Gloria M Vila

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SR. CLINICAL ANALYST / DATABASE ADMINISTRATOR
Leading By Example & Conquering your Data Needs

PROFILE
Highly experienced Senior Sybase Database Administrator / Analyst, Project Lead and SYNGO RIS Analyst with a record of developing and supporting successful IT projects and solutions incorporating a wide range of applications and technologies. Additionally, seasoned in the full life cycle of software development processes including requirements gathering and definition, prototyping, proof of concept, technical design, unit and integration testing, and post-production deployment support. Consistently recognized and recruited by leading consultancies and corporations to help improve organizational effectiveness and efficiency through personal contribution.

Talented, results-driven, and versatile Project Leader, with a record of success in projects requiring an in-depth knowledge and solid experience working with complex multi- and cross-platform systems in various environments. Expert in strategy, analysis, research, and operations. Technically savvy and a quick study in emerging technology, able to quickly assess and utilize the appropriate response to meet the specific needs of the business requirement at hand. A welcome addition to any team, ready, willing, and able to function in any role necessary to ensure project success and on-time project delivery.

Creative problem-solver with a strong interest in new technologies and approaches that is both customer and end-user focused. Extremely reliable, possessing a strong work ethics, and a dedicated team player. A natural mentor and motivator, thriving in environments requiring a tactical strategist and a big picture thinker with proven ability at forming cohesive team environments and managing multiple priorities in fast-paced environments. Analytical thinker who consistently resolves ongoing issues or problems, and often called upon to consult regarding problems that have eluded resolution by others. Fluent in Spanish & English.

TECHNICAL SKILL SET

Databases	Sybase 15, 12.5.x, 12.0.x & 11.5, Sybase Replication Server 12.1 & 12.6, DB2, SQL Server 2005, SQL Server Mirroring & Log Shipping, MySQL
OS:	Linux, Unix, VMWare, Sun Solaris, OS 390, MVS/XA, Windows NT, Windows 7, Windows XP, Windows 98, DOS
Software:	Sybase & SQL Server T-SQL, SQL for DB2, COBOL II, VS COBOL, COBOL/DB2, JCL, Shell Scripting, Database access methods (ODBC & DB-Lib), Communication protocols (TCP/IP & SOCKETS), HL7, Crystal Reports, familiar with Perl & Perl/TK, Easytrieve, ColdFusion, PHP, HTML, XHTML, JavaScript, Cascading Style Sheets,.
Hardware:	SUN Solaris Servers, Linux Red Hat, IBM Mainframes OS/390, PCs, N-Tier architecture
Tools:	DB ARTISAN ER/STUDIO, SQLDBX, ASEISQL, SYBASE CENTRAL, SQL ADVANTAGE, BCP, FTP, VMWARE, ACCESS, ACL (AUDIT COMMAND LANGUAGE), ALTARIS, AMS UTILITIES, BMC AND PLATINUM UTILITIES FOR DB2, CATALOG MANAGEMENT FOR DB2, CLIST, DATA-EXPERT, DFSORT AND PFSORT, EXCEED, EXCEL, FILE-AID BATCH AND ON-LINE, IBM INFORMATION MANAGEMENT/CHANGE CONTROL, ICETOOL, INTERNET, LIBRARIAN, LOTUS NOTES, MACROMEDIA DREAMWEAVER MX, MKS TOOLKIT, MS PROJECT, OBJECTORY, OS JCL, PFSORT, PMIS (TRACKVIEW AND PROJECTVIEW), POWERPOINT, PVCS TRACKER, QMF, RAPID SQL, REMEDY, SAR, SECURECRT, SECUREFX, SMALLTALK PACKAGE BROWSER, SPUFI, TLMS, TSO / ISPF, U/ACR BALANCING, VSAM, WORD, WORDPERFECT, XPEDITER, XTERM
Business Systems:	Radiology Information Systems-Syngo Workflow V31 & V30B, Novius 27.1 & 26.2, Healthcare Data – Billing - Interfaces and HL7, AS-OBGYN, Disaster Recovery, Small Commercial Policy Writing Systems, Surety/Bond, Large Policies Reporting System , Financial Data Warehouse, Claims Data Warehouse, Retirement Plan Administration, Agency Upload for Personal Lines, Puerto Rico Dept. of Treasury Income Reconciliation

