

Louis H. Brunelle

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Career Objective

A proven performer who wishes to advance my career as a Computer Programmer Analyst / E-Commerce Programmer where my 24 years of dedicated experience, training and accumulated knowledge will assist in achieving corporate goals.

Profile

A fluently bilingual individual (**French/English**) with a focus on accuracy and attention to detail in all aspect of developing software. Thrives on the challenge of researching innovative solutions to problems. Extensive experience in the telecommunication field with customer service ordering system. Key strengths include:

- A gift of grasping facts and forming ideas that work
- Coordination of exact and timely information in a team environment
- Imaginative problem solving under tight constraints

IT Work Experience

E-Commerce: ASP, HTML, JavaScript/VBScript, PL/SQL, Oracle 8i, Visual Basic 6, FrontPage 2002 (3 yr.)

Windows software: MS Office, Win XP, Win 2000 Server, Win 98, BV32, Crystal Reports (3 yr.)

Windows programming: Dbase III+, Clipper (2 yr.)

Mainframe: IBM and BULL/GCOS, COBOL, COBOL II, TSO/ISPF, JCL, DOCAID, COMPAREX, CLIST, FILE-AID, SYNC SORT, Easytrieve, Libman, RACF, ACF2, IIDS (similar to IMS), VSAM (17 yr.)

Methodologies: Structure Design, Testing and Implementation (20 yr.)

Career History

**Cimatec Environmental Engineering
Contractor/Employee**

2001-Present

Maintain all computers, network, printers and programs on the company's information system. Created, developed and maintain the company's intranet and internet to centralize company's information. Created an interface program as well as a procedure to publish company's reports on the web for access by sales representatives in Canada and the United States. Moved the contact system information from a local program to a custom system on the internet.

Experience/Accomplishments

- Created a customer contact and marketing orders system over the web to replace the old software that did not meet business needs (Goldmine) to allow both inside and outside sales to view, update and enter customers as well as marketing orders into a system. This allows everyone to have current custom information at their fingertips as well as reduce the duplications of data and a gives better view of the customers. This gives the possibilities to the sales personnel to focus marketing campaigns by regions, type of business and companies.
- Created a secure sales web site to improve the order/delivery process for our end user/customer.
- In the process of creating an online ordering system for our corporate customers to purchase our products online instead of faxing or telephoning their orders.
- Created an interface program in VB6 to reformat a Business Vision report into a HTML to display on the company's web site to be accessed uniquely by sales representatives and wholesalers.

- Changed the company's network from Novel 3.21 to Windows 2000 Server, implemented a fax server network and maintained all software and hardware in the company.
- Modified, tested and implemented current reports in Crystal Reporting to meet the needs of the company.
- Created and maintained the company's intranet to facilitate storage and retrieval of company's procedures and information as well as serving as a test site for the systems moved to the internet.

CIBC**1997-1999****Senior System Developer**

Developed, enhanced and tested the information warehouse products. Problem solved and fixed variance reports as well as updated background information on the process.

Experience/Accomplishments

- Designed and implemented the 'Close Account' procedure on the RRSP sub-system to prevent closed accounts from being sent to the data-mining server.
- Designed and assisted in the successful implementation of a 'Data Integrity' sub-system for 11 interfaces as well as the reporting of those systems which pinpointed faults and prevented delays in re-runs.
- Captured and summarized customer banking transactions for the PCA/Saving and VISA system which enhanced and increased customer data.
- Increased the number of fields passed by the Mortgage system to the Information Warehouse which increased the accuracy of information.

Bell Sigma Telecom Solutions / Bell Canada**1982-1997****Consultant****/ Programmer-Analyst**

Developed and tested part of a new customer service ordering system and billing system on the mainframe side of the project. Maintained and enhanced the order system in addition to adding new functionality. As troubleshooter, supported and synchronized the testing lab.

Experiences/Accomplishments

- Implemented a standard I/O interface which reduced communications overheads by 90% and increased program efficiency by 30%.
- Initiated a retrofit while performing enhancements to a system in order to utilize the standard interface. Reduced maintenance time and the cost of further upgrades.
- Maintained, updated and added to the district Intranet web site which increased information distribution and accuracy.
- Initiated the program design and acquired customer data for the "Calling Card" marketing promotion. As a result the program was launched four months ahead of schedule and a "Teamwork" Award was received in recognition of personal effort.
- Implemented program enhancements and delivered consistent performance results on an annual basis.

Education

- SoftTrain Institute, Toronto – E-Commerce/Client Server Programming Diploma – Graduated 1st in my class of July 2000
- Centennial College, Toronto – Programmer/ Analyst diploma
- Bell Canada Institute of Professional Development

Associations

Bell Pioneers
NETTS (Network of Enterprising Telecom & Technology Specialists)