

Shannon Whalen

www.linkedin.com/in/shannonmwhalen

CAREER PROFILE

Software Engineer with a drive for using technology to improve business processes ♦ Professional background working with Data Warehouse ♦ Recognized for contribution in team environments and ability to self-direct toward deliverables ♦ Fosters new approaches to problem solving ♦ Capably builds consensus toward a solution ♦ Known for achieving successful resolution during customer interaction

SKILLS SUMMARY

- Strong knowledge of software design and development, including gathering requirements, design, prototyping, simulation, development, testing, documentation and maintenance
- Practiced in systems engineering concept, including consideration of hardware, communication, performance and scalability
- Great communication skills; presents technical concepts with clarity; adept at getting a clear understanding of client requirements, comfortable presenting to groups, and diligent in alerting user base to system outages and scheduled downtime
- Able to learn new technology quickly due to broad professional experience with hardware, communication and software products from various platforms and vendors
- Familiarity with working in a municipal organization; devoted to community building, especially with regional non-profit organizations

RELATED EXPERIENCE

Systems Analyst Programmer

2011 – present

The University of Akron – Akron, OH

- Project lead for the Curriculum Proposal System built on the Oracle Business Process Management (BPM) platform which implements a Model-View-Controller (MVC) architecture; meets with faculty stakeholders to determine software enhancement priority; designs solutions and estimates project completion; coordinates testing and migration to production
- Collaborates with technical and functional team members on data models, reports and dashboards to maximize institutional effectiveness across multiple pillars including Student Records, Finance, Human Resources and Research expenditures
- Defines user security models for applications; ensures application servers are up to date on patches and upgrades of software libraries

Graduate Student Researcher

2012 – 2014

The University of Akron – Akron, OH

- Designed and implemented an Object Oriented Simulator, implementing the MVC design pattern, to support a novel approach for material handling called Cloud Conveyors; the simulator is the primary research tool used to formulate hypothesis and demonstrate multi-institution collaborative research outcomes
- Developed website for the Complex Engineered Systems Lab; installed and configured Apache server, PHP, MySQL Database Server and Drupal content management system (CMS)
- Conducted research into supporting technical papers, software tools and software design for research projects
- Worked as lead student contributor for a successfully funded proposal to empower personalized wellness management; constructed a data management plan and reviewed proposal drafts

Software Engineer

2007 – 2011

Commercial Timesharing, Inc. – Akron, OH

- Participated in all stages of the software development life cycle; met with clients to determine software requirements and implementation schedule; designed, developed and tested software using Agile Methods
- Lead developer on Software-as-a-Service (SaaS) application that presented clients with analysis of retail sales data by abstracting Microsoft SQL Server Reporting Server (SSRS) using the provided API; wrote custom components for the extraction of EDI formatted retail sales data
- Designed a configuration management system for the TTOC, a commercial tire testing product used world-wide
- Implemented a VMware Virtual Environment; designed and configured a Cisco Wireless LAN with a wireless bridge to a remote building and roaming workgroups; installed network switches and cabling

Network Administrator

2005 – 2007

Interplan Health Group (now HealthSmart) – Stow, OH

- Installed and configured servers, switches, routers and digital telecom equipment; coordinated telecom installations in multiple sites
- Administered Windows 2003 Active Directory; defined baseline security configurations for all network systems
- Prepared \$65K annual technical budget for the regional office, projecting costs for infrastructure upgrades and determined the software licensing purchases and renewals
- Designed and operated data and application backup service; scheduled MySQL database backups and managed rotating tape backup of database, application and network share data

Global Service Desk Analyst

2003 – 2005

ERICO Products, Inc. – Solon, OH

- Provided technical support world-wide for internal users; resolved network infrastructure outages in Asia and Australia; supported remote clients with VPN issues
- Managed IT service desk ticket resolution database; built knowledge base for commonly occurring support issues; produced user documentation for software installation and use
- Administered servers in a Windows 2000 Active Directory (AD); imaged new laptops and PC's; updated servers and asset tracking database; deployed software packages using AD Group Policy

EDUCATION

M.S. Engineering – The University of Akron

B.S. Computer Science – The University of Akron

A.A.B. Information Systems – Lakeland Community College

AFFILIATIONS AND PRESENTATIONS

Member, Institute of Electrical and Electronics Engineers (IEEE); Computer Society (2004 – present)

Member, Ohio Celebration of Women in Computing (OCWIC) Steering Committee (2013 – present)

Presenter, Cloud Infrastructure for Empowering Personalized Wellness Management (2/ 2013)

http://cesl.uakron.edu/sites/mycesllocation/files/docs/pwm/ocwic_wellness_2013.pdf

Member, IEEE Akron/Canton Section Executive Committee, Webmaster (2011 – present)

Delegate, IEEE Sections Congress (2011)

Participant, OCWIC, Career Panelist and Resume Reviewer (2/ 2009 and 2/ 2011)