CHARLES O'SHEA

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CAREER SUMMARY

Thorough, upbeat, detail oriented Information Technology professional with extensive experience. Dependable, self motivated employee whose major strengths include outstanding leadership skills, excellent communications skills, the ability to work independently or within a team environment and proven good judgement for decision making.

- Ability to train others
- CLP Notes Application Developer with a proven track record in designing and developing varied applications from workflow solutions to complex business processes using Lotus Notes 4.x and 5.x
- Develop internal and external websites using HTML, PHP and CGI/Perl using cutting edge applications, including Dreamweaver and Photoshop
- Strong familiarity with entire software development life cycle – requirements, definitions, design, development, testing, implementation and maintenance/enhancements

PROFESSIONAL EXPERIENCE

Independent Consultant   2003 - Present

As co-owner of CEO Consulting, provide web development services including:
- Domain registration
- Web hosting
- Weblog development
- Podcasting
- Digital video content

Additionally, we provide computer hardware and software support for both the PC and Macintosh platforms.

SAIC/BP/ARCO, Los Angeles, California   1996 – 2003

Notes/Web Developer 1997 - 2003
- Project Lead in migration all Lotus Notes Applications form Notes 4.x servers to Notes/Domino R5 servers.
- Liaison between ARCO Lotus Notes/Web team and the British Petroleum Notes group in the post merger consolidation.
- Worked on transition of Lotus Notes applications to British Petroleum environment. Researched the development of applications in MS Exchange. The decision was made to work with Notes using Outlook mail and Web enabled Notes applications for access from ARCO Intranet when appropriate.
- Worked with clients on all project phases, i.e. initial request through final acceptance. Process included application/web page design, specifications, prototype development, client meetings, final design, beta testing and acceptance.
- Designed an "Application Acceptance Agreement" that is used by the department during the initial phase of application creation. This assures that the client and the developer agree on the scope of the project. If new specifications are requested during development they are evaluated and are either incorporated or slated for a future release.
- Developed an Invoice Payment Control Application that tracks all payments under $1000.00. Those payments are in turn automatically routed for approval and payment. This application replaced a completely manual system, improved the approval process and reduced time to complete payment from weeks to 2 days.
- Created a Notes application for tracking franchisees not in compliance with ARCO franchise agreements. This application allows field personnel to be able to complete default forms while in the field and then transfer that information via a dial up connection. Data is then automatically routed to Retail Marketing for further action.

Desktop Application Support   *1996 – 1997 Contracted to ARCO through BDM Technologies*
- As a senior member of the ARCO Systems Help Desk, supported internal corporate applications, including core mainframe applications and a wide array of systems developed using the Microsoft Office Suite (Excel, Word, Access, Exchange, Outlook, PowerPoint). This included both phone support and desk-side consulting to all levels of ARCO management.

Independent Consulting Projects   1996 - Present
- Designed and developed Internet sites, www.raceready.com and www.elprietorun.org.
- Designed and developed database and web site on a volunteer basis for "Shoes That Fit", a 501C non-profit organization. Web site http://www.shoesthatfit.org

HARTKA & CO., INC., Burbank, California   1994 - 1996
System Administrator
- Managed and directed data entry staff of 12. Met all goals for daily work and created billing in excess of 25 million dollars a year
- Introduced networking concepts to the office and successfully supervised the installation of a Novel Network
- Setup immediate IT response team that could travel to any destination in the country and be ready to start operations within 24 hours
- Proposed new development tools to replace obsolete software. Became part of team for the creation of new system

ALL MICRO, Santa Clarita, California   1991 - 1994
Information Technology Consultant
- Designed and implemented training classes for Word, Word Perfect, Excel and Access. Packaged and marketed training classes bringing in a 12% increase to revenue for during the first year.
- Serviced hardware and software to keep hardware in a cutting edge environment and software up to date.
- Consulted with clients on their hardware and software configuration in order to consolidate functions and streamline their operations.

LOS FELIZ FORD, Glendale, California   1989 - 1991
System Administrator
- Analyzed existing purchased software which resulted in acquisition and installation of new hardware and software
- Administered three separate mini-computer systems containing multiple applications including general ledger, accounts receivable & payables, payroll, parts inventory and repair order generation.
- Created and managed a $40,000 inventory of computer supplies.
- Provided support for 20 plus personal computers.
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TECHNOLOGY SKILLS

Lotus Notes 4.x and 5.x, HTML Coding, Macromedia Dreamweaver, ColdFusion, Adobe Photoshop, PHP, CGI/Perl script for data gathering .

EDUCATION & CERTIFICATES

University of Northern Colorado, Greeley, Colorado   **1974**
Bachelor of Science in Business Administration - Marketing Major

Lotus Certified Professional   **1999**