System, GL & AP, Personalized Benefit Reporting, Investment Allocations, Financial Contribution Margin Reporting

BFS Foundation, Surety, WANG to IBM Conversions, Financial Systems: General Ledger & Accounts Payable, Financial Data Warehouse; Policy Writing Systems, Claims Data Warehouse, Agency Upload for Personal Lines, Large Policies Reporting System, Personalized Benefit Reporting, Contribution Margin Reporting, Document Management, Investment Allocations, Data Processing Chargeback / Time Reporting & Labor Reporting, Participant Accounting System (Retirement Plan Administration)

PROFESSIONAL EXPERIENCE

TEKsystems Group - Independent Consultant   **2012 – Present**
Sr. Clinical Analyst (Siemens Radiology Syngo Workflow) / Sr. Database Administrator

Consulting assignments:
1. ***Mountain State Health Alliance, Ancillary Applications, Information Services***, *Johnson City*, *TN*

Provided expert guidance and implementation of 2 new hospitals into the Syngo Workflow V31 Radiology System. Prepared detail, technical implementation plan that ensured accurate go live and post go live experience. In a partnership approach with the client, leveraged and empowered them in the fast and accurate implementation of master table changes. Provided innovative solutions and fast troubleshooting to day to day issues.

- Recommended, designed, built, documented, and implemented documents, alerts, reports within Syngo to enhance patient safety for patients who have had 8 or more CTs in 12 months
- Created and loaded the data for all master tables affected with the addition of new hospitals
- Reviewed all reports updating and improved its execution efficiency by updating the SQL
- Document all Management Reports for the new hospital to aid the users understand the reports they will be receiving
- Document all Mammography Reports and mammography streams for the new hospital to aid the users understand the reports they will be receiving, and how the letter streams will work
- Troubleshooted and documented their Billing process and resend of log file and results to Mountain State Empire
- Advanced troubleshooting skills, ability to resolve issues not seen before
- Provide solution and implemented a process to provide corporate finance a Sybase view for reporting to aid them in capacity planning, credential verification and ensure correct coding of charges
- Provided solutions to issues with in-house built daily processes such as billing transaction and study consolidation (DTARs), reviewing, fixing and documented this multi system process between Syngo, Sybase, FTP process, Access, Visual Basic, and ORACLE based database warehouse.
- Troubleshooted HL7 interface message issues
- Performed detail testing avoiding further troubleshooting

The Stowe Group - Independent Consultant   **2011 – 2012**
Sr. Clinical Analyst (Siemens RIS)

Consulting assignments:
2. ***North Shore-Long Island Jewish Health System, Information Services***, *Lake Success*, *NY*

Created complex Sybase T-SQL Scripts used in data mining for department reports and UDRs. Designed, created, implemented and documented a complex extract of data using TSQL from the radiology's SYBASE database to a database in MS SQL Server 2005, and set up a daily extract process. Provided Testing for Siemens Syngo Workflow v31 & Novius v27. Responsible for successful execution of assigned Test Scripts, including proper testing documentation, testing summary spreadsheet, review of HL7 interface logs and issue detection. Identified billing and charging issues. Corrected and improved SQL in UDRs when possible.

- Identified over 1800 missing radiology charges, and re-created the charge file for IDX to process.
- Applied 2012 CPT Codes to various environments
- Advanced troubleshooting skills, ability to resolve issues not seen before
- Troubleshooted HL7 interface message issues
- Advised systems analysts concerning database, SQL, and application technical issues, priorities and provided problem solving solutions.

