

MICHAEL D. SHOOK

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Profile

- EDI Analyst with broad knowledge of logistics and warehouse B2B processes
- Systems Analyst with strengths in deep research and process improvement
- Solution Architect and Software Designer experienced in problem solving and non-traditional methods
- Team player with outstanding communication and interpersonal skills

Technical

- Certifications: CompTIA Network + and A+
- EDI Software: Extol Business Integrator
- EDI Documents: X12 Transportation and Supply Chain
- EDI Transports: AS2, FTP, SFTP, Email, Direct File Transfer
- Programming: MS VB Script, MS T-SQL, Oracle PL/SQL
- Software: MS Office Suite, HelpSystems AutoMate

Work Experience

Senior EDI Analyst, Barrett Distribution Centers, Franklin, MA (May 2014 - Present)

- Work with customers and vendors to design solutions for B2B and B2C data integration
 - Transports: AS2, eMail, FTP, SFTP and various web APIs
 - Documents: X12, UCS, VICS, EDIFACT, XML, JSON, XLS, XLSX, User Defined and CSV
- Design custom software or integration solutions to enhance functionality of deployed applications
- Prepare functional documentation and process documentation
- Subject Matter Expert for X12 and EDIFACT EDI data transactions
- Subject Matter Expert for Extol Business Integrator software
- Subject Matter Expert for HelpSystems AutoMate software
- Provide peer training, both on new technologies and for existing technologies for new associates
- Applications developed include:
 - Custom API integration solution to connect to Sales Force application and convert between JSON and XML file formats
 - Application to archive and sort X12 and EDIFACT EDI documents according to the Trading Partner IDs and Transaction Set
 - Automated processes to convert X12 and EDIFACT EDI documents to HTML and either upload them to a SharePoint site or email them
 - Automated processes to verify all integration software packages are running normally by using round robin tests and heartbeat monitoring
 - Automated processes to verify all third party email packages are running normally by interrogating their API and round robin testing

Owner, Omega Tower Design Partners, Alexandria, VA (June 1999 - Present)

- Currently providing internet services and websites for four individuals
- Currently providing internet services and website for one organization
- Write and support web applications, five currently available
- Write and support windows desktop applications, two currently available

Implementation Specialist, mindwrap, inc, Warrenton, VA (October 2013 - May 2014)

- Wrote VB6 application that interfaces with Optix Workstation using COM object calls for major client to provide custom file processing and interface
- Assisted in design of custom Optix Workflow and processes for major client
- Implemented first live install of Optix COLD 8
- Performed final end-to-end testing of Optix COLD 8
- Design and implement proof of concept software to allow Zendesk to access Optix Archive Server objects

Architect & Operator, refuse4research.org (May 2008 - March 2013)

- Build pool of recycled Linux servers and connect them to the World Community Grid
- Achieve ranking of 648 out of 613,865 members
- Design and operate website with live updates from servers and real time performance charts
- Design and manage mySQL database to house live statistics and other website needs
- <http://www.refuse4research.org/>

Senior Systems Analyst - EDI, Saddle Creek Logistics Services, Lakeland, FL (August 2010 - April 2013)

- Continue all duties of Systems Analyst - EDI
- Architect and implement installation of Extol Business Integrator
 - Work with consultants to re-engineer existing set of one-off EDI solutions into a comprehensive EDI package that can be easily deployed and maintained by the EDI staff
 - Reconstruct existing SQL procedures and other custom code to work with Extol Business Integrator
 - Train Extol consultants and staff in the needs of a 3PL business and how it differs from their usual customers needs
- Provide System Testing and Upgrade Support for all major corporate software upgrades and conversions
- Provide peer training, both on new technologies and for existing technologies for new associates
- Projects outside of primary job scope include:
 - Architect new Data Integration Business Processes to better compartmentalize the Data Integration system so that fewer custom integrations are required
 - Design new PDF Attachment Auto Print Process to allow emailed .pdf files to be printed to a printer specified in the file name
 - EasyView Crystal Reports Viewer implementation to replace older report automation application
- Applications developed include:
 - Inventory Management System for a unique customer opportunity
 - User Codes Management System to move requirements for hardcoded value conversions into an easily manageable system of externally held data

Systems Analyst - EDI, Saddle Creek Logistics Services, Lakeland, FL**(August 2007 - August 2010)**

- Work with customers and vendors to design solutions for B2B and B2C data integration
 - Transports: AS2, eMail, FTP and SneakerNET
 - Documents: X12, UCS, XML, User Defined and CSV
- Work with internal departments to design solutions for A2A data integration using MS SQL stored procedures, AutoMate, DTS, SSIS and MicroStrategy NarrowCast
- Design custom software or integration solutions to enhance functionality of deployed applications
- Conceive and implement automation solutions to enhance end user productivity
- Prepare training manuals, functional documentation and process documentation
- Projects outside of primary job scope include:
 - Assist Marketing Department with Corporate Website to facilitate their more involved needs and requirements
 - Architect a Web application framework utilizing MS Single Sign-on and .NET Roles to allow for rapid development and roll out of small helper applications across multiple departments and core systems.
- Applications developed include:
 - Error Log Management System to allow the Data Integration team to acknowledge and manage bulk error log messages so that none were overlooked
 - HR Department's internal web site using SharePoint Services 2.0
 - Hyper-Text application to archive and purge captured EDI documents and log files
 - Project Documentation and Status Management System for the IS Department's Project Manager
 - Web application to track a customer's RMA business

