Jerry DeHondt

Purdue University
Krannert School of Management
West Lafayette, IN 47907
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EDUCATION

Doctor of Philosophy, Kent State University, 2009
Major: Information Systems
Minor: Finance

Master of Business Administration, Wayne State University, 1995
Double Concentration: Organizational Behavior / Finance
Membership: Beta Gamma Sigma National Business Honor Society

Bachelor of Science, Oakland University, 1993
Major: Finance
Minor: Economics
Membership: Alpha Kappa Psi Professional Business Fraternity

ACADEMIC POSITIONS HELD

2021 – Present	Visiting Clinical Assistant Professor Purdue University Krannert School of Management
2017 – 2021	Associate Professor Ball State University Center for Information and Communication Sciences College of Communication, Information, and Media
2015 – 2017, 2013 – 2014	Visiting Assistant Professor of Business Analytics / MIS Oakland University Department of Decision and Information Sciences School of Business Administration
2008 – 2013	Assistant Professor Grand Valley State University School of Computing and Information Systems Padnos College of Engineering and Computing

2006 – 2008	Teaching Fellow
	Kent State University
	Department of Management and Information Systems
	College of Business Administration

2003 – 2007   Lecturer (Adjunct)
Oakland University
Department of Decision and Information Sciences
School of Business Administration

2002 – 2003   Associate Professor (Adjunct)
Walsh College
Department of Computer Information Systems

2000 – 2002   Assistant Professor (Adjunct)
Walsh College
Department of Computer Information Systems

1994 – 1995   Graduate Research Assistant
Wayne State University
Department of Accounting
School of Business Administration

RESEARCH INTERESTS

Business Intelligence, Business Value of Information Technology, Agile System Development Methodologies, Emerging Technologies, Offshore Outsourcing

TEACHING INTERESTS

Microsoft Office Applications, Principles of Information Systems, Project Management, Information Systems Strategy, Business Analytics, Emerging Technologies, Systems Analysis and Design, Security, Networking and Telecommunications

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REFEREED PUBLICATIONS

Covert, Josh and **DeHondt, Gerald**. Business Intelligence: A Look into Its Uses as a Fraud Detection System for the Overall Protection and Benefit of the End User, *2019 Information and Telecommunications Education and Research Association (ITERA) Conference Proceedings* (Indianapolis, IN, April 13 - 15, 2019).

Balijepally, VenuGopal, **DeHondt, Gerald,** Sugumaran, Vijayan, and Nerur, Sridhar. (2017). Agility in Software Development and Project Value: An Empirical Investigation. *Journal of Database Management*, Vol. 28, No. 4, pp. 40 – 59.

Fliedner, Eugene and **DeHondt, Gerald**. (2015). Lean Productivity Enhancements and Waste Elimination through Emerging Technology. *American Journal of Information Technology*, Vol. 5, No. 1 & 2, pp. 23 - 36. (A preliminary version appears in the *2015 MidWest Decision Sciences Institute Conference Proceedings* (Ashland University, Ashland, OH, April 23 – 24, 2015).

Fliedner, Eugene and **DeHondt, Gerald**. Agility: A Multidisciplinary Objective with Common Drivers and Strategies, *2014 Decision Sciences Institute Conference Proceedings* (Tampa, FL, November 22 – 25, 2014).

Balijepally, VenuGopal, **DeHondt, Gerald,** Sugumaran, Vijayan, and Nerur, Sridhar. Value Proposition of Agility in Software Development – An Empirical Investigation, *2014 Americas Conference on Information Systems Proceedings* (Savannah, GA, August 7 – 9, 2014).

Mikita, Dan and **DeHondt, Gerald**. (2012). Outsourcing Best Practices. *Journal of Information Systems Applied Research*, Vol. 5, No. 3, pp. 4 – 11. (A preliminary version appears in *The Proceedings of CONISAR 2011).* **[CONISAR 2011 Meritorious Paper – Acceptance Rate 15%]**

Mikita, Dan, **DeHondt, Gerald**, and Nezlek, George. The Deployment Pipeline. The Proceedings of the *Conference on Information Systems Applied Research 2012(CONISAR) (New Orleans, LA, November 1 – 4, 2012).* **[CONISAR 2012 Meritorious Paper – Acceptance Rate 15%]**

Kulesza, Justin, **DeHondt, Gerald,** and Nezlek, George. (2011). More Technology, Less Learning ? *Information Systems Education Journal*, Vol. 9, No. 7, pp. 4 - 13. (A preliminary version appears in *The Proceedings of ISECON 2010*). **[ISECON 2010 Distinguished Paper – Acceptance Rate 7%]**

Nezlek, George and **DeHondt, Gerald**. (2011). Gender Wage Differentials in Information Systems, *International Journal of Social and Organizational Dynamics in Information Technology*, Vol. 1, No. 1, pp. 13 - 29.

