

# Stephen D. Hadley

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## IT Support/Technical Trainer

Patient ■ Responsive ■ Respectful

Innovative IT professional who takes pride in resolving complex problems with basic technology, getting the most from a company's technology investment. Recognized as a tenacious researcher and solutionist focused on making technology work. Skilled at breaking complex issues into understandable and executable tasks. Natural talent for translating a love of learning into a love of teaching, and helping others to learn.

*"There is nothing technical that can outsmart Stephen. He's the tech support guy for your front line IT people." Dave Wells, BI Industry Expert*

## Professional Experience

ACCESSIBLE-BI, LLC

1999–present

### Senior Technical Leader

Technical lead of a small team in a fast-changing field. Achieved success on multiple diverse projects by exceeding the demands to learn quickly, be versatile, and take on varied roles and responsibilities with enthusiasm and interest.

### Business Intelligence (BI) Systems Administration and Configuration Management

- Managed configuration of a unique-in-the-industry mobile learning laboratory that was the foundation of a successful education program.
- Employed advanced configuration management skills to operate as many as 20 incompatible and conflicting software products on a single platform.
- Developed and executed processes to ensure that labs were quickly and reliably configured using rigorous testing procedures, a master machine, and ghosting protocol.
- Researched functionality of e-learning tools, learned the tools; and then built complex prototypes. Demonstrated the prototypes in a decision-making review to facilitate tool selection.
- Prevented risks that occur with unlicensed software by maintaining extensive list of software licenses and updates, ensuring current versions.
- Negotiated with vendors to acquire complimentary licenses for laboratory software.

### Business Intelligence (BI) Technical Training and Learning Laboratory Management

- Trusted with all aspects of logistics, transportation, and set-up of mobile learning labs.
- Designed instructional materials to match tool features and functions to learning needs, creating a high-quality classroom experience.
- Delivered hands-on technical training. Product functionalities included data mining, OLAP, dashboards, statistical analysis, business analytics, geospatial analytics, query and reporting, and data integration.
- Transitioned from a new instructor to a recognized member of the faculty within one year.
- Enhanced learning and information discovery by designing dashboards, scorecards, and reports for use in lab exercises.

### Software Design and Development

- Built low cost data flow diagramming tool to provide a visual design of work flow that is currently lacking in commercial ETL tools. Used existing tools to create a product independent of ETL or database technologies.
- Created data quality auditing tool to allow users to define data quality rules and return confidence levels as measures of data quality.
- Designed rule-based auditor to test the viability of simple ETL tasks. Built a source data analysis tool to evaluate the degree to which source data satisfied data requirements.
- Reduced the time, cost and complexity of maintaining the ETL process by developing a rules engine to remove hard-coded rules from an existing difficult to maintain ETL process.

### Database Management Systems (DBMS)

- Installed and configured DBMS software on a variety of platforms. Implemented full range of functionality, including advanced features such as in-database OLAP and data mining.
- Designed and built database applications and utilities with an integrated database component.

### Web Development

- Implemented systems to satisfy business-to-consumer requirements, including web-initiated database transactions, contact management, and communications tracking.
- Enhanced and matured an e-learning environment with comprehensive demonstrations and interactive game-based learning.

BOEING COMMERCIAL AIRLINE GROUP (through Kelly Services)

1997–1999

### Requirements Support Specialist (1998–1999)

BCAG: Material Post - Out-of-Production Spare Parts

- Researched availability of out-of-production replacement parts using antiquated manufacturing plans system. Required creative problem solving skills when dealing with hard-to-find parts or missing documentation.
- Captured data from a terminal emulation program (screen scraping); then parsed and formatted the data. Hand-crafted Excel macros to translate unstructured and randomly formatted text into structured data. Resulted in clearer specifications, easier bid processes, and fewer design errors in third-party parts procurement.

### Class Administrator/Training Focal (1997–1998)

BCAG: Training Administration

- Entrusted with secure data to provide reports to monitor department compliance with corporate policy. Developed new process for generating accurate statistics.
- Installed, configured, and troubleshoot problems for performance management software.

## Technology Portfolio

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<b>BI &amp; Data Warehousing</b>	MS SQL Server 2000 & 2005 (DTS, Analysis Services, Data Integration Services, Reporting Services); Cognos PowerPlay and Transformer; SyncSort DM Express; Hyperion Essbase; IBM DB2 Cubeviews; Information Builders WebFOCUS; Excel 2007(for descriptive statistics, control charts, datamining add-in); Oracle (Analytical Workspace Manager, Data Mining, Warehouse Building); Pentaho; PolyVista.; SAS (Enterprise Miner, ETL Studio); Teradata Warehouse Miner; Lyza; Tableau; ESRI Business Analyst; Ascential DataStage; arcplan inSight/dynaSight; ILOG Jrules; FICO Blaze Advisor
<b>Web Development</b>	asp, php, Flash, Captivate, Robohelp, Tomcat, Apache
<b>Operating Systems:</b>	Windows 2000 & 2003 Servers, Windows XP
<b>DBMS</b>	DB2, MS SQL Server 2000 & 2005, Oracle, MySQL, Teradata
<b>Software Design &amp; Development</b>	Excel, Visual Basic

## Education

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Customized tool training through vendor: SAS Enterprise Miner, IBM (Data Miner and DataStage), Oracle Data Mining, and DataFlux dfPower Studio.

Completed three years toward BS, Statistics/Computer Science, Brigham Young University, Provo, UT

**Stephen Hadley**