

# Andrew Cordes

## EDUCATION

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### Bachelor of Science in Computer Science

June 2005 – September 2007

Neumont University

South Jordan, Utah

Learned Microsoft .NET technology (with focus on C#), ORM (Object Role Modeling), BPMN (Business Process Modeling Notation). Completed coursework in various software methodologies, architecture, test driven development and interface design. Practiced skills & technologies in a project-based software development environment.

## SKILLS

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**Technologies:** C#, ASP, ASP.NET, .NET 1.1/2.0, Object Role Modeling (ORM), Visual Studio 2003/2005, Microsoft SQL Server, Eclipse, PHP, Subversion, Business Process Modeling Notation (BPMN), UML, Microsoft Project 2003/2007, Microsoft Word 2003/2007, Microsoft Excel 2003/2007, Microsoft PowerPoint 2003/2007, Microsoft Visio 2003/2007

**Paradigms:** Software Project Management, Technical Writing, Object-Oriented Programming, Model Driven Development, Interpersonal communication, small and large workgroup experience

## PROFESSIONAL EXPERIENCE

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### Technical Implementation Engineer / Account Manager

September 2007 – October 2008

Data Systems International

Salt Lake City, Utah

Worked with customers to effectively implement and configure an industry leading CRM/Organizational Management solution for Health and Human Service organizations. Job duties involved analyzing the current needs of the customer's organization, working with executive level staff to drive effective change in business process in preparation for implementation and configuring the solution to match the business requirements. Managed customer expectations throughout the implementation projects. Identified value-propositions for additional professional services. Worked with sales to generate scope and requirements of proposed solutions. Utilized project management skills to manage internal and external resources during projects.

### Resident Assistant

March 2006 – October 2007

Neumont University

South Jordan, Utah

Managed up to fifteen university housing units. Conducted routine inspections, enforced policy, & mentored students in their transition to life in college. Reported weekly to the Director of Student Services & Housing coordinator.

### Customer Service Manager / Traveling Supervisor

August 2003 – June 2005

Wal-Mart Stores, #1417

Prescott, Arizona

Supervised store front-end customer service, managed cashier schedules, & solved customer service issues. Worked on special tasks as assigned by store management. Traveled cumulative 24 weeks as visiting supervisor for district projects such as store remodels & new store openings. Supervised & led teams from six to ten associates to complete given tasks.

## PROJECT EXPERIENCE AT NEUMONT UNIVERSITY

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### N.O.R.M.A.

Quarter 7/8/9

Project Manager/Technical Writer

Implemented documentation for N.O.R.M.A. (Neumont Object Role Modeling Architect), a design tool for Visual Studio 2005 developed at Neumont with Dr. Terry Halpin. Created specification documents for developers, and feature documentation for user training. Worked with Enterprise client (Boston Scientific) to implement features based on their recommendations. Managed team tasks under direction from Neumont Faculty.

Technologies: Visual Studio 2005, Help Studio Lite, Visual Studio SDK, Deployment, Subversion, CVS/Sourceforge.net, Microsoft Project 2003, Microsoft Word 2003/2007, PowerPoint 2003/2007

### G.W.E.N

Quarter 6

Technical Writer

Implemented documentation for GWEN (Graphical Workflow Environment), a BPMN tool for Visual Studio 2005 developed at Neumont. Learned how to create user documentation help projects and integrate with the Microsoft 2.0 help system. Prepared documentation for public release.

Technologies: C#, Visual Studio 2005, Help Studio Lite, Visual Studio SDK, Deployment, Subversion, CVS/Sourceforge.net, Microsoft Office 2003/2007

### PHPGedView

Quarter 5

Developer

Added image & multimedia functionality to an existing software package while learning PHP. This project presented the challenge of adapting to a large software project, and learning how to work with the existing software. Self-directed learning, task management, and other team skills were necessary during the project. PHPGedView is an ongoing open source project.

Technologies: PHP, MySQL, Subversion, Eclipse

## VOLUNTEER WORK

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**Full Time Missionary Service - San Fernando, California**

June 2001 – June 2003