DeHondt, Gerald and Nezlek, George. (2010). Risk Effect on Offshore Systems Development Project Cost, *Journal of Computing and Information Technology*, Vol. 18, No. 2, pp. 111 - 120.

DeHondt, Gerald and Nezlek, George. (2010). Motivation for Writing the Paper: Risk Effect on Offshore Systems Development Project Cost, *Journal of Computing and Information Technology*, Vol. 18, No. 2, pp. 109 - 110.

DeHondt, Gerald and Leidig, Paul. (2010). The Impact of Transition Costs on Offshore Systems Development, *Journal of Information Systems Applied Research*, Vol. 3, No. 1. (A preliminary version appears in *The Proceedings of CONISAR 2009*). **[CONISAR 2009 Best Paper – Acceptance Rate 1%]**

Nezlek, George and **DeHondt, Gerald**. An Empirical Investigation of Gender Wage Differences in Information Systems Occupations: 1991 - 2008, *2010 Hawaii International Conference on System Sciences (HICSS) Proceedings* (Kauai, HI, January 5 - 8, 2010).

DeHondt, Gerald and Nezlek, George. The Cost of Risk in Offshore Systems Development, *2009 Americas Conference on Information Systems Proceedings* (San Francisco, CA, August 6 – 9, 2009).

DeHondt, Gerald and Knapp, Deborah. Offshore Systems Development: Factors Affecting Success, *2008 Decision Sciences Institute Conference Proceedings* (Baltimore, MD, November 22 – 25, 2008).

DeHondt, Gerald. Anticipated Cost Savings from Offshore Systems Development: Evidence from the Field, *2007 Decision Sciences Institute Conference Proceedings* (Phoenix, AZ, November 17 – 20, 2007).

DeHondt, Gerald and Sugumaran, Vijayan. Code Reuse as a Practice within Extreme Programming, *2007 Decision Sciences Institute Conference Proceedings* (Phoenix, AZ, November 17 – 20, 2007).

Sugumaran, Vijayan and **DeHondt, Gerald**. An Integrated Framework for Code Reuse and Refactoring in Extreme Programming, *2007 Americas Conference on Information Systems Proceedings* (Keystone, CO, August 9 – 12, 2007).

DeHondt, Gerald and Brandyberry, Alan. (2007). Programming in the Extreme: Critical Characteristics of Agile Implementations, *e-Informatica Software Engineering Journal*, Vol. 1, No. 1, pp. 43-58.

Ghosh, Suvankar, Thornton, John, **DeHondt, Gerald**, and Faley, Robert. (2007). The Paradox of Overinvestment in Enterprise Integration, *Align Journal*, March/April, pp. 40 - 45.

DeHondt, Gerald. Quality is Job 1: Market Share Declines in the U.S. Automotive Industry, *22nd Annual Kent State University Graduate Student Senate Colloquium*, March 3, 2007.

DeHondt, Gerald and Brandyberry, Alan. Programming in the Extreme: Suitable Implementations of Agile Methodologies, *2006 Decision Sciences Institute Conference Proceedings* (San Antonio, TX, November 18 – 21, 2006).

INVITED PUBLICATIONS

DeHondt, Gerald. (2019). "Ethics and Policy", in <u>Fundamentals of Internet of Things for Non-Engineers</u>, Becky Hammons, and Ron Kovac, Ed., CRC Press / Taylor & Francis Group. Boca Raton, FL.

DeHondt, Gerald. (2019). "Legal Issues", in <u>Fundamentals of Internet of Things for Non-Engineers</u>, Becky Hammons and Ron Kovac, Ed., CRC Press / Taylor & Francis Group. Boca Raton, FL.

Sugumaran, Vijayan and **DeHondt, Gerald**. (2009). "Towards Code Reuse and Refactoring as a Practice within Extreme Programming", in <u>Contemporary Issues in Database Design and Information Systems Development</u>, Keng Siau and John Erickson, Ed., IGI Global Publishing Co. Hershey, PA.

