

TOVE M. PAPE

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TECHNICAL PROFILE

CERTIFICATIONS:

- Certified Web Developer
- Microsoft Certified Professional (MCP)
- Microsoft Certified Applications Developer (MCAD)
- Technical Communication – Information Design
- Agile – Certified Scrum Master
- Agile – Certified Scrum Product Owner

PROGRAMMING LANGUAGES:

- C#.Net
- CSS
- HTML, XHTML
- JavaScript
- XML
- VB.Net
- T-SQL
- jQuery

DATABASE:

- MS SQL Server 2000, 2005, 2008

OTHER SOFTWARE:

- Visual Studio
- ASP.Net
- MS Office (WORD, EXCEL, PowerPoint)
- Adobe: PhotoShop, InDesign, Illustrator
- WordPress

WEB DEVELOPER / SOFTWARE CONSULTANT

Innovative, artistic and sincere computer professional who works well with others and produces quality work. Skilled in software development, web development, document design and technical writing.

ACCOMPLISHMENTS

- Created website for massage clinic with online appointment booking application.
- Created automated trading system for regional brokerage firm which met the strict guidelines of the SEC and greatly reduced manual intervention by traders.
- Created and maintained website for Travel Agency which included more than 50 pages.
- Implemented coding standards at brokerage firm greatly improving code efficiency and maintainability.
- Trained brokerage firm employees in the art of programming over a time span of 18 years. This allowed the company to leverage the brokerage experience of employees to create the most useful software solutions.

EXPERIENCE

Microsoft

2013

Web Producer

- Implemented localized versions of the Surface marketing and support website
- Worked in Compass creating and modifying HTML and CSS
- Manipulated images in Photoshop

Symetra

2012

Web Developer – Intern

- Created data models for SQL database
- Created new web pages using VB.Net
- Created new web application using C# and ASP.Net
- Created new WCF web service

Washington Dental Service

2008-2011

Business Systems Analyst Manager

- Managed a team of six Business Systems Analysts
- Created templates for Business Requirements Documents, Functional Specifications Documents, and Technical Specifications
- Mentored Business Systems Analysts in gathering and documenting system requirements

- Continued to work on projects during this time such as:
 - Provider eServices – allowed providers real-time access to Benefits and Eligibility information on patients as well as claim status
 - 5010 Mandate – changing the format used to communicate electronically with trading partners

Washington Dental Service

2007-2008

Business Systems Analyst

- Led analysis on Commercialize Preshent project which required changes to the way claims were processed for specific groups (customers).
- Performed requirements gathering, wrote Business Requirements and Functional Requirements for a large project to allow the use of alternate IDs for subscribers (patients). Also assisted throughout test phase and implementation.
- Gathered early requirements for web redesign project and assisted in vendor selection.

Microsoft Corporation

2006 - 2007

Software Design Engineer in Test 3

- Designed and coded automated test cases for testing the logging feature of Digital Rights Management software.
- Wrote test plans and conducted test plan review meetings.
- Technologies used: C#.NET in Visual Studio.NET, ADO.NET to access SQL databases, MSMQ (Microsoft Message Queue), XML Web Services

Graphic Design Artist

1996 - 2003

- Created page layout for the Minnesota Natural Health Coalition's newsletter using QuarkXPress
- Created website for travel agency using HTML and Adobe Photoshop

RBC Dain Rauscher

1985 – 2003

Senior Programmer/Analyst

- **Software Development** – Designed and coded multiple online applications for the trading department for entering details of blocked trades. Created online application which performed automated trading for this regional brokerage firm. Project required programs which captured price feeds from NASDAQ, online screens which the traders could use to set trading limits for each stock, and programs which would report trades to the parties involved. Designed screen layouts and coded programs for cashiering department which communicated with DTC. Designed and coded software to implement OATS (Order Audit Tracking System) reporting. Designed all user interfaces, wrote specifications for the programs and wrote majority of the code and job control language.
- **Conversions** – Designed and wrote date conversion routine for Y2K conversion project. Modified hundreds of programs to use date conversion routine. Performed analysis and wrote conversion programs for expansion of trade database. Analyzed existing programs and wrote conversion programs for large Firm-ID conversion project.
- **Database design** – Designed database tables for at least twenty projects.
- **Interface design** - Designed user interfaces for roughly fifty projects.
- **Project Management** – Managed the projects described above from requirements gathering to implementation.
- **Testing** – Performed testing of all software mentioned above.
- **Documentation** - Created user documentation for all new screens developed.
- **User Training** – Instructed trading department on the use of new software.
- **Developer Training** – Conducted ten computer programming seminars (each five weeks in length). Taught COBOL, job control language, database and testing in the mainframe environment. Conducted five (week-long) CICS classes. Instructed students in writing efficient online programs.

RELATED EXPERIENCE

Systems Engineer

IBM Corporation

2 Years

EDUCATION

Bellevue College

- Web Development courses – earned certificate in Web Development
- Technical Communication courses – earned certificate in Information Design
- MCAD (Microsoft Certified Applications Developer) Fast Track program – earned four Microsoft certifications

Hennepin Technical College

- Graphic Arts courses (Adobe PhotoShop, Illustrator, Color Theory and more)
- Programming courses (PowerBuilder, CICS, Visual Basic etc.)

IBM Corporation

- Trained as Systems Engineer

University of Minnesota

- Two years majoring in Physics