# Terry Fisher tfrover751@gmail.com Phone: 917)-703-4503

**Professional Summary**

Perceptive Systems Analyst adept at designing innovative IT solutions and enhancing existing systems with new features. Committed to improving business productivity and efficiency. Specialize in applying technical expertise to develop insightful solutions applicable to current business practices.

**Core Qualifications**

● Extensive knowledge of IT procedures and available technology solutions  
● Strong ability to coordinate with external or internal clients  
● Ability to analyze clients’ existing systems and business models  
● Solid understanding of software development lifecycles  
● Excellent brainstorming abilities  
● Ability to meet strict deadlines  
● Strong analytical skills

## Professional Experience

Department Transportation, New York, NY July 1, 2007 — Present

Sr. Systems Analyst

IT — Enterprise Applications

Development, Maintain and Support multiple Departmental Applications, fix program bugs, create features needed by end users. Support web-based and MS Windows Server OS Systems and address current and new system-wide user issues.



Support Transportation Departments, CPM and Operations Planning by creating user roles and security as per requirements. Implemented web-based programs via the OCE server, IEI I browser application for viewing engineering drawings, photos, videos, database info and interactive graphical maps. Authorized users can enter assets and maintenance data.



* Troubleshoot and maintain web-based program which allows users to enter data, search drawings, blueprints, equipment, locations defect throughout the department of Transportation. This includes showing the Implementation of Business Rules related to each Department needs and requirements.

IT Resolver Group — Addressing Help Desk generated user created tickets for desktop, iPhone, and tablet support for applications such as DRAW, UCAID,



DTC users

* Map points for Departments, CPM and MOW database via DRAW Program. Troubleshoot structural defects data for Track and Engineering Department.
* Collaborate with my Team to ensure that all user requests are addressed satisfied within 2 business days.



Special Projects -SPEAR, Structured Defects, UCAID, IRIS Map, DRAW, DRAW Track Chart

Applications training, user support, field support, application troubleshooter, database tester for Front and Back-end applications, for SPEAR, RSMIS and the Federal Para Transportation Program.



### UCAID & DRAW Projects 2007-2016

Maintain support, monitor, and create File System for Unified Capital Assessment Inventory Database. Monitor Routine startup/shutdown functions, creating user-ids and passwords for new and previous database users.



DRAW is a web-based browser application for viewing engineering drawings, photos, videos, database info and interactive graphical maps pertaining to the subway system. Most is read only, but authorized users can enter some asset and maintenance data. Development, Maintenance and Support the DRAW Applications, Fix Program Bugs, create features needed by Users etc. Systems Supported: DRAW, DRAW Track



Chart, UCAID, IRIS. Set up user security levels for the departments such as: MOW, MOW Third Rail, MOW Administration, MOW Engineering, MOW Infrastructure, MOW Operations Support, MOW Power and MOW Signals.

### DRAW TRACK CHART - 2007-2016

Technical - Back-end Application Maintenance via the Web

Troubleshoot and implement Prototype web page for employee additions, changes, and inactivation by selective personnel with specified security roles while maintaining business rules relating to historical and reporting data relating to employees, Prototype reports in relation to Inspection Types during the Verification or Resolution process. The report allows the user to specify in detail the scope and dynamics of the report. Troubleshoot prototype web page for employee additions, changes and active or inactivation by selective personnel with specified security roles while maintaining business rules related to the historical and reporting employee data. Manage Inspection and development and documentation of business rules.



* Troubleshoot and maintain various Inspection types for the Department of Track such as: 14 Day Inspections, Trouble Calls, Track Walker Inspections, Managerial Inspection and development and documentation of Track Business rules.
* Troubleshoot and maintain web application prototype of the Maintenance of Way

Inspection System MOW (IRIS) utilizing Oracle 1 lg and MySQL to replace the Access 200 Front-end application connecting to Oracle 9i in a Windows XP environment. Applied integration of web application via Transportation security for user access via intranet.



* Troubleshoot and maintain web page for adding inspections, complaints, defects, comments while adhering to the Track Departments Business Rules.

