Shawn McNaughton

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Objective

To obtain a Business Analyst position in a creative, challenging, fast-paced work environment.

Summary of Qualifications

- 11+ years experience in the Information Technology field.
- Exceptional combination of technical expertise, business acumen and creative problem solving along with leadership abilities.
- Expert in software development life cycle, including analysis, design and development.
- Proficient in Quality Assurance test planning and all forms of testing.
- Adept at managing multiple projects simultaneously.
- Excellent communication, interpersonal, analytical and presentation skills; Self starter, quick learner, team player, works well alone or within a team.

Technical Skills

Languages: HTML, XHTML, CSS, SQL, ASP, PHP, JavaScript, Visual Basic Script, PERL.

Tools: MS Word, MS Excel, MS PowerPoint, MS Project, MS Access, MS Visio, MS Outlook, Lotus Notes, mySQL, Quark Xpress, PremiumSoft Navicat, Xara Webstyle, Xara Xtreme, Xara 3D, MS Image Composer, Adobe Photoshop, Adobe Acrobat Professional, Adobe RoboHelp, SnagIt, Norton pcANYWHERE, Norton Ghost, AVG, Cute FTP, Dreamweaver, FrontPage, Mercury Defect Manager.

Operating Systems: Windows NT/XP/2003 server, OSX, Unix.

Professional Experience

Freelance Contractor, St. Petersburg, Florida, May 2008 – Current
IT Specialist:

Responsible for solving problems for individuals and businesses as needed.
- Build and upgrade custom computer systems, installed their respective operating systems, appropriate software, firewall and antivirus programs.
- Setup new Microsoft networks including wireless access with network security.
- Maintain and develop PHP and ASP web sites.
- Provide database upgrades and administration.

PricewaterhouseCoopers, Tampa, Florida, January 2007 – April 2008
Quality Assurance Analyst:

Responsible for implementing test plans and various types of testing; Documenting defects and reporting on conversion errors.

- Created test scripts and executed test cases.
- Performed functional, regression, negative and installation testing.
- Analyzed application, conversion and data errors. Documented defects in Mercury Defect Manager and verified fixes.
- Attended daily progress meetings and weekly collective status meetings.
- Static tested and executed test cases prepared exclusively for mass converted documents verifying standardization, validation and browser compatibility.
- Interacted with developers, managers and third party vendors to review conversion defects and formulate conclusive solutions.
- Performed regression and acceptance testing on specific areas of Comperio prior to bi-annual version release.

Electronic Publishing Specialist:

Responsible for the daily production of professional literature published in Comperio to support a global staff of field auditors.

- Hand converted documents from multiple formats into valid XHTML.
- Static tested documentation converted into XHTML prior to publishing documents.
- Assisted in the ongoing administration of the Comperio Content management System.
- Completed special high priority projects impacting entire U.S. content set of over 15,000 documents.
- Assisted in the testing and implementation of new technologies applied to Comperio.
- Assisted in new hire training.

MCN Group, Inc., St. Petersburg, Florida, June 1998 – December 2006
IT Manager:

Responsible for the oversight of all web based business ventures, all workstation maintenance and the acquisition of all new hardware, software and pier-to-pier networking components.

- Managed daily technical operations of company in a variety of functional areas to include data management, networking, information security, software and hardware implementation.
- Conferenced weekly with CEO on technical environment and made recommendations for cost-effective, creative solutions.
- Liaised with managers to resolve issues and conflicts.
- Defined, wrote and delivered training programs and documentation to customers, increasing satisfaction and knowledge base.
- Managed multi-team IT projects.
- Authored test plans for QA on all web based applications.

- Performed acceptance testing on all web based applications exclusively.
- Minimized risk and customer impact when resolving critical incidents.
- Researched new products, languages and technologies
- Implemented a comprehensive customer support system handling server-side issues, e-tickets and telephone service calls from customers and outside vendors. Made effective suggestions for timely resolution of issues.

Business Analyst:

Responsible for web based business operations and achieving cost-effective production with increased quality, efficiency and exemplary customer satisfaction.