PANEL DISCUSSANT

Panel Discussant - "Lead, Follow, or …? The Teaching Quandary", *2018 Information and Telecommunications Education and Research Association (ITERA) Conference* (Lexington, KY, April 6 - 7, 2018).

Panel Discussant on Teaching Methods - College Teaching of Business - Kent State University
- November 8, 2006.
- November 7, 2007.

HONORS AND AWARDS

Conference on Information Systems Applied Research (CONISAR) Meritorious Master Student / Faculty Paper Award for "The Deployment Pipeline" – 2012.

Conference on Information Systems Applied Research (CONISAR) Meritorious Master Student / Faculty Paper Award for "Outsourcing Best Practices" – 2011.

Information Systems Educators Conference (ISECON) Distinguished Paper Award (Top 5%) for "More Technology, Less Learning" – 2010.

Conference on Information Systems Applied Research (CONISAR) Best Paper Award for "The Impact of Transition Costs on Offshore Systems Development" – 2009.

Grand Valley State University Summer Research Grant, 2008.

College of Business Administration, Dean's Best Research Paper Award, Graduate School of Management – April, 2008.

Kent State University Center for Information Systems Scholarship – Spring, 2007; Fall, 2007.

TEACHING EXPERIENCE

Ball State University

Survey of Management (ICS600)
          Spring 2020 – Student Evaluation: 5.00   Course Enrollment: 29

Research Methodologies (ICS630)
          Fall 2019 – Student Evaluation: 4.67   Course Enrollment: 10
          Fall 2018 – Student Evaluation: 4.78   Course Enrollment: 15

Project Management (ICS634)
          Summer 2019 – Student Evaluation: 4.50   Course Enrollment: 11
          Summer 2018 – Student Evaluation: 4.71   Course Enrollment: 18

Regulatory Research and Digital Policy (ICS642)
          Spring 2019 – Student Evaluation: 3.33   Course Enrollment: 30
          Spring 2018 – Student Evaluation: 4.50   Course Enrollment: 47

Oakland University

Enterprise Information Systems (MIS524)
          Summer 2016 – Student Evaluation: 5.00   Course Enrollment: 18

Software Program and Project Management (MIS516)
          Winter 2017 – Student Evaluation: 4.50   Course Enrollment: 15
          Fall 2016 – Student Evaluation: 4.82   Course Enrollment: 27
          Winter 2016 – Student Evaluation: 4.89   Course Enrollment: 19
          Fall 2015 – Student Evaluation: 5.00   Course Enrollment: 16

Managing Information Projects (MIS350)
          Winter 2017 – Student Evaluation: 4.60   Course Enrollment: 34
          Winter 2016 – Student Evaluation: 4.73   Course Enrollment: 20

Management Information Systems (MIS300)
          Online - Fall 2016 – Student Evaluation: 4.17   Course Enrollment: 26
          Fall 2016 – Student Evaluation: 3.86   Course Enrollment: 22
          Winter 2016 – Student Evaluation: 4.31   Course Enrollment: 42
          Winter 2014 – Student Evaluation: 4.20   Course Enrollment: 36

Business Problem Solving with Information Technology (MIS100)

Fall 2015 – Section 45430 – Student Evaluation: 4.73   Course Enrollment: 37
Fall 2015 – Section 40984 – Student Evaluation: 4.73   Course Enrollment: 37
Winter 2014 – Section 14920 – Student Evaluation: 4.67   Course Enrollment: 38
Winter 2014 – Section 10828 – Student Evaluation: 4.71   Course Enrollment: 25
Fall 2013 - Section 40888 – Student Evaluation: 4.22   Course Enrollment: 43
Fall 2013 - Section 40889 – Student Evaluation: 4.72   Course Enrollment: 39
Fall 2013 - Section 41217 – Student Evaluation: 4.63   Course Enrollment: 40

Grand Valley State University

Information Systems Policy (CIS643)

Fall 2012 – Student Evaluation: 5.00   Course Enrollment: 10
Fall 2011 – Student Evaluation: 4.75   Course Enrollment: 7
Fall 2010 – Student Evaluation: 4.60   Course Enrollment: 11
Fall 2009 – Student Evaluation: 4.75   Course Enrollment: 10

Software Project Management (CIS642)

Winter 2012 – Student Evaluation: 4.67   Course Enrollment: 16
Winter 2011 – Student Evaluation: 4.33   Course Enrollment: 8
Winter 2010 – Student Evaluation: 3.89   Course Enrollment: 13
Winter 2009 – Student Evaluation: 4.11   Course Enrollment: 15