PROJECTS & OPERATIONS UNIT April 1995 - 2007 - Technical Support, Level Il

* System Administrator for Projects & Operations unit. Manage inventory for hardware equipment. Design and format management reports, graphs, tables, and organization charts. Perform technical support in the areas of Library, Data entry, Production Control and Data Control/Coding. Provide computer data for monthly Car Performance data (MDBF) reports, trend chart form, utilizing the AS400 database. Monitor integrity interface with RTO mileage desk for Senior Director, Projects and Operations Department.



Maintained Performance Reviews (MPR's) for potential improvement in the operations of the data center. Prepare and recommend feedback for system administrative clerical support, monitor manual control of transaction process. Implement data entry, analyze car maintenance data records on carsub-systems, prioritize and monitor system upgrades for sub-systems or unit. Monitor all DCE Project Goals, correspondence from manufacturers and vendors for Senior Director, Projects, and Operations Department for submission to the CMO and ACMO. Implement and monitor applications for user error feedback and error corrections for long-range application usage.



CAPITAL MATERIAL DEPARTMENT - Technical Support

Aide Level Il - October 1987 — September 1989

* Performed data entry functions so material can be expedited using CMPTS. Entered data using System 38, Prapp and Wang. Entered Formal Purchase Requisitions, Bill of Material ordering request forms and G-10 forms. Researched input for errors and make corrections. Maintained sequence numbers for tracking and expediting material.

### Programming and Software Skills

Windows IE, MS Document Imaging, Windows Photo Viewer, Java, FrontPage XP, PeopleSoft

Query, Crystal Report, SQL and VBA in Access, My SQL, PL/SQL, Oracle, Visual Studio, Software Lifecycle Management, Camtasia Studio (Techsmith), version 8, SPEAR, DRAW, PhotoScape, Prism Video File Converter, Audacity, Visio, Microsoft Office, Excel, Power Point, Publisher, Spear Master, AS400/System 38, Alos Fiche Reader, Dbase, Microcomputer Fundamentals, etc.



## **Education**



IT Help Desk Resolver Group

LAN Administrator, Department of Transportation, Car Equipment Department, 1997

Allen School for Physicians' Aides — Graduated 1981 — Certified Physicians' Assistant

Benjamin N. Cardozo High School — Diploma 1979

**Accomplishments**

30+ years of experience in the field of Information &Technology with the ability to handle complicated and time critical tasks. Responsible for software analysis and applications development, Software testing, troubleshooting, upgrades, documentation maintenance and provide user testing/training in a development region.

* Project Leadership - Created user ids, user passwords, departmental system security levels, created help files, tutorials, training manuals and videos and supply user Applications training for TRO, Engineering, Infrastructure, Operations Support. DRAW Program is currently supporting over 5,000 users. Oversaw vendor qualifications and tested vendor samples for Graffiti Free Program. Candidate for the CEMAP Program. Civil Service Computer Associate with hardware and software experience. Effective leader and major contributor on a variety of projects including those requiring high level competency and dedication.

Project Management - Project Management - supervising my unit members with the design/development layout for the implementation of the Unified Capital Asset Inventory Database system (UCAID) that provides a way to view asset conditions of nearly 100 types of system assets from emergency exists to power substations. Oversee IT Resolver Groups’ new Help Desk ticketing system which is an Oracle based application manufactured by Maximo. Tickets are generated via help desk, dispersed to specified units to address user software and/or hardware issues.



* Worked with vendors, in-house groups and supervise my unit's (DRAW) Team members to evaluate quality and appropriateness of software. Developed test plans to meet business requirements and maintain enterprise standards for quality assurance.
* Designed Employee modules, Employee Security and Employee data input for SPEAR, DRAW Track Chart.
* 20 years of experience Collaborating and reviewing software designs and procedures for acceptance/maintenance testing and solution approvals for database testing.
* LAN Administrator had the necessary pcs and software installation to transition from old versions of equipment to new software and equipment.
* 20 years of experience in troubleshoot Front and Backend software development and operations.
* Maintenance & Support - Provide maintenance and system support on a daily-basis to ensure system availability for users and ensure that servers are up and running. Maintain Development and Production software databases. Troubleshoot Front End and Backend database Applications user support. Developed testing database for user testing purposes future and existing live Production databases.