- Developed go-to-market plans to achieve maximum business results by leveraging MCN's software and services solutions. Developed conceptual project design while advising customers and suggesting improvements.
- Monitored the progress of applications throughout their development lifecycle while reporting to customers and management and solving technical and procedural issues.
- Created and maintained effective communication avenues between upper management, developers and customers.
- Suggested creative solutions to technically difficult and sensitive issues.
- Applied a variety of extreme use cases to applications in their testing stages.

Database Engineer:

Responsible for the development and administration of all web bound databases.

- Specified users and user access levels for each database segment.
- Mapped and documented current database schemas to new databases and maintained configuration control of database environment upon conversion.
- Defined, implemented and promoted 'best practices' relating to database development.
- Identified and troubleshot data import errors.
- Developed SQL syntax for data manipulation.
- Developed custom database and website solutions based on customer or corporate requirements and long-term business needs.

Web Developer:

Responsible for the development, administration and support of all web based products.

- Primary technical support contact for customers.
- Responsible for the design, implementation and administration of corporate and customer web sites.
- Recommended auxiliary methods for improved site traffic.
- Technically documented all software products.
- Interfaced databases with ASP or PHP based web pages utilizing application specific macros and SQL statements.
- Performed supervisory level PHP code review and troubleshooting.
- Developed data models describing data elements and how they were to be used.

- Assigned programming languages, design tools and applications on a site -to-site basis.
- Performed client-side browser compatibility verifying proper functionality of all scripting, SQL commands and database read/write interaction; Duplicating and testing reported end user issues or complaints.
- Performed various levels of testing to duplicate and resolve issues reported by end users
- Created application flow charts for use in test plan development.
- Reviewed and analyzed testing documentation.
- Developed a database driven mass communication system capable of distributing hundreds of standardized emails to registered web site users in seconds.

Sales Manager:

Responsible for the planning of sales strategies, development of new marketing concepts and the leadership of the sales and marketing staff.
- Developed and successfully implemented business plans to reach company targets.
- Created and executed marketing campaigns promoting product awareness, influenced sales and educated customers.
- Designed literature and software for sales teams to utilize when demonstrating Condo Magic product solutions to customers. Assisted with remote customer installation of programs.
- Oversaw remote location training (RLT).
- Coordinated scripts for sales teams, appointment schedules and organized customer improvement suggestions into a deliverable format.
- Planned and implemented multiple successful marketing initiatives which resulted in 15% increased business in FY99.
- Prepared sales and marketing budgets for FY99.
- Represented company at trade shows nationwide.

Florida State University, Tallahassee, Florida, January 1996 – April 1998
Meteorologist:

Responsible for the communication of live weather forecasts on WFSU and Sunshine Network.
- Reviewed National Weather Service forecasting models (NGM, AVN, ETA and MRF), maps, charts and other resources.
- Created detailed local, regional and national forecasts as needed.
- Performed both solo and team on-air forecasts.
- Co-hosted statewide weekend weather show.
- Shot a live spot for Sunshine Network from the field of Doak-Campbell Stadium prior to the nationally televised 1998 Florida-Florida State football game.

Producer / Director:

Responsible for the daily live production of the weather segment.
- Directed the production team during live broadcasts.

- Produced weather graphics, general presentational graphics and finalized segment.
- Produced and directed weather programs, including the award winning 1998 hurricane season coverage featuring live coverage of Hurricane Earl viewed statewide.
- Designed and built new weather studio set in 1997 while overhauling studio electronics.

Teaching Assistant:

Responsible for teaching the undergraduate course: "Introduction to Meteorology Lab."
- Created, taught and demonstrated laboratory projects to students.
- Administered and graded tests and homework.
- Offered individual tutoring for students needing additional help.

Education

Bachelor of Science, Meteorology, Florida State University, 1998
- Minors in Mathematics, Physics and Communications
- Continuing education in Java and ASP.NET

Awards and Honors

- Raised over $10,000 for Tampa bay Beagle Rescue over a 4 year period by owning and operating Beagle Palooza, a non-profit event for beagles and their owners.
- St. Petersburg Exchange Club Rookie of the Year, 2004-2005
- St. Petersburg Exchange Club Exchangite of the Year, 2005-2006
- St. Petersburg Exchange Club Presidential Inauguration Gala Emcee, 2004-2006
- Florida State University forecast contest runner-up, 1997
- Bowled 7 career 300 games