Management of Software Development (CIS641)

Fall 2012 – Student Evaluation: 4.30   Course Enrollment: 31
Fall 2011 – Student Evaluation: 4.43   Course Enrollment: 17
Fall 2008 – Student Evaluation: 4.29   Course Enrollment: 18

IS Project Management (CIS450)

Fall 2012 – Student Evaluation: 4.33   Course Enrollment: 15
Winter 2011 – Student Evaluation: 4.40   Course Enrollment: 20
Fall 2010 – Student Evaluation: 4.00   Course Enrollment: 20
Winter 2010 – Student Evaluation: 4.67   Course Enrollment: 12
Fall 2009 – Student Evaluation: 4.25   Course Enrollment: 25
Winter 2009 – Student Evaluation: 4.33   Course Enrollment: 10

Systems Analysis and Design (CIS330)

Winter 2012 – Student Evaluation: 4.14   Course Enrollment: 22
Fall 2011 – Student Evaluation: 4.30   Course Enrollment: 20
Winter 2011 – Student Evaluation: 4.54   Course Enrollment: 20
Fall 2010 – Student Evaluation: 3.92   Course Enrollment: 20
Winter 2010 – Student Evaluation: 3.54   Course Enrollment: 32
Fall 2009 – Student Evaluation: 4.71   Course Enrollment: 14
Winter 2009 – Student Evaluation: 4.18   Course Enrollment: 25
Fall 2008 – Student Evaluation: 4.50   Course Enrollment: 18

Oakland University

Enterprise Information Systems (MIS524)

Summer 2007 – Student Evaluation: 4.80   Course Enrollment: 21
Summer 2006 – Student Evaluation: 4.33   Course Enrollment: 38
  Winter 2006 – Student Evaluation: 4.45   Course Enrollment: 38

Management Information Systems (MIS300)

    Fall 2007 – Student Evaluation: 4.93   Course Enrollment: 28
Winter 2007 – Student Evaluation: 4.75   Course Enrollment: 9
Spring 2006 – Student Evaluation: 4.63   Course Enrollment: 39
    Fall 2005 – Student Evaluation: 4.68   Course Enrollment: 57
Summer 2005 – Student Evaluation: 4.73   Course Enrollment: 41
Winter 2005 – Student Evaluation: 4.59   Course Enrollment: 67
    Fall 2004 – Student Evaluation: 4.62   Course Enrollment: 53
Summer 2004 – Student Evaluation: 4.74   Course Enrollment: 52
Winter 2004 – Student Evaluation: 4.54   Course Enrollment: 53
    Fall 2003 – Student Evaluation: 4.52   Course Enrollment: 64
Summer 2003 – Student Evaluation: 3.93   Course Enrollment: 41
Winter 2003 – Student Evaluation: 4.63   Course Enrollment: 33

Student Evaluation Scale: 5.0 = Excellent, 3.0 = Neutral, 1.0 = Poor.

Walsh College

2000 – 2003   Taught courses in **Internet Development**, **Web Application Development**, **Networking**, and **Enterprise Network Architecture** (Graduate)

SERVICE

Committees, Advising, and Student Project Adviser

Inclusive Excellence Committee - Ball State University - College of Communication, Information, and Media - 2019 - Present.

Library Liaison - Ball State University - CICS Department - 2018 - Present.

Student Advising - Ball State University - CICS Department - 2018 - Present.

Search Committee – Ball State University - CICS Online Program Director – 2018, 2019.

Program Committee – 15th International Conference on Agile Software Development - 2014.

Organizer - Google Glass Application Development Competition – School of Business Administration – Oakland University – 2014.

Program Committee Co-Chair – 2014 TEDx Oakland University.

University Academic Senate - Grand Valley State University (2010 – 2013 Term).
- Appointed to Strategic Planning Committee.

Graduate Faculty Member, Grand Valley State University School of Computing and Information Systems – 2008 – 2013.

Faculty Search Committee, School of Computing and Information Systems – 2011-2012.

Faculty Advisor – 2010 New Student Orientation, Grand Valley State University (Summer).

Faculty Advisor – School of Computing and Information Systems Ethics Group
- 2009 – 2011.

Student Interviewer - Grand Valley State University Award of Distinction Scholarship
- 2008 - 2009 (3 Sessions).
- 2009 - 2010 (2 Sessions).
- 2010 – 2011.