- Provided knowledge of technical and professional billing in a hospital setting, with CPT codes, modifiers and ICD9 diagnosis codes
- Maintained, updated and performed detail test plans, test cases for unit and integrated systems testing with other hospital systems such as IDX, Invision, SCM
- Performed detail testing avoiding further troubleshooting
- AS-OBGYN Support and Testing Training

Johns Hopkins Hospital, Department of Radiology, Baltimore, MD　　　　　　　　**2005 – 2011**
Clinical Analyst / Sr. Sybase Database Administrator

Successfully perform and implement Database Administration (Sybase ASE 12.5.4), configuration, security, monitoring, backups, large scale performance tuning, and best practices. Implemented MS SQL Server 2005 with mirroring and log shipping techniques. Oversee Sybase Replication Server (12.6) including installation, configuration, troubleshooting, and failover. Execute and monitor Database and Application Disaster Recovery. Develop TSQL, code, stored procedures, triggers, and views. Created complex Sybase T-SQL and Stored Procedure Scripting used in data mining for department metrics and dashboards. Performed complex extract of data using TSQL from the radiology and voice recognition systems for individuals doing medical research or for the managers of all modalities.

- Imported and exported data for internal and third-party applications
- Performed detail testing avoiding further troubleshooting
- Troubleshoot Healthcare Data, Interfaces, and HL7 issues
- Implemented Sybase compressed dumps and stripping.
- Involved heavily with Data Migration and Data Conversion
- Developed requirements, design, standards, and documentation
- Experienced with data modeling (physical and logical)
- Experienced with shell script coding
- Improved all RIS security scenarios and performed ongoing updates of various Radiology reference tables, and creation of new RIS departments
- Created workflow applications in RIS for the MRI General Anesthesia Team and for the eRadiology Team to process thousands of outside reads received in Radiology each month
- Supported Siemens Radiology Information Systems (RIS) V27.1 & Syngo Workflow V30B implementation creating user-defined reports (UDR), Alerts, Interactive Documents

Snell Enterprises, Inc., Columbia, MD　　　　　　　　　　　　　**2005 – 2005**
Sr. Sybase Database Administrator

Successfully oversaw and performed Database Administration (Sybase ASE12.5.4), implementation, configuration, security, monitoring, backups, performance tuning, and best practices. Monitored and maintained Sybase Replication Server (12.6, 12.1) including installation, configuration, troubleshooting, and failover. Coded and documented all housekeeping scripts and CRONJOBS as modular, portable, and easy to maintain.

- Installed and configured Sybase's High Availability environment providing near continuous database access during transient database failures for local recovery.
- Developed UNIX servers, Sybase ASE, and Replication servers and device requirements.
- Created a concise and valuable Database Administration Services "Cookbook".
- Devised a Sybase Infrastructure design, standards, and documentation.
- Set up bi-directional replication for Disaster Recovery on a remote site.
- Performed Database and Application Disaster Recovery tasks.

The St. Paul Travelers Insurance, Hunt Valley, MD　　　　　　　　　**2000 – 2005**
Sybase Database Administrator

Responsible for the Production Sybase DBA support, problems triage, and responsible for providing 24/7 on call responsibilities to help achieve a 99.3% system availability. Installed, configured, tested and implemented the Sybase ASE (12.5.4). Installed, configured, tested and implemented the Sybase Replication Server (12.6). Seamlessly coordinated the project planning, clearly documented, tested and implemented the migration to Sybase ASE 12.0 and from NT and Sybase 11.xx to Sun Solaris for Surety/Bond application. Identified the need and spearheaded the efforts for the development, coordination and delivery of Sybase Stored Procedure Training to developers. This contributed to the reduction of Stored Procedure execution errors by 90%. Greatly

reduced the database down time by making improvements to the Unix data load scripts. Maintained and enhanced and developed UNIX scripts related to database refresh, and CRONJOBS making them flexible for implementation of other database re-fresh. Made recommendations that helped streamline the release process and reduce implementation time by 2 hours. Instrumental in several initiatives as part of the Data Release group including improvements to the release processes, training other Development Release DBAs, and supporting both the release process, and the refresh of the copy of the Production environment process.

