

PHIL COOPER

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SUMMARY

An experienced programmer/analyst with strong computer and mathematical skills. Excellent analytical and organizational skills. Knowledge of both mainframe and PC computer environments. Ability to work with and apply a wide variety of computer systems and software to solve complex problems. Demonstrated skills in formulating business requirements and supporting project documentation, successfully managing project scope, stakeholders, risks and issues.

PROFESSIONAL EXPERIENCE

TEK Systems, Greensboro, NC

September 2009 – December 2009

Consultant: Lincoln Financial Group

- ◆ Supported the conversion of the IRS system to Taxport (Convey)
- ◆ Converted the file transfer process from XCOM to Connect:Direct (NDM)
- ◆ Modified the PlanView-to-CIMS interface process

LINCOLN FINANCIAL GROUP, Greensboro, NC

August 2001 – April 2009

Senior Application Developer

- ◆ Managed the IRS system integration project
- ◆ Converted the Underwriting reporting system from PL/I to Cobol
- ◆ Developed and implemented a variety of Assembler updates to the Life-Comm processing and reporting system
- ◆ Managed the workflow of the IRS process by coordinating with both IT and business users
- ◆ Handled all tax-related processing issues including generating 1099, W2 and 5498 forms
- ◆ Managed, enhanced, and installed annual releases and various updates to the IRS software package
- ◆ Supervised the development and maintenance of the Spectrum Plus system used by Purchasing

ACUITY TECHNOLOGY SERVICES, L.L.C., Owings Mills, MD

September 2000 – March 2001

Consultant: T. Rowe Price, Inc.

- ◆ Managed and installed the tax release of the OmniPay software package
- ◆ Maintained and enhanced the OmniPay source code written in COBOL II
- ◆ Handled all year-end tax-related processing issues

MARRIOTT INTERNATIONAL, Bethesda, MD

April 2000 - September 2000

Senior Programmer/Analyst

- ◆ Developed and implemented a prototype lodging forecasting system

VAGABOND CONSULTING INC., Germantown, MD

February 1998 – November 1999

Consultant: National Automobile Dealers Association (NADA)

October 1999 – November 1999

- ◆ Performed in-depth analysis of the PC-based OmniPay system
- ◆ Developed the ACH process for installment payments
- ◆ Trained NADA personnel in the operation of the OmniPay system
- ◆ Provided technical support and assistance to the Operations team
- ◆ Performed analysis for future enhancements required by NADA

Consultant: American Express Financial Advisors

February 1999 – October 1999

- ◆ Analyzed the current production OmniPay system
- ◆ Retro-fitted the new release of OmniPay with production enhancements
- ◆ Managed the test planning phase of the new OmniPay release
- ◆ Directed technical and non-technical personnel in testing process
- ◆ Trained AMEX personnel in the operation of the OmniPay system
- ◆ Provided continuing support, analysis and performance improvements for OmniPay

Consultant: T. Rowe Price, Inc.

February 1998 - January 1999

- ◆ Managed and installed new releases of the OmniPay software package on MVS
- ◆ Maintained and enhanced the OmniPay source code written in COBOL II
- ◆ Developed and executed SAS adhoc routines for check processing analysis
- ◆ Modified existing source code and created additional programs to reduce cycle processing time
- ◆ Directed and coordinated the OmniPay Y2K renovation and verification effort
- ◆ Supported the testing and integration of the OmniPlan 7.0 release
- ◆ Provided necessary systems analysis for future OmniPay enhancements

CSC CONSULTING AND SYSTEMS INTEGRATION, Falls Church, VA

July 1997 - January 1998

Senior Consultant

- ◆ Developed Y2K test plans for a financial services firm
- ◆ Managed an integrated Y2K test team for testing MVS mainframe applications
- ◆ Analyzed IT systems to determine Y2K date requirements from business and technical perspectives
- ◆ Assisted and advised client personnel with Y2K source code remediation
- ◆ Interviewed subject matter experts to determine data requirements for all testing phases of Y2K effort, including baseline and regression testing
- ◆ Trained technical and test analysts to use mainframe utilities and Y2K testing tools

SUMMARY PRIOR TO JULY 1997

ICMA RETIREMENT CORPORATION , Washington, DC – Systems Analyst	July 1992 - July 1997
UNIVERSAL HI-TECH DEVELOPMENT, INC. , Rockville, MD – Systems Analyst	September 1989 - July 1992
QUANTUM COMPUTER SERVICES (AOL) , Vienna, VA – Computer Programmer	August 1987 - September 1989
MCDONNELL DOUGLAS CORPORATION , Long Beach, CA – Computing Analyst	January 1986 - August 1987
GENERAL DYNAMICS , San Diego, CA – Quality Assurance Specialist	October 1982 - January 1986
JOHN H. HARLAND COMPANY , Atlanta, GA – Data Processing Management Trainee	January 1980 - June 1982

SOFTWARE

COBOL, PL/I , Easytrieve, Assembler, SAS, JCL, TSO, VSAM, File-Aid, Endeavor, ChangeMan

HARDWARE

IBM 3090 MVS, IBM 4390 with VM/SP, IBM 3070, IBM 370, IBM PC, STRATUS mini

EDUCATION

Bachelor of Science in Management Science - emphasis in Computer Science and Mathematics
Georgia Institute of Technology, Atlanta, GA, December 1979

DESIGNATIONS

Fellow, Life Management Institute (FLMI)
Professional, Customer Service (PCS)