50 Vernon Street, Suite 5, Brookline, MA 02446 * Phone: 617-529-6036 * Email: mmaug@yahoo.com

Michael R. Mauger

Skills: Oracle, MS SQL Server, MS Access, C/C++, VB/VBA, UNIX, Windows, MS Excel, MS Word

FleetBoston Financial, Waltham, MA   December 2003 - Present
  (During acquisition by Bank of America; Contractor through Professional Alternatives, Inc.)

Senior Marketing Database Consultant

* Developed reporting to measure response rates and revenue generated for an ongoing bank marketing campaign. Worked directly with report recipients to refine and