

# Christie Trent

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## SUMMARY

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I have been in the IT business for 15 years and have been involved in a variety of field support, database programming, data analysis, data visualization, database and query optimization and web applications development for the US Navy, Marines, Department of Veterans Affairs and the Telecommunications and Mining industries.

## PRIMARY SKILLSET

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### PROGRAMMING + SCRIPTING

PHP (Procedural + Object Oriented), SQL, t-SQL, JavaScript, AJAX, JSON, HTML, CSS, ColdFusion, VBAscript

### FRAMEWORKS + LIBRARIES

Bootstrap, jQuery

### DATABASE TECHNOLOGY

Microsoft SQL Server, MySQL, PostgreSQL, Tableau Professional, Data Visualization, Database and Query Optimization, Big Data

### WEB SERVER TECHNOLOGY

IIS, Apache, Windows 2008 Server, Linux VPS

### OTHER

Web Accessibility (Section 508 of the Rehabilitation Act of 1973), SSL Configuration, SEO, Google Adwords, Social Media Analytics, Google Analytics

**Google Analytics Certified**

## EXPERIENCE

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### **ATHENA BLUE SOLUTIONS, LLC, Owner / Programmer Analyst** (Present)

- Developed custom macros for importing and exporting data from over 20 mines located in West Virginia and Kentucky. New report system improved performance and decreased man hours and data retrieval time.
- Developed database application to display data gathered from Continuous Miners in multiple states for Mining Industry Executives to monitor drilling information.
- Developed database application which parsed XML files and allowed users to search, view and print records 24/7 from any internet-ready device. Data collection was from across the state of WV.
- Developed database application for customer resolutions in the Medical Industry for hospitals located throughout West Virginia.
- Developed initial web presence for Neany, Inc.'s Persistent Ground Surveillance System.

### **PHILLIPS MACHINE SERVICE, INC, Marketing Assistant / Computer Programmer** (2012 - 2015)

- Lead POC and Programmer for PhillipsMachine.com, a fully customizable database-driven web application used across the globe. Custom ECM (Enterprise Content Management) to allow for easy management of site content, job postings, adding pictures or new content, etc.
- Lead POC and Database Programmer for Engineering Parts Book Search which converted the existing Windows based search process for large PDF documents. Allowed users throughout the company to locate parts for all customer's mining machinery within milliseconds. Previous process could take several man hours to find the necessary documents. This project included programming, server automation, database server setup and management.
- Lead POC and Database Programmer for the Engineering Non-Compliance System. System provided automation and tracking for Parts Books issues, revisions and resolutions.
- Lead POC and Database Programmer for the Engineering Parts System. System developed to prevent duplicate parts in inventory, provide Document Tracking with an Approvals Feature, Notes Feature and automated emails.
- Lead POC and Database Programmer for the Quote System. This project was to convert the existing business workflow from a spreadsheet and email based process to a database-driven application to allow for better tracking of customer proposals. System included Proposal Creation,

Revision History, File Uploads, Approvals & Rejections Feature, Notes Feature, Automated Emails, Request for Review feature and metadata on all activity while logged into the system.

- Lead POC and Database Programmer for the MineLink project. Work with Engineering team and PLC programmer to push data from Shuttle Car mining machinery to a SQL Server Database. Database application allowed companies to view activity collected from the Shuttle Cars while they were in operation.

- Data included items such as what direction the equipment was travelling, how many tons of coal it

had loaded, if the driver was in their seat, the speed the equipment was travelling, oil levels and many other pivotal features measures by sensors installed throughout the equipment.

- Near Real-time results with data appearing on any internet-ready device within seconds of the equipment recording the data.
- Created Data Visualization using Line Charts and Bar Charts to display current and historical data of alarms/sensors that were tracked on the equipment.
- Development of MineLink was featured in World Coal Magazine.