Technical Analyst - Business Continuity, Saddle Creek Logistics Services, Lakeland, FL**(August 2004 - August 2007)**

- Implemented and managed Off-Site Recovery Data Center
- Designed and managed the Business Continuity and Disaster Recovery systems
- Maintained and operated the Corporate Data Center
- Wrote custom business software and databases using Crystal Reports, Visual InterDev, MS SQL Server, MS Access, MS FrontPage
- Responsible for equipment purchase quotes and maintenance of vendor relationships
- Performed high level Business Impact Analysis to identify key issues and risk factors
- Projects outside of job scope include:
 - Servers Alive software solution to actively monitor corporate IT infrastructure, computer systems and services
 - KVM/IP solution to remotely manage offsite hardware and servers
 - IS Department's internal web site using SharePoint Services 2.0
 - ActiveKB knowledge base solution for IS Department
 - Company wide monitoring of all core UPS equipment, Data Center backup generator and primary CRAC unit
 - Open source thin client solution allowing the re-use of PCs that were beyond their end-of-life
- Applications developed include:
 - Web application to track Network subnet assignments for all of the facilities
 - Web application to manage fixed IP addresses and track data about the equipment assigned
 - Web application to track and inspect data accumulated by the Servers Alive software
 - eForms to be used internally to ensure the capture of all necessary information from users and administrators during problem solving

Technical Analyst - RF Systems and User Support, Saddle Creek Corp., Macon, GA

(May 2002 - August 2004)

- Maintained RF terminals and all RF equipment
- Maintained and operated the IT infrastructure and servers for the Macon, Villa Rica and Atlanta facilities
- Responsible for equipment purchase quotes and maintenance of vendor relationships
- Responsible for the relocation of the company office and all IT infrastructure to a different facility
- Managed local interactions with a major client including remote printing, VPN, EDI
- Maintained and resolved equipment lease agreements and obsolete equipment sell offs
- Applications developed include:
 - Web application to track RF equipment repairs, shipping information and current status
 - Web application to manage excess inventory of IT equipment so other facilities could requisition it
 - IS department corporate intranet site and sub-webs

Computer Technician, Bandit Lites, Inc., Knoxville, TN

(May 1996 - September 2001)

- Assisted The Director of Computer Resources with the corporate computer system
 - Provided company wide help-desk services with workstations using various Microsoft operating systems including DOS, Windows for Workgroups 3.11, 9x, NT Workstation, and 2000 Pro
 - Provided company wide help-desk services with software including Acrobat, AutoCAD, Excel, Front Page, Norton / Symantec Anti-Virus, Outlook, PageMaker, PhotoShop, Word
 - Assisted in the rollout of Windows NT4 / 2000 from Windows 95 platform
 - Built, maintained and repaired servers using NT 4.0, 2000 and Novell 3.1
 - Built, maintained and repaired workstations using Microsoft operating systems including DOS, Windows for Workgroups 3.11, 9x, NT 4.0 Workstation, and 2000 Pro
 - Installed building wide CAT5 Local Area Network wiring and control equipment including the Ascend / Lucent Pipeline family of routers
 - Responsible for equipment purchase quotes and maintenance of vendor relationships
 - Wrote custom business software and databases using Visual Basic, Visual InterDev, MS SQL Server, MS Access
- Assisted The Director of Computer Resources with corporate internet needs
 - Administered virtual Private Wide Area Network using tunneling and trusted sites methods
 - Administered internet based E-mail systems using Rockliffe MailSite and MS Exchange
 - Administered ISDN and T1 broadband access
- Designed, wrote for and maintained all of www.BanditLites.com and sub-webs
- Wrote for and maintained Bandit Lites, Inc. corporate intranet site and sub-webs

Certifications

- Network + Certified Service Professional - CompTIA (June 2004)
- A+ Certified Service Professional - CompTIA (March 2002)
- CyberLight and Intellabeam Warranty Repair Technician - High End (June 1996)
- Lodestar chain hoist Application and Maintenance - Columbus-McKinnon (February 1994)

Education

Bachelor of Fine Arts in Theatre Arts, State University of New York College at Fredonia

(1991)

Concentration in Technical Design and Production

- 280 Central Ave. Fredonia, NY 14063
- 3.14 Cumulative average
- May 1989 Outstanding Senior in Production
- May 1988 Outstanding Achievement and Contribution to the Theatre Arts Department