- Developed UNIX servers, Sybase ASE & Replication servers and device requirements, standards & documentation
- Developed and implemented databases, configure ASE to achieve the best performance, creating and managing adaptive server login accounts, granting roles and permissions to ASE users, managing and monitoring the use of disk space, memory, and connections, back up and restoring databases, diagnose system problems, creating views, indexes, performing database testing, and providing database client and user Services
- Provided suggestions for handling day-to-day Production database, release, and project issues
- Performed Database & Application Disaster Recovery tasks
- Implemented Sybase compressed dumps and stripping as well as coordinated dumps
- Performed complex Sybase T-SQL & Stored Procedure scripting
- Tested and implemented methodologies (unit testing, functional testing, fall back, and benchmark testing)
- Worked on Data Migration & Conversion & was Project Lead of Data & Application Migration Projects.
- Coordinated the implementation of Data Releases (process coded using UNIX shell scripts) in all environments
- Prepared detailed training instructions and project plan as part of training Prod DBA team on the transition for the copy of Production refresh process
- Coordinated the development Unix server files system and raw device Space Improvement Project
- Performed some data modeling (physical & logical)
- Worked with a team to developed a concise and valuable Database Administration Services 'Cookbook'
- Trained in Oracle RDBMS (9) & RMAN for Backup & Recovery
- Was asked to join the Mentorship Program and was paired with a Senior VP of the company
- Continuously exceeded expectation on my reviews and received various awards: Key Contributor Award For the Contribution Margin Report Project and R.A.V.E. (Recognize A Valued Employee) Award

Coordinator, co-developer & trainer - Sybase Stored Procedure, The St. Paul Insurance, 2003

Compuware Corporation, Baltimore, MD   *1999 – 2000*
 Technical Consultant, Professional Services

Successfully created various COBOL programs and batch JCL, as well as effectively trained various staff members. Corrected Stat process, oversaw testing of Print process and applied DB2 and JCL changes in Development Mainframe.

- Coordinated bi-weekly data release process between business, developers, and database administrators (DBAs).
- Quickly resolved problems related to Automated Renewal Processing.

GM Group, San Juan, PR - Client: The Departmento de Hacienda in PR   *1998 – 1999*
 Project Lead, DBA & Sr. Analyst

Highlight of my career: Successfully responsible for leading a project converting a 10 yr. Old income and reconciliation system in the WANG to a newly designed and developed system in the IBM mainframe. Backward re-engineered the implementation this system upgrade, re-developing existing system specifications, standards, data dictionary, and re-designing the DB2 Database, its tables and relationships. This project of almost $1 million dollars was completed on time and under budget. Responsible for developing specifications (since they were non-existent), creating the design, Database (DB2) tables design, creation of the data dictionary, online, batch and other technical documentation, team member and user training.

- Trained and managed a staff of 6 employees of diverse backgrounds, languages and experience ranging from none to a couple of years
- Created various COBOL programs & all of the application's JCL.
- Analyzed & made recommendations to correct and enhance application processes or developer's code
- Coordinated the development of user documentation
- Developed the batch and operations documentations
- Trained team members on JCL and on troubleshooting the application
- Trained the computer center staff on application support of nightly batch jobs

Ernst & Young, LLP, San Juan, PR   *1997 – 1998*
Manager Consultant

Successfully participated in proposal preparation and engagements related to projects such as Strategic Planning, Focused Improvement, Key Performance Indicators, Request for Information, and Business Continuity Plan. Assessed E&Y's top clients as part of the Year 2000 Compliance. Performed several research initiatives as requested for a variety of different projects using E&Y's vast knowledge bases

- Created various Key Performance Indicators for various companies
- Produced metrics for the PR Economic Development Offices
- Received and evaluated various Request for Information (RFI)
- Prepared summary analysis of Software Vendors for major client
- Attended an E&Y Management training program, consulting for the Advanced Practitioner to get instructed in the company's project management methodologies, culture, project planning, project presentation of a Portfolio Improvement Project Plan.
- Trained the auditors in ACL (Audit Control Language), audit software

