

# Steven B. Dan

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## Executive Summary

Traditionally educated and trained technology professional with over 18 years of experience designing, developing and deploying applications and managing highly complex and critical projects. Successfully managed multiple projects simultaneously through realistic planning, understanding programming lifecycles and balancing the requirements, expectations and deadlines of customers. Hard-working and intelligent team player, has demonstrated strong capabilities to learn, manage and resolve whatever was needed for the success of the organization. Able to build excellent working relationships with demanding customers, busy top management as well as focused technical experts using a practical, common goal oriented approach.

## Professional Experience

**Dan Consulting Services, Inc.:** Principal:  
www.danconsulting.com

1999 to Current

Worked with clients including The United Way of Miami Dade (VOAD), The Multiple Sclerosis Foundation, ReGenyx, Office Depot, Signal Communications and Sybase. Design and development of database applications and web based solutions.

Management and automation of a mid-sized commercial real estate business. Development of a commercial real estate management system. Responsibilities include lease administration, state and federal tax compliance, risk management, facilities management, tenant relations and retention and all financial accounting.

Languages/Technologies used include Adobe's Coldfusion, Microsoft SQL Server, Microsoft Project, PowerBuilder, HTML, Javascript, ERwin and Photoshop.

**Initiatives Corporation – contract, Dan Consulting Services**  
Project Manager, Developer, Technical Sales:

Coordinate, manage, develop and implement corporate web sites and eCommerce sites. Other responsibilities include gathering requirements, designing and architecting entire web sites included developing the database structure and object oriented methods of accomplishing work on B2B and B2C web sites. Projects included CIN, Coverall, FindMeAPro.com and Walt Disney's Swan/Dolphin Hotel conference reservation system.

**VirtualCom Inc.**

March 2000 – Jan 2001

**Director, Enhanced Services:**

Responsible for researching, performing "proof of concept" and investigating the feasibility of the latest technologies in the Voice Over IP (VoIP) market. Technologies included Cold Fusion, SQL Server, VoiceXML, WAP, Unified Messaging, Video and Voice Conferencing, Follow-me services, Netspeak gatekeepers. Worked with latest hardware including Motorola Vanguards and Cisco gatekeepers. Worked with IP telephony billing packages including MIND CTI and Primal. Designed and built an e-commerce CRM package in Cold Fusion to allow customers to contact technical support as well as allow sales to be informed of what our clients liked about our service. VirtualCom went into Chapter 11 in 2001.

**Beckman Coulter:**

May 1996 – Feb 1999

**Senior Project Manager:**

Overall responsibility for all PowerBuilder application development at Coulter as well as two critical year 2000 projects. Hands-on management of team of 9 developers. Designed and developed (with one DBA) the largest PowerBuilder/ Sybase SQL Server program of its kind. The Interlaboratory Quality Assurance Program or I.Q.A.P. statistically examined the results of over 16,000 blood cell analyzers from around the world to determine whether an instrument's output were within statistical tolerances. The system input was over 600 diskettes per day plus the manual input totaling over 2 Gigabytes of data coming into the system per month. The system produced 1,800 reports a day averaging 6 pages each which tell lab technicians if any problems were found in the accuracy or precision of the instrument. Statistical calculations compare an instrument to all other instruments in the program along with a one-page 21 graph summary of results.

Received 25% salary bonus as part of the "Key Personnel" program to ensure smooth transition after Beckman acquired Coulter Corporation. This program was offered to less than 10% of the entire IT department.

Nominated in 1997 by the CEO of Sybase for a ComputerWorld/Smithsonian "Face of Innovation" award. The I.Q.A.P. Project was inducted into the permanent archives of the Smithsonian's exhibit on Information Technology in the American History museum in Washington, DC.

**Cambridge Technology Partners:**

Oct 1995 - May 1996

**Project Manager/Lead Developer****Vicorp Restaurant Chain:**

Re-designed parts of an existing PowerBuilder application using object oriented methods. This system was responsible for all menu item changes on in-store touch screen registers including adding new items automatically and updating all item prices in 500 stores nationwide. Managed team of 4 developers working between Miami and Denver.