#### **CITYNET, LLC, Software Developer** *Charleston, West Virginia (2009 - 2011)*

- Developed and deployed new applications as well as application enhancements for a suite of the company's internal database-driven business applications.
- Lead Software Developer for <http://crs.citynet.net> which is a tool for telecommunications companies throughout the country, such as Verizon, Sprint, etc. to port customers. This system auto-generates internal work orders, sends automated emails, auto-schedules into Tech Calendar and follows all current FCC rules and regulations for simple and complex port orders.
- Developed pivotal accounting reports for managing all revenue, credits, payments across Citynet (locations in Ohio and West Virginia). Previous Accounting Reports had thousands of dollars of errors and some took 30 minutes or more to run. Worked with Database Administrator to create a Data Warehouse and a nightly backup process which allowed us to improve the runtime to seconds. Extensive query optimization and data auditing throughout 2010 provided the most accurate reporting in the history of Citynet, allowing Accountants to track all revenue down to the penny.
- Optimized FTP, Website and Domain Provisioning to accommodate new server farms. Development included replication of Microsoft IIS metabase across multiple Windows servers. Modified scripts to iterate across all servers.
- Modified CallerID scripts for VoIP system to more accurately and promptly return CallerID records to customers.

#### **FDN COMMUNICATIONS, IT Project Manager** *Maitland, Florida (2004 - 2008)*

- Worked with a team of 10-13 Programmers developing database applications used for CRM, order processing and automated system processes.
- Lead POC and Programmer for database application under the Vice President of Operations. This Dispatch system handled scheduling for dispatching technicians with several enhancements which acted as the tracking and notification system for managing Field Technicians across the East Coast.
- Lead POC and Programmer for database application, Escalation System, handling customer support issues, which included an email notification system and scheduled tasks for automation. This application has assisted in resolving customer issues in a more effective and timely manner and is widely used by over 1,000 employees spanning several states on the East Coast.
- Lead Programmer for the Automated Customer Email System, enhancing communication with both FDN customers and employees.
- Lead Programmer for "plug and play" menu system for wholesale customers, which allowed FDN to offer wholesale partners access to our CRM/Ordering System within just minutes and with less training.

#### **Neany, Inc., Web Developer** *Hollywood, Maryland (2004)*

- Developer initial web presence to showcase Neany's PGSS (Persistent Ground Surveillance System) which is used by the US Military.

#### **SPECTRUM SCIENCES, Logistics Analyst** *California, Maryland (2001 - 2003)*

- Created database applications for government contractors implementing Section 508 and Navair Security standards.
- Lead POC for engineering and implement animations, graphics, web, print and CD production including graphic/interface design for US Navy, Marines and specifically Navair.
- Lead POC and Programmer for Night Vision Goggles Inventory Management System for the Vision Laboratory at Patuxent Naval Air station operated by Jerri Tribble, Ph. D.
- Lead POC and Programmer for database application for the Department of Veterans Affairs to convert their existing paper and fax process to find Physicians for Veterans health needs to a web-based application that was available 24/7 from anywhere in the world.

**COMPUTER TECHNOLOGY SERVICES, INC., Field Service Technician** *California, Maryland (2001)*

- Temporary contract for the initial phases to develop an intranet for the Navy and Marine Corps (NMCI, or Navy Marine Corps Intranet) which evolved to now include over 350,000 computers serving over 700,000 Sailors, Marines and Civilians.
- Assisted in surveying computers, tracking hardware and software, as well as running diagnostics used to map and engineer networks at Patuxent Naval Air Station and Webster Field in Maryland.

## EDUCATION + TRAINING

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**Concord University** *Athens, WV (1994 - 1997)*

- Enrolled in Computer Information Systems (GPA: 3.6/4)
  - Transferred out of state to Valencia College in Orlando, Florida.

**Valencia College** *Orlando, FL (2004-2005)*

- Enrolled in Database Technology: SQL Server Specialization (GPA: 4/4)
  - Institutions dropped the program after 1 year of attendance due to low student enrollment.

