

EDWARD**SKOKOWSKI****SENIOR PROGRAMMER****CREATIVE SOLUTIONS FOR IMPOSSIBLE PROBLEMS**

Dedicated and trusted senior programmer with extensive experience in maximizing monitoring and restoration processes to reduce the impact when failures do occur. Excels in innovation and automation to boost throughput and lower downtime of production systems. Highly adept at devising low cost prototypes utilizing open source technologies; several of which have become highly profitable applications. Consistently enables automation to do more with less. Recognized as the 'go-to-guy' for impossible problems. Possesses exceptional attention to detail principles.

CORE COMPETENCIES

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| ✓ PROGRAMMING | ✓ MONITORING & RESTORATION | ✓ INNOVATION & AUTOMATION |
| ✓ PROCESS IMPROVEMENT | ✓ COST CONTAINMENT | ✓ STRATEGIC PLANNING |
| ✓ IT OPERATIONS & SUPPORT | ✓ PROJECT MANAGEMENT | ✓ DATA COLLECTION |
| ✓ REPORT GENERATION | ✓ TEAM LEADERSHIP | ✓ RELATIONSHIP MANAGEMENT |

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS**SAFEWAY – Pleasanton, CA****2012 – Present****RETAIL SYSTEMS PROGRAMMER/ANALYST**

Recruited to provide 3rd-level onshore application support for more than 1.6K pharmacy locations.

- ❖ **Realized savings of >\$100K annually** by automating process for updating application software to 1.6K pharmacy servers nationwide. Tested and verified virtualized servers before integration into current network.
- ❖ **Decreased impact on revenue** through implementation of tracking systems to pinpoint and resolve problems. Status updates are displayed on business-facing dashboard.
- ❖ **Preserved adherence of legally regulated data** and generated reports to present transaction information for adjudication via development of scheduled jobs.
- ❖ **Enhanced staff development and performance** by coaching and training 2nd-level offshore teams to sustain continuity for 24-hour support service.

ACP INTERACTIVE, LLC (Formerly DialInfo) – San Francisco, CA**1993 – 2012****DIRECTOR OF IT**

Repeatedly promoted into more progressively responsible roles with ACP Interactive throughout tenure. Managed 5-10 programmers.

- ❖ **Delivered tens of thousands of prescheduled reminder calls for BAAQMD's Spare the Air Campaign** by creating and implementing cloud computing system.
- ❖ **Crafted distributed computing system through utilization of mobile phones** to enable processing of Monte Carlo simulations for probability distributions.
- ❖ **Reduced operations personnel needs 30%** by automating and simplifying processing and delivery of reports through email, including internal system monitoring reports.
- ❖ **Created and implemented multiple high-volume interactive voice response programs** for numerous Proctor & Gamble products, including Old Spice, Olay, and Actonel. Additional applications included order entry for Pillsbury Bakeoff, market research for Krups and Thermacare, retail locator for JCPenneys and Simmons, and Superbowl promotions for Coors and Pepsi by answering nearly 1 million calls during halftime program.
- ❖ **Ensured service provision for thousands of patients and data to dozens of hospitals and clinics** by championing Beacon Technologies National Patient Satisfaction Survey programs by 1st utilizing touch-tone phones and later on web via implementation of reusable templates.
- ❖ **Devised client server portal to orchestrate and monitor transfer of data** from Android phones for utilization by insurance companies and other community and socially-based applications.
- ❖ **Developed mechanism for phone calls to be initiated by clicking on link from web pages** (also known as 'CallMe' buttons) by funneling call requests through secure web portal.

- ❖ **Spearheaded project to convert operations' servers** from Microsoft Windows to Linux. Proposed conversion in response to need to decrease cost of doing business.
- ❖ **Recipient of Employee of the Month Award and Employee of the Year Award** for enabling reduction in costs.

EARLY CAREER HISTORY

DIALINFO – San Francisco, CA

REMOTE OFFICE OPERATIONS MANAGER

6 Years

Tapped to support 10 processing centers across the US.

- ❖ **Processed interactive voice response programs** for Sports Illustrated, 1-800 Flowers, and United Airlines' Mileage Plus.

PEARL MEDICAL SYSTEMS COMPANY – Malvern, PA

SENIOR PROGRAMMER/ANALYST

EASTERN PENNSYLVANIA PSYCHIATRIC INSTITUTE, MCP – Philadelphia, PA

PROJECT LEADER & DBA

US ARMY RESERVE – Coatesville VA Hospital, PA

SERGEANT – BEHAVIORAL SCIENCE DEPARTMENT

CREDENTIALS

EDUCATION:

Bachelor of Science (BS) in General Science | Urinus College, Collegeville, PA
Minor in Educational Psychology

Post-Graduate Computer Science Curriculum | Drexel University, Philadelphia, PA

PROFESSIONAL DEVELOPMENT:

Continuing Education Coursework in Telecommunications | Object Orientation | UNIX System Administration | ESL Instruction

TECHNICAL SKILLS:

TECHNOLOGIES:

Windows | AIX | Linux | Novell | Perl | Apache | CRON | rsync | GIT | SMTP | NFS | Samba

LANGUAGES:

HTML | CSS | Perl | Python | PHP | CGI | JavaScript | Bash | Korn Shell | Expect | Java | Eclipse | ASP | C/C++ | XML | VOS | MySQL | Microsoft SQL Server | Oracle Database

AFFILIATIONS:

San Francisco Perl Mongers | Silicon Valley Cloud Computing Group | Eclipse Users Group | Silicon Valley Android Developers Group
Pacifica CERT (Community Emergency Response Team)