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

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.

PROFESSIONAL EXPERIENCE:

Integrations Solutions Architect – *(Smart Market, DFW-Remote Work) Jun 2019-Jun 2023*
<u>Responsibilities & Highlights (FT 40 Hrs.):</u>
- 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*
<u>Responsibilities & Highlights (FT 40 Hrs.):</u>
- 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*
<u>Responsibilities & Highlights (FT 40 Hrs.):</u>
- 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.