries pulling information from the historical data originally to help myself with my call volume forecasting duties that were later adopted by all staff to assist with their forecasting.

- ✓ Conducted call volume analysis and incorporated findings by forecasting staffing needs.
- ✓ Increased forecasting accuracy by 100% through the use of personally designed focused SQL scripts.
- ✓ Established hourly operational objectives and delegated assignments to the 12 reservation offices managers.

Passenger Service Supervisor

Oversaw the daily operation of baggage service by handling customer complaints, filing delayed and damaged baggage reports while offering solutions to these problems that is suitable to both the customer and US Airways. Maintained daily reports on last baggage, lost articles, inbound PDQ shipments and baggage service supplies. Arranged ground transportation for passengers who arrived late or misconnected during irregular operations. Assigned duties and tasks to baggage service personnel to effect a smooth and efficient operation even during highly irregular operations.

- ✓ Designed an organization system to help quickly locate baggage on hand by organizing unclaimed luggage by the last digit of the baggage claim number.
- ✓ Created a "Duty Roster" to assign daily responsibilities to personnel to assure processes were regularly completed allowing for the department to be more efficient.

Customer Service Agent

Provided US Airways customers with highly professional quality service to maximize their flying enjoyment. Areas worked included: Ticketing, gate, ramp, baggage service, tower and operations. Duties included: booking reservations; printing tickets; checking baggage; tracking down and recovering lost baggage; providing for special services; safely boarding passengers on aircraft; closing our flights, loading baggage, mail and freight; deicing aircraft when needed; parking and dispatching aircraft.

- ✓ Received many accolades and recognition for superb customer service with a decisive and outgoing attitude.
- ✓ Proactive set out to learn all positions and duties to be a well-rounded and complete asset to the company.
- ✓ Became a source of knowledge for fellow employees, even ones who have worked there much longer than I.

ADDITIONAL RELATED EXPERIENCE

CHARMAR Corp. • Berea, KY • 3/1993 to 2/2002

Contract Programmer

Chelsea Hair, Inc. /Whitney Hair, Inc.

Developed, installed and maintained an inventory tracking program and an appointment scheduler program using C++. The inventory tracking program kept track of hair products in stock, alerted the user if it was time to re-order, tracked the daily appointments, kept client information and generated reports to help in scheduling employees based on appointment history.

Subway of Berea / Subway of Stanford / Subway of Morehead

Developed, installed and maintained an employee database program using C++ which kept track of employee information and automated the scheduling of work shifts at each subway store. The database kept track of employee data including pay rate and hours worked to develop an employee work history. Maintained sales history which was used to forecast employee scheduling needs. Used together, the manager was able to automat scheduling and payroll which greatly reduced their workload.

US Airways, Inc. • Pittsburgh, PA • 1/1999 to 2/1999

Contract Programmer

Independent Work, Customer Services Training

Developed a MS Access application to keep track of course outlines and storyboard layouts. The

database allowed the course developer to design the course outline including audio narration, screen layout and graphic details. Using pre-designed reports, the course developer could generate audio narration scripts to send to the audio people for recording and send graphic details to the graphic artists. This greatly reduced the time it took to the developer to layout the course outline and reduced paper usage by allowing the course designer to graphically layout the course plus providing specialized report output for each department instead of the entire course detail as was previously being done.

Atrium I • Pittsburgh, PA • 7/1998 to 12/1998

Contract Programmer

Independent Work, Customer Services Training

Created a Minimum Data Set tracking application in MS Access that helped the Registered Nurse Assessment Coordinator manage the scheduling of care conferences and track required assessments. The application took residents admittance date, tracked the state and federal required assessments and printed monthly and weekly reports which notified when theses assessments were due. The staff workload and procedural errors were so drastically reduced, once missed and delayed care conferences were done consistently and within government guidelines which resulted in an eliminated the chance of fines and delayed payments as well as a reduction of family complaints.

EDUCATION

Eastern Kentucky University • Richmond, KY • 1992

Bachelor of Science, Computer Science

Minor in Mathematics

Accredited program in Computer Science