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Summary

15 Years' Experience in IT product life cycle development. Hands-on and managerial experience in:

- Project Management
- Business Analysis
- Report Automation
- Technical Writing
- Software Quality Assurance
- Statistics and Data Analysis
- SCRUM / Agile
- Database Management
- Team Development

Accomplishments

- Turned around a situation with 40 average outstanding daily customer complaints with a resolution time of 15 days to 3 outstanding daily complaints with 3-day turn-around in a period of six months.
- Led last-minute development efforts resulting in two customer "saves."
- Automated reports and audits to cut production time by a factor of 12.
- Pioneered an engineering study and tests to assess using commercial dishwashing equipment to sanitize chemical defense masks with a potential saving of 50% in labor.
- Established a software testing laboratory to leverage shared hardware resources enabling parallel testing of multiple projects without delay or conflicts.

Experience

XPO Logistics

2003 - 2019

Senior Business Analyst / Data Analyst

(2006 – 2019)

- Defined business requirements in support of dashboard (portal) development.
 - Interviewed and consulted with end users and development staff.
 - Developed and documented a methodology to define requirements and test cases.
 - Identify location for controls, prompts and other items.
 - Defined data entry prompts (single-select, multi-select, valid and default values)
 - Outlined calculations and rollups
 - Wrote test cases as requirements are being defined
 - Developers know exactly where to go for definitions and what format it will be reported in. Increases understanding and reduces need for clarification.
- Automated audits and reporting processes for myself and other analysts.
 - Reduced report production time by a factor of 12.
 - Reduced audit staff from five to one.
 - Mined data from diverse sources such as dashboard downloads, text files, other Excel spreadsheets and Oracle databases using SQL.
- Provided dashboard-like reporting in Excel using strong analytic skills such as:
 - Identify outliers using statistical process control.
 - Drill-down to root causes behind the values using Pareto analysis.
 - Use regression analysis to show trends and make forecasts.
 - Advanced financial functions.
- Engaged the Windows Task Scheduler to deliver reports on login in the morning.

United States Marine Corps Project (XPO)

(2003 – 2006)

Chemical Defense Equipment Management

- Wrote the technical portion of the winning proposal.
- Managed the Field Protective (gas) Mask program.
 - Developed a mobile application in MS-Access to issue masks out in the field and bring that data back to the main database for immediate and full accountability.
- Pioneered an engineering study and tests to assess using commercial dishwashing equipment to sanitize the masks with a potential saving of 50% in labor.

Gilbarco 2002 - 2003

Software Quality Manager

- Led the team through 87 releases with 1500+ defect discoveries in a year's time.
- Combined tracking defects on two systems: internally and reported by the customer using MS-Access to maintain data quality.
- Established a software testing laboratory to leverage shared hardware resources enabling parallel testing of multiple projects without delay or conflicts.

Metro IT Solutions

2001 – 2002

eCommerce Business Manager

- Established a business unit for eCommerce in a company traditionally devoted to supplemental staffing. First of only six offices in a nation-wide network of 40 offices.
 - Conducted meetings with customers to define requirements.
 - Presented story boards, mock up sites and prototypes to close the sale.
 - Built an infrastructure to include development, testing and staging.
 - Managed technical staff to develop, test and field the product.
- Won a \$2.5 million contract in the first 9 months.

iWorkSoftware

2000-2001

Director Product Delivery / Customer Technical Support

- Turned around a situation with 40 average outstanding daily customer complaints with a resolution time of 15 days to 3 outstanding daily complaints with 3-day turn-around in a period of six months.
 - Improved the process by which Level 2 Help Desk reported information on issues.
 - Increased communication with Account Representatives so they could communicate with client IT departments and become our "eyes and ears" on the ground.
 - Accomplished with no increases in resources.
- Led last-minute development efforts resulting in two customer "saves."
- Led the team responsible for Quality Assurance, Documentation and Training and Product Delivery and Installation. 100% on time and accurate installation rate.

Vanguard Cellular

1997-2000

Software Quality Assurance Manager

- Developed an automated test tool for Wireless Billing.
 - The QA analyst fills out spreadsheet rows with mobile number, call origination time, call termination time and other information.
 - The program produces a stream of data that looks like it came from a telephone switch.
 - Scenarios could be "hand crafted" to test specific billing plans and promotions and paths through the code.
 - Simplified regression testing. The same customer making the same calls on the same plan should always get the same bill.

Military

United States Air Force and Washington Air National Guard

- Forward Air Controller / Air Liaison Officer / Aircraft Commander C-141 / C-130
- Electrical Engineer / Communications Officer
- Squadron Commander, Combat Communications

Education and Certifications and Self-Improvement

- BS Electrical Engineering – Manhattan College, Bronx, New York
- MS – Engineering Management – Western New England University – Springfield, MA
- Certified Quality Manager / Certified Software Test Engineer
- Certified SCRUM Master
- Six Sigma Yellow Belt
- Completed 30-Day evaluation of Crystal Reports and Tableau.
- Developing applications using Power BI Desktop.