

Brian Patrick O'Connor

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SUMMARY OF SKILLS AND EXPERIENCE

- ❑ B.S. degree in Computer Science
- ❑ Numerous courses in hardware and software development for business applications
- ❑ Systems Programming/Support experience for a major insurance company
- ❑ Consulting/Sales experience as Senior Computer Specialist with Radio Shack/Tandy Corporation
- ❑ Proven ability to analyze system requirements and advise users on the most appropriate hardware/software
- ❑ Strong troubleshooting skills to diagnose system/programming bugs
- ❑ Excellent at providing user support and training

EDUCATION

ST. JOHN'S COLLEGE, Queens, NY

1980

B.S. in Computer Science (summa cum laude)

SOFTWARE / LANGUAGES

AmiPro ... ANSI C ... Banyan Vines ... basic JCL ... basic TSO/SPF ... Blinker ... Borland C++ ... Clip 2 ... Clipper ... Codebase 4.5 for Visual Basic ... COBOL ... COBOL QuickJob ... dClip ... FORTRAN ... FoxPro ... FUNCKy Library ... Harvard Graphics ... Microsoft Office 2000 ... MS-DOS ... PowerPoint ... Quarterdeck DESQview ... QuickJob

PROFESSIONAL EXPERIENCE

THE MINUTEMAN INSURANCE COMPANY, Boston, MA

1990-Present

Systems Programmer

- ❑ Work with a multi-user, Banyan server-based Disability/Major Medical Insurance system for processing underwriting applications and updates (UAS).
- ❑ Program analysis, coding, documentation, testing, debugging and implementation on all phases of UAS enhancements.
- ❑ Perform similar duties on all phases of a system called Plan Information Data Base for issuing policy contracts.
- ❑ Develop operations manuals and train users.

PROFESSIONAL EXPERIENCE (continued)

Achievements:

- Analyzed and fully developed a reporting system that supplies upper management with daily/monthly reports showing Underwriter/New Business performance.

THE PATRIOT INSURANCE COMPANY, Boston, MA

1984-1990

Systems Technical Support

- Provided technical support to the New Business Health Division (50 employees), which processed 30,000+ applications annually.
- Reviewed and analyzed new products and modifications for system upgrading of all external files.
- Participated in preparing test strategies for new products.
- Developed test patterns for both new and existing products by using system environment (65 databases).
- Monitored the success of all test functions.
- Maintained documentation for new products and for system upgrading.
- Trained users.
- Performed extensive troubleshooting of production problems.
- Prepared operator manuals.
- Improved my knowledge of software

RADIO SHACK / TANDY CORPORATION, Queens, NY

1980-1984

Senior Computer Specialist/Assistant Manager

- Based in store that was in Top 10 of 7000 countrywide
- In charge of all in-house computer training
- Responsible for educational and retail sales in the Computer Division
- Analyzed system requirements of customers
- Assisted with installation and PC support
- Troubleshot customer hardware/software problems

Achievements

- Received numerous awards for Outstanding Performance