Committee Member – Curriculum Committee, School of Computing and Information Systems
- 2009 – 2013.

Committee Member – Decision Sciences Information Technology Committee (2009 – 2011).

National Science Foundation (NSF) – Grant Proposal Review Team, Washington, D.C.
– December, 2009 –Team Chair.
– December, 2010.

Program Committee – Great Lakes Software Excellence Conference, 2009.

Tutorial Committee – Great Lakes Software Excellence Conference, 2009.

Conference Committee – Great Lakes Software Excellence Conference, 2011.

Program Committee – MidWest Association for Information Systems Conference, 2012.

Transitions Orientation Student Discussion Leader
- Fall 2008.
- Fall 2009.

Undergraduate Project Advisor – Dan Mikita (Paper Accepted to *2011 Conference on Information Systems Applied Research*) – Winter, 2011.

Master's Project Advisor – Carl Williams (Educational Information Exchange System) - Winter, 2009.

Committee Member - Information Security Systems Minor – Fall, 2008.

Panel Discussant on Teaching Methods - College Teaching of Business - Kent State University
- November 8, 2006.
- November 7, 2007.

Editorial and Reviewer

Senior Editor – *Information Systems Management* Journal (2012 – Present).
Chair - Best Paper Committee – Conference on Information Systems Applied Research (2011 – 2013).
Best Paper Committee - 2010 Conference on Information Systems Applied Research.
Editorial Review Board - *Intl Journal of Intelligent Information Technologies* (2015 - Present).
Editorial Review Board - *Journal of Information Systems Applied Research* (2010 – Present).
Editorial Review Board - *Information Systems Education Journal* (2010 – Present).
Editorial Review Board - *Journal of Information Technology Management* (2003 – 2013).
Journal Reviewer - *Journal of Information Systems Education* (2010 – Present).
Journal Reviewer - *Cluster Computing* (Ad-Hoc – 2016).
Journal Reviewer - *American Journal of Information Technology* (Ad-Hoc – 2015, 2016).
Journal Reviewer - *International Journal of Economics and Business* (Ad-Hoc – 2015).
Journal Reviewer - *DATABASE* (Ad-Hoc – 2014).
Journal Reviewer - *Decision Support Systems* (Ad-Hoc - 2012).
Journal Reviewer - *Information Systems Management* (Fall, 2008, Winter, 2010, Winter 2011).
Journal Reviewer - *Encyclopedia of E-Business Development and Management in the Digital Economy* - Winter, 2009.
Conference Reviewer - European Conference on Information Systems (ECIS), 2015, 2016.
Conference Reviewer - International Conference on Information Systems (ICIS), 2012, 2019.
Conference Reviewer - Information Resources Management Conference, 2011 (3 Papers).
Conference Reviewer - Conference on Information Systems Applied Research, 2011 (4 Papers).
Conference Reviewer - Information Systems Educators Conference, 2010 (2 Papers).
Conference Reviewer - Decision Sciences Institute Conference, 2006, 2007, 2008, 2009, 2010, 2011 (2 Papers), 2014 (2 Papers).
Conference Reviewer - Americas Conference on Information Systems, 2009 (2 Papers), 2011, 2013, 2014, 2015, 2016, 2017.
Conference Reviewer - Conference on Information Systems Applied Research, 2009 (3 Papers).
Conference Reviewer - International Conference on Networked Digital Technologies (IEEE), 2009.
Conference Reviewer - International Conference on Information Technology Interfaces, 2009 (2 Papers), 2010 (3 Papers), 2011 (3 Papers).

PROFESSIONAL EXPERIENCE

1997 – 2005
Compuware Corporation

Project Manager
   Responsibilities
   - Managed the DaimlerChrysler FieldConnect Application Migration Project, the largest outsourced initiative undertaken to date. This was a multi-year engagement to redesign and rearchitect 18 Dealer Applications for migration from the previous legacy environment into the strategic FieldConnect Application environment.
   - Advised DaimlerChrysler Senior Management on project strategy and direction, vendor negotiation, and project infrastructure planning.
   - Managed in-house technical team and onsite vendor resources to architect, design, and implement new application architecture and database solution.
   Accomplishments
   - Successfully redesigned and implemented first four applications into the FieldConnect environment.
   - Implemented re-engineered database structure in support of redesigned applications.