Guest Speaker: "Year 2000 Compliance", PRAICO Insurance & Chapter of Property & Casualty Underwriters of Puerto Rico	1998
Guest Speaker: "Year 2000: Compliance in the Corporate/Government Agency Computing Environment." , Information Security/Emergency Management Association of Puerto Rico	1997
Trainer: "Audit Command Language" (auditing software), Ernst & Young, LLP	1997

USF&G Insurance, Baltimore, MD   *1994 - 1997*
Sr. Programmer Analyst III

Successfully developed numerous programs using COBOL/DB2, JCL and various utilities to load the commercial insurance Database Warehouse greatly improving batch processing time. Analyzed &, made recommendations to correct and enhance application processes or developer's code. Responsible for defect correction caused by problems with the creation of statistical records for downstream premium reporting of small commercial policies. These records were created in our new Policy Writing System using SMALLTALK, and the records reside on SYBASE tables.

- Responsible for developing the major data edits for the personal lines data uploaded from the agencies, performed unit, and system testing of the complete batch process, as well as responsible for data auditing testing
- Worked extensively in various applications development using COBOL/DB2
- Used Change Management tools, Problem Tracking & Software Versioning
- Analysis, and writing of requirements of the expense and reinsurance piece of the Contribution Margin Report for the CEO & CFO of USF&G
- Assigned tasks to the programmers responsible for coding the premium and losses portions of the report.
- Participated in a USF&G sponsored Object Oriented Bootcamp. This bootcamp is a 5-week intense course on OBJECTORY, SMALLTALK and other new technology related subjects. After completion I joined another division within Information Systems, which develops and maintains our new in-house created policy writing system for small commercial policies

Compuware Corporation, Baltimore, MD   *1991 - 1994*
Team Leader, Technical Consultant, Sr. Programmer Analyst

Effectively managed a team of 8 Compuware consultants and their relationship with the client., including the responsibility of performing their performance appraisals. Assisted in the placement of other COMPUWARE Staff Consultants at their client sites.

Consulting assignments:
1. **USF&G, Baltimore, MD**
   - Developed COBOL/DB2 batch programs to fix problems with the initial load of the Loss Data Warehouse tables
   - Developed the Weekly Commercial Lines Losses Update process
   - Assisted in the enhancement of the Large Policy Reporting System
   - Assisted in the evaluation and preparation of time and resource estimates for the I/S involvement in the interaction with a Third party Administrator for the Personal Auto Assigned Risk business

2. **Alexander Consulting Group (Benefacts), Baltimore, MD**
   - Handled the processing of several of their client's personalized annual benefit reports
   - Updated client's data dictionaries, benefits editing, calculations, and management reports
   - Created client's benefits files for impact printing or printing on the KODAK Keeps System

3. **Blue Cross/Blue Shield Of Maryland, Baltimore, MD**
   - Solely responsible for the technical analysis, testing, and implementation of the Dun & Bradstreet's (M&D) Accounts Payable System upgrade from 5.2 to 5.3.2 release
   - Supervised and trained another programmer on the AP System from a technical stand point
   - Trained the business user on screen creation and other technical usage's of the system

4. **Anne Arundel County Government, Annapolis, MD**
   - Assisted in the development of several CSP/DB2 On-line programs as part of the County's new Water /Sewage Billing System being developed in CSP/DB2

5. **T. Rowe Price, Baltimore, MD (Per request of my prior employer)**
   - Responsible for the analysis, documentation, and implementation several finance procedures related to Dun & Bradstreet's (M&D) Accounts Payable & General Ledger Systems
   - Prepared an Accounts Payable feasibility study
   - Trained staff personnel on TSO and JCL
   - Documented the Microfiche process, and provided instructions on how to set up additional microfiche jobs
   - Documented the AP & GL annual purge to history process
   - Analyzed, documented and implemented a process for AP additional invoice description query to link AP & GL transactions

Alexander & Alexander, Baltimore, MD   *1989 - 1991*
Programmer Analyst III

Instrumental as the primary support Dun & Bradstreet's (M&D) General Ledger 3.0.2 System, and the old in-house developed General Ledger System. Provided and implemented batch efficiency recommendations reducing the processing window of the General Ledger nightly process by 4 hours. Responsible for the installation of upgrades to Dun & Bradstreet's (M&D) Accounts Payable, General Ledger (3.0.0 & 3.0.2) and Millennium Systems. Successfully installed in test and production the upgrade of GL 3.0.0 to 3.0.2.

