

**F. SUZANNE SHIPP**  
**(Dallas-Fort Worth, TX)**

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**CAREER SUMMARY:**

- Ten years of proven performance in IT/Operational project management.
  - Fifteen years of report development and data analysis using SQL and other BI related tools.
  - History of uncovering opportunities, problem solving, and relationship building.
  - Maintaining a “How can I help you?” mindset.
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**PROFESSIONAL EXPERIENCE:**

***Integrations Solutions Architect*** – *(Smart Market, DFW-Remote Work) Jun 2019-Jun 2023*

Responsibilities & Highlights (FT 40 Hrs.):

- Redesigned Dynamics 365 Sales forms and workflow to reduce sales staff time by 50%.
- Created automated data import process using phone company’s API to extract, transform, and load into database as well as designing and creating reports for incoming call transactions using MSSQL.
- Automated client reporting process reducing turnaround time by nine days.
- Created and maintained custom client facing reporting, tracking, and underlying technology structure, including custom data imports, cleansing, and preparation using SQL, SSRS, Excel, and Power BI.
- Trained and onboarded new clients, including setup and creating materials and support documentation using PowerPoint and Inkscape. Assisted sales with technical issues.

***Program Director*** – *(Bossier Parish Community College, Bossier City, LA) Oct 2017-May 2019*

Responsibilities & Highlights (FT 40 Hrs.):

- Designed and implemented first Software Development Process course consisting of building capstone and web portfolio projects, using Agile methodology, project tracking tools, and version control.
- Coordinated and lead first software development team to state Skills USA competition.
- Taught MS SQL Server, Java, Python, Software Capstone project courses.
- Participated in interviewing, selection, and hiring process for faculty or staff positions.
- Participated in development of grant proposals, compliance reports, articulation agreements, and course rotation schedule. Assisting with preparation of annual budget, reports, or special projects.
- Participated in selection and ordering of instructional materials, visual aids, and information software to support academic goals.

***Data Architect II*** – *(Mediware Information Systems, Shreveport, LA) Jul 2016-Sep 2017*

Responsibilities & Highlights (FT 40 Hrs.):

- Served as the primary DBA and Data Architect on Business Intelligence related products for all sites. Leading and directing the work of others.
- Designed, built, and maintained PostgreSQL and MSSQL relational databases for data storage and processing related to Analytical Reporting Tools for flagship Human Management Information System Product while maintaining HIPAA guidelines.
- Developed strategies for data warehouse implementation, reporting, upgrades, data acquisition, and archive recovery.
- Architected solutions and strategies for complex data migrations.

- Set standards for ETL module development best practices, and integrates technical functionality (scalability, security, performance, data recovery, reliability, etc.).
- Designed and implemented Qlik data model structure for two hundred plus sites.

***Software Engineer*** – (*Mediware Information Systems, Shreveport, LA*) Jan 2014-Jun 2016

Responsibilities & Highlights (FT 40 Hrs.):

- Designed a new and faster company standard import transformation from scratch for vendor CSV files into the primary source software/database using XSLT/XML.
- Created SOWs for custom coding and data cleansing vendor and customer requests.
- Ensure data accuracy and integrity by performing regular data quality checks.
- Participated in code reviews for team members.
- Wrote custom code for the converting, importing, and merging of legacy data from vendor systems to flagship product using PostgreSQL and XSLT for all sites while maintaining HIPAA guidelines.
- Troubleshoot failed or slow processes, builds, and import issues.

***COMPLETED BS and MS Degrees*** – (*LSUS, Shreveport, LA*) Apr 2012-Dec 2013

***Operations Manager*** – (*Gannett, Inc –The Times, Shreveport, LA*) Jun 2011 – Mar 2012

Responsibilities & Highlights (FT 40 Hrs.):

- Coordinated a successful major software launch of five Louisiana newspapers involving three hundred plus users, received accolades from the VP of Technology for the Midwest Group. Prevented a year delay in project implementation.
- Served as system admin of proprietary advertising applications (AS400 platform).
- Installed GUI upgrades. Assessed, documented, and monitored "change management".
- Created custom ad hoc reports. Performed daily/weekly/monthly operational tasks using SQL, Crystal Reports, and Excel
- Oversaw local ad and support personnel that partnered with the Gannett Production Center (GPC).
- Troubleshoot, reviewed processes, and communicated changes between management and corporate GPC.
- Oversaw the layout process of Advertising Layout System which included three team members.
- Performed all data mapping and maintained IT support for five Gannett Louisiana Newspapers for newly adopted workflow of public facing order entry for obit and wedding announcements.