**Training the Experts** *Remote, WV (2015)*

- Completed and received Certificate for CISCO VoiceXML Applications Developer

**Duke University** *Remote, [www.coursera.org](http://www.coursera.org) (2015)*

- Currently enrolled in Excel to MySQL: Analytic Techniques for Business Specialization (GPA: 4/4)
  - Successfully completed and received Certificate in Business Metrics for Data-Driven Companies
  - Successfully completed and received Certificate in Mastering Data Analysis in Excel
  - Successfully completed and received Certificate in Mastering Big Data in MySQL
  - Currently enrolled in Data Visualization and Communication with Tableau (Currently 98.5%)

**Johns Hopkins University** *Remote, [www.coursera.org](http://www.coursera.org) (2015)*

- Currently enrolled in Data Science Specialization (GPA: 4/4)
  - Successfully completed and received Certificate in Data Science Crash Course
  - Successfully completed and received Certificate in The Data Scientist's Toolbox

## VOLUNTEER

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**Center for Independent Living** *Winter Park, Florida (2003 - 2004)*

- Volunteer programmer & designer for the Center for Independent Living to provide web application features for users who are color blind and blind.
  - Developed animations, graphics, registration forms and content that was Section 508 of the Rehabilitation Act of 1973. All work was readable with JAWS (Job Access With Speech) screen-reading software for the blind.

**Code.org International Hour Of Code** *Charleston, West Virginia (2015)*

- Volunteer Instructor for the Annual International Hour of Code through Code.org.
  - Volunteered at Elementary School which was in the Top 10% of the lowest test scores in West Virginia.
  - Teaching included game development in Star Wars, Minecraft and Frozen.

**WV Hive - WVU Tech O'Dell Hall Coding Lab** *Beckley, West Virginia (2015 - Present)*

- Volunteer to setup and maintain the Coding Lab.
  - Setup and configured 6 Raspberry Pi workstations.
  - Setup and configured PiNet on a Linux Server.

**WV Hive - Cyber Security Beckley, West Virginia (2016 - Present)**

- Volunteer Board Member to help start and maintain a Cyber Security Program.
  - Program will teach middle school students who to run a NOC / HelpDesk Center.
  - Program will help students to attain a variety of certifications, such as CompTIA A+ and a series of CISCO and Microsoft Certifications which will prepare them for working in the IT field.

**100 Girls Of Code, West Virginia Territory West Virginia (2016 - Present)**

- Volunteer Chapter Organizer and Instructor.
  - The goal of 100 Girls of Code is to offer free workshops to 100 girls each year in the state of West Virginia to provide hands-on training in a variety of classes ranging from website to video game development.
  - Young women will be eligible for scholarships, discounted online training and access to all free workshops.

**RECOMMENDATIONS**

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I have consistently received excellent reviews and many recommendations throughout my 15 year career in the Information Technology business.

**Recommendation from Vice President of Operations, Timothy Tuck**

“As an executive familiar with the activities associated with IT/Programming services in addition to the corporate departmental needs for effective IT/Programming services, I have found it to be a rare occurrence to find an IT professional that is capable of understanding the complexities of a company's processes and user needs and capable of designing and coding effective and efficient systems to support the users needs. Christie is such a rare individual.

I and my team members had the pleasure of working with Christie on a number of Customer Experience Systems. Her ability to engage and assist my team with the development of appropriate requirements and the execution of those requirements into some of the most effective systems I have used was superb. My team without exception considered the success of these projects to be the direct result of Christie's involvement and leadership.

My direct involvement in all of the systems developed with Christie's assistance echoed my team's experiences of working with Christie. One of the most successful was that system associated with the development of a Customer Escalation module, not only was the system and UI excellent, her release notes were so effective my Training team used them as the basis for the entire corporate training and communication process for the system rollout.

Without hesitation, I highly recommend Christie. Please do not hesitate to contact me if I can provide any additional insight into her excellent qualifications and skills.”

**REFERENCES**

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<p><b>Retired Navy Commander</b> Tom Fleischman 301-904-0399</p>	<p><b>Sr. IT Operations Engineer</b> Eric Stocker Charter Communications, Inc. 407-496-8460</p>	<p><b>Systems Administrator</b> Rich Acevedo The Institute of Internal Auditors, Inc. 321-436-0361</p>	<p><b>Professional Engineer</b> Filip Korngut World Energy Management Systems 647-920-7966</p>
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