   - Responsible for the analysis and implementation to set up a subsidiary of A&A in the M&D Multimill Environment
   - Performed preliminary testing for year-end closing process
   - Successfully implemented M&D GL On-line journals, and co-developed the Escheat Reporting System
   - Created numerous COBOL/DB2 programs & JCL to bridge with other applications
   - Trained and provided technical assistance to co-worker who supported me as my backup for the M&D GL System.

T. Rowe Price Investments, Baltimore, MD   *1986 - 1989*
Programmer Analyst II

Began as a Trainee, in less than a year promoted to Programmer, and in less than two years promoted to Programmer Analyst. Supported, and installed upgrades to Dun & Bradstreet's (M&D) Accounts Payable, General Ledger (3.0.0 & 3.0.2) and Millennium Systems. Responsible of the successful installation of upgrades to those packages (Accounts Payable, General Ledger and Millennium). Responsible for providing users with recommendations on batch and on-line system efficiencies saving the company over $100,000 a year. Recommended batch efficiencies to the General Ledger nightly process reducing the processing window by 4 hours
   - Responsible for the analysis, development, maintenance, and support of small and large in-house on-line projects using CSP
   - Provided programming support for small and large projects
   - Performed a key role in the analysis, development, coding, maintenance and documentation of several in-house applications while adhering to company standards. These applications included the Document Retrieval System, Data Processing Chargeback, Time Reporting, Information System Labor Reporting, Retirement Plan Administration Services, and Investment Allocation systems
   - Actively involved in the conversion of the Participant Accounting System from a WANG environment to IBM

EDUCATION

Boston University, (Master Database Administration & Business Intelligence	2010 - 2011
College of Notre Dame of Maryland, Baltimore, MD - B.A. Management/CIS	1986
Universitá Per Stranieri, Perugia, Italy - Intermediate Italian	Summer 1983
Georgetown University, Washington, DC - Business Mgmt and English	Summer 1981

HONORS, AWARDS

Mentorship Program, The St Paul Insurance	2003
Key Contributor Award, USF&G Insurance	1996
R.A.V.E. (**Recognize A Valued Employee**) Award, USF&G Insurance	1996
Citizen Citation, City of Baltimore, Mayor William D. Schaeffer	1986

TECHNICAL & PROFESSIONAL COURSES

AS-OBGYN Support and Testing Training	2012
Digital Forensics	2010
PHP, HTML, JavaScript, Cascading Style Sheets, MySQL	2010
Database Administration for Business	2010
Project Management	2010
Crystal Reports	2008
MS SQL Server Administration	2007
ColdFusion	2006
DreamWeaver (Basic & Intermediate)	2006
Siemen's Novius 27.1 (Radiology Information Systems)	2006
ORACLE Performance & Tuning	2004
ORACLE DBA 9i Fundamentals II	2004
ORACLE DBA 9i Fundamentals I	2004
PL/SQL for ORACLE 9i	2003
PERL	2002
Sybase Fast Track to ASE: 12.0	2001
Sybase System and Database Administration 12.5	2001
Sybase Powering up with ASE 12.5	2001
Consulting for the Advanced Practitioner, Ernst & Young, LLP	1997
Audit Command Language (ACL), Ernst & Young, LLP	1997
Basic & Advanced SMALLTALK & UI Frameworks	1996
OBJECTORY Requirements, Robustness Analysis, Design & Testing	1996
Franklin Quest Planner	1996
Advanced DB2	1995
General Ledger Technical Concepts, McCormack & Dodge	1992
Accounts Payable Technical Concepts, McCormack & Dodge	1998
Millennium Technical Concepts, McCormack & Dodge	1988