***System Administrator*** – (*Gannett, Inc –The Times, Shreveport, LA*) Feb 2006 – May 2011

Responsibilities & Highlights (FT 40 Hrs.):

- Implemented first in house TMC process for The Times, including organizing truck routes, packaging processes, data management, cost estimates, and training.
- Created data reporting processes and forms for electronic tearsheets which was became the Gannett and Shoom, Inc. standard for newspaper interfacing. Analyzed and coded all data transfers and interfaces for the first Gannett G2 to G2 conversion.
- Identified and/or resolved proprietary advertising software (AS400 platform) issues related to billing, reporting, operations, and interfaces.
- Lead, organized, and implemented new software integrations related to proprietary advertising software.
- Analyzed, created, and implemented new processes to streamline data and reporting structures, and various database admin duties.
- Participated in special operations and circulation projects,
- Served as lead liaison between newspaper and United States Post Office regarding mail regulations and processing of local Total Market Coverage program.

- Served as AD Quality chairperson responsible for reviewing and modifying processes that resulted in errors or client credits.

***Analyst – Data Migrations*** - (Gannett, Inc - Corporate., McLean, VA) Sep 2004 – Jan 2006

Responsibilities & Highlights (FT 40 Hrs.):

- Implemented the first Gannett dual software conversion for both a front-end and billing system simultaneously (during Hurricane Rita), balancing to the penny, given project lead work thereafter.
- Installed, setup, analyzed, transformed, and migrated all data to the advertising Software (AS400 platform) for formally non-Gannett newspapers, including creating and implementing codes and system analysis as well as setting up/mapping basic interfaces and rates for existing data.
- Served as project lead in coordinating team meetings and collaborated with stakeholders to identify data needs and requirements.
- Trained users on new systems, created custom materials for testing, and balancing of the new software.
- Participated in customer service technical rotation throughout the year supporting all US newspapers.

***Financial Analyst*** – (Gannett, Inc –The Times, Shreveport, LA) May 2002 – Aug 2004

Responsibilities & Highlights (FT 40 Hrs.):

- Created, prepared, analyzed, and tracked weekly flash/ revenue/commission reports for the Advertising and Finance departments using SQL, Crystal Reports, and Excel (AS400 platform).
- Assisted with preparation of specific rate programs and annual rate proposals. Goal setting. Territory and account redistribution including maps and coordination with other departments.
- Coordinated with departments new advertising software updates and installations, specifically coordinated workflow, troubleshooting, rates, rate packages and staff training.
- Assisted with special projects, training, and other GUI and system implementations.
- Developed and supported specialized system-generated reports.
- Received rarely given SOX approval to access for multiple accounting revenue systems for troubleshooting.

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## **EDUCATION:**

LOUISIANA STATE UNIVERSITY in SHREVEPORT — Shreveport, LA

- MS in Computer Systems Technology - Computer Science (Dec. 2013)
- BS in Computer Science – Software Development with a Minor in Business (May 2013)

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## **CERTIFICATIONS:**

- AWS Certified Cloud Practitioner – (Dec. 2023)

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## **SKILLS & KNOWLEDGE:**

- **Databases:** SQL Server, PostgreSQL, IBM/AS400 DB2, MySQL, SQLite, MS Access
- **Languages:** T-SQL, Java, Python, JavaScript, HTML/CSS, XSLT, XML, PHP,
- **IDEs/Tools:** Visual Studio (SSDT), SSRS, SSMS, SAP Business Objects, Crystal Reports 8.5 - 11, Power BI, Qlik Sense, NetBeans, Eclipse, MS Dynamics 365, GitHub, SVN, Jira, Trac, MS Office
- **Operating Systems:** Windows, Linux/Unix, Android, Mac
- **Other:** Agile, SDLC, Version Control, ETL, Project Management, Data Analysis, Data Warehousing, Data Modeling, Data Integration, Interface Mapping, Reporting, Visualization, Requirement Gathering, Requirement Analysis, SaaS, HMIS