

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

BI & Data Warehousing	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
Web Development	asp, php, Flash, Captivate, Robohelp, Tomcat, Apache
Operating Systems:	Windows 2000 & 2003 Servers, Windows XP
DBMS	DB2, MS SQL Server 2000 & 2005, Oracle, MySQL, Teradata
Software Design & Development	Excel, Visual Basic

Education

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

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