Project Manager
   Responsibilities
   - Managed the General Motors GPLD LDAP 5.2 Migration Project to migrate 124 applications from the LDAP 5.1 environment into the updated LDAP 5.2 environment. This project validated applications for adherence to GPLD LDAP 5.2 standards prior to migration.
   - Responsible for selecting and managing team resources.
   - Managed project costs, project timeline, and client interaction.
   - Tracked applications until successfully migrated to the GPLD LDAP 5.2 Environment.
   - Responsible for issue identification, tracking and resolution. Held regular status meetings with client and application customers to update status, identify and resolve issues.
   Accomplishments
   - Successfully migrated 124 applications into the new GPLD LDAP 5.2 environment.
   - Completed project on-time and on-budget.
   - Successfully managed issue and risk mitigation and resolution.

Project Manager
  Responsibilities
- Reported directly to CIO of $650 Million National Insurance Wholesaler.
- Performed strategic analysis to guide organization on implementation of value-added solutions.
- Managed the Online Agent Statements Project to develop a web-based Application for Insurance Agents to view and settle their monthly statements. Responsible for managing the development team, project timeline, costs, Application Architecture, Disaster Recovery and Information Security.
- Managed the Branch Novell Migration Project to upgrade Servers at 30 nationwide branch offices. This project involved planning, scheduling and controlling resources to ensure successful hardware, software, and data migration to the new environment.
- Managed the e-Time Reporting Project to deploy a new Time Reporting System throughout the national branch infrastructure.
- Educated IT staff on value of Project Management Methodologies within organization.
  Accomplishments
- Implemented IT Governance Processes and Project Management Methodology to enhance structure of IT initiatives. These processes provide the means to manage the IT-related project portfolio by identifying opportunities, analyzing the business benefits, prioritizing the opportunities, and overseeing the execution of the projects.
- Implemented multiple projects utilizing IT Governance Process.
- Collaborated with CIO in development of IT Strategy.

Enterprise Architect
  Responsibilities
- Researched industry trends and web initiatives among competitors and assessed emerging web technologies. Investigated, recommended and implemented emerging technology solutions.
- Managed the IBM HTTP Web Server Migration to migrate Netscape Enterprise Servers and iPlanet Web Servers to IBM's HTTP Server.
- Managed the JDK Web Server Migration to upgrade Production Web Servers to current technology.
- Managed the Web Host eArchitecture Project in support of DaimlerChrysler's E-Business Applications. Designed and implemented a web infrastructure to support B2B and B2C projects with capacity for 25 million hits per day. Emerging technology components added to architecture included Cache Appliances, Load Balancing Devices, and SSL Accelerators.
- Managed the XML Guidelines and Standards Definition Project to set strategic direction and define architecture to best implement XML Technology.
- Monitored project timelines, issues, and resolutions for e-commerce projects.
- Performed budgeting activities to determine and receive funding for implementation of emerging technologies.
- Provided regular updates to Senior Management on status of activities.

Accomplishments
- Successfully implemented Phase I of the Web Host eArchitecture Project.
- Set strategic direction for XML within DaimlerChrysler, including tool selection and architecture implementation.
- Expanded the roles and responsibilities of the Enterprise Architecture Group within DaimlerChrysler.
- Successfully managed issues and resolutions to ensure B2B and B2C projects were completed on time and within budget.
- Received client recognition for superior performance.
- Technology evaluator in Wireless Access Protocol (WAP) Pilot.

Quality Assurance Manager
  Responsibilities
- Managed the Y2K Desktop Testing Team.
- Maintained company-wide database of compliance status for system components.
- Assessed, enhanced and implemented process improvement strategies.
- Set up and administered test network to ensure reliability of tests.
  Accomplishments
- Managed a team recognized for quality contributions by client.
- Implemented process improvement solutions that impacted over 4000 employees.
- Completed testing efforts ahead of schedule.

Team Leader
  Responsibilities
- First level manager of twelve Professional Staff.
- Acted as a liaison with Compuware Headquarters to resolve issues that arose with team members.
  Accomplishments
- Mentored team members and provided guidance.
- Assisted with career development.

Programmer/Analyst
  Responsibilities
- Analyzed, modified and tested program modules to convert dealer, zone, sales district and region codes from numeric to alphanumeric.
- Performed analysis and developed test cases for unit and string testing.
- On-call responsibility for converted programs.
  Accomplishments
- Successfully converted largest number of programs.
- Mentored colleagues on best practices for program conversion.