**The Systems Consulting Group, Inc.:**  
Project Manager / Software Developer

Jan 1993 - Oct 1995

**People's Telephone Company:** Designed and developed a PowerBuilder/SQL Server computer system for importing all pay phone data from various sources to their commission database. Helped troubleshoot and restart original FoxPro database system that would fail daily due to poor programming and indexing. PTC at that time owned the greatest number of public phones in the state. They required a system that was easily modifiable to contend with multiple telephone company changes and requirements and other growth issues. This system was the basis for all commissions paid by the company and was considered to be a key business system. Managed a team of two other developers including all project time planning, effort estimation and phased product delivery.

**Restaurant Services Inc. :** Designed and developed five of the original thirteen applications using PowerBuilder/SQL Server in just over 1 year. Developed reusable library of PowerBuilder object-oriented code to speed software development and maintenance. This system (RSI Supply) helped coordinate all the purchasing and distributing of beef, potatoes, oil, cola and paper goods for the entire Burger King chain. RSI Supply enabled users to manage all data relating to restaurants, franchisees, suppliers, distributors, distribution centers, costs and contract prices of all items as well as calculating the savings generated by mass buying and the distribution of those savings to the franchisees. Managed team of two other developers and handled customer requests for programming changes and reported time estimations to management.

**ASB Meditest:** Enlisted to help turn around a failing project. Working with the project management, the database administrator and the lead software developers, determined the root causes of the problems and explained to top management the situation and suggested solutions. Responsible for providing a "reality check".

**Andersen Consulting:**  
Senior Consultant

Sept 1990 - Jan 1993

**Pepsi-Cola International:** Designed and developed several PowerBuilder and SQL Server programs and functions as part of the Franchise Bottler Book (FBB) project. Helped manage project using Andersen's Manage/1 time and task management software. Developed internal time reporting system using extensive Excel macros to create a paperless project wide time reporting system. This system was also used for project wide billing and project completion projections.

**Florida Power & Light (FPL):** Designed and Developed mainframe (COBOL) programs to support the meter reading modules for this Florida power company. Developed various reports as well as led and participated in design sessions to ensure proper functionality of these critical aspects of this large scale development project. Modified parts of (Customer/1) previously developed programs to fit the specific needs of FPL. Worked with the Andersen methodology for system design (Design/1), project management (Manage/1) and program testing to ensure highest standards of care were employed.

**Atlanta Gas Light Company (AGLC):** Developed and tested mainframe (COBOL) reports and programs under the brand of Customer/1 to support the meter reading modules for this gas and electric public utility. Learned the Andersen methodology for developing software, testing software, creating data elements for the system wide data dictionary, and reporting progress for upper management. Technologies included Micro-Focus (PC) COBOL, SQL on DB2, CICS and Novell networks.

**Burger King:** Helped test new POS software developed by IBM. Worked with 2 others to test every aspect of the latest hardware and software developed by IBM. Responsible for documenting problems, reporting back to IBM and retesting modules as they were released. This hardware and software ended up being deployed around the country into every Burger King restaurant.

## **Education & Training**

University of Miami, College of Engineering – Introduction of Java, 2002.  
Sybase Annual Tech Conference – Project Management Seminar, 1993-1996.  
SCG – Project Management Seminar, 1995.  
Powersoft – Advanced Datawindows, 1994.  
Andersen Consulting – Client/Server Application Design School, 1992.  
Andersen Consulting – System Design School, 1991.  
Andersen Consulting – Computer Application Programming School, 1990.

University of Miami, M.B.A. with specialization in Computer Information Systems, 1990. Selected as one of the Findley Scholars - two years in a row. This merit based full-tuition scholarship is given annually to the top two incoming students per graduating class.

Boston University, B.A. in Economics, 1986.