

CINDY CRANE
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PROFILE

Skilled IT professional with substantial leadership, systems analysis and development experience required for the development of database driven web based applications. Areas of expertise include: Internet/Intranet n-tier applications, data warehouse, EIS, OLAP and reporting applications, user interface design templates as well as overall system support and training as required for successful project implementations.

PROFESSIONAL EXPERIENCE

Sr. Systems Analyst **11/2005 – Present**
Health Net Inc. Woodland Hills, CA

Actively participate in and provide leadership skills in all aspects of intranet development projects. Including: project management, systems analysis, design, development, maintenance, production support, and documentation.

- Provide both functional and technical skills to analyze, design, develop, maintain and document Intranet applications.
- Work with clients to gather requirements necessary to build intranet applications.
- Provide cost and ROI estimates and assist client partners with the creation of project documentation such as business cases, requirements, and functional and logical specifications etc. as required for the corporate standard project development life cycle.
- Provide programming expertise to create web interfaces on a Java based platform (XHTML/CSS/JavaScript/DHTML/AJAX/JSP).
- Integrate front-end and back-end development for the successful implementation of websites and applications.
- Perform usability analysis and testing of new applications, documenting and implementing recommendations where necessary.
- Provide training and support clients utilizing the content management systems to update and maintain their Intranet sites.
- Provide production support by responding to trouble tickets and customer feedback.
- Coordinate and assist in web-enabling Lotus Notes databases.

Sr. Systems Analyst **8/2002 – 10/2005**
Health Net Inc. Woodland Hills, CA

Primarily responsible for development of an EIS query reporting system that is presented to executive level management via an Internet browser. Information provided relates to business conditions such as profitability, market share, productivity, and cost management.

- Applications are developed primarily in a UNIX environment (Solaris).
- Use of ETL tool Informatica (Power Center 6) to extract, transform and load this data into Oracle tables to populate data warehouses and OLAP applications with clean, consistent, integrated and summarized data.
- Creation of an XHTML/DHTML/Java Script/CSS/PHP web based front-end GUI to report the data loaded into the data cubes.
- Responsible for gathering and documenting system requirements, creating prototypes and conducting design reviews.

Owner **2000 - 2002**

CRW Design, Glendale, CA

Primarily responsible for the management, oversight and technical knowledge of a 12-person team that completed web site design and development projects for corporate, insurance and entertainment industry clients.

- Lead multiple concurrent development efforts responsible for architecture design, programming, content management and maintenance. Applications development centered on building database driven web sites for B2B and B2C clients (See Client Project list below).

Intranet Team Leader **1997 - 2000**

Baskin Robbins, Glendale, CA

Managed a 7-person team overseeing the development of Intranet applications for the west coast IT organization. Provided web application development and design, project development and planning, resource scheduling, training and maintenance for new and existing applications.

- Applied Intranet business solutions to increase productivity reduce customer support costs.
- Acted as a liaison between the IT organization and partner organizations as a functional and technical leader of a team of Intranet specialists in a UNIX environment.
- Led the IT Communications team that improved levels of internal and external customer service.
- Developed and taught an Internet technology training courses.

Systems Analyst **1995-1997**

Baskin Robbins, Glendale, CA

Implemented and maintained new and existing decision support applications supporting the marketing, retail and manufacturing functions. Provided training and support to over 300 internal clients at all levels.

- Created ad-hoc query reports.
- Configured, installed and supported software and hardware.
- Coordinated the service of outside vendors who provided software and hardware support.

EDUCATION & CERTIFICATION

- **State University of New York – Empire State College, New York, NY**
Bachelor of Science, Information Systems – Web Application Development
- **Springboard Program, Aquent Partners, Boston MA** - Intensive advanced certificate program in Web Application Development.
- **NetBase Computing, Torrance, CA** - Effective GUI Design
- **Certified Internet Business Strategist** - Novell Education

CLIENT PROJECTS

- **<http://www.countingdown.com>** – Movie fan site owned by Dreamworks SKG.
Project: Created an Oracle driven content submission system and website. HTML, CSS, Javascript, SQL and Perl Template Toolkit.
- **<http://www.novalogic.com>** - Developer and global publisher of computer games.
Project: Provided Web content management administration and development in a Windows based environment using ASP and MS-SQL Server.
- **<http://www.mmc.com>** - Marsh & McLennan Companies
Project: Creation of browser based marketing and sales departmental training CD's using primarily HTML and Flash
- **<http://www.thinque.com>** – CRM Solutions Provider
Project: Commercial web site and Marketing Department Intranet. Create additional modules for Corporate Internet site. Create intranet site with CMS for Marketing Department via HTML, Dreamweaver, JavaScript, Photoshop and MS-SQL Server in a Windows environment.
- **<http://www.wiredagency.com>** – Web Development and Design services agency
Project: Created online presence with protected 'client only' CMS. Photoshop, Flash, HTML, JavaScript, CSS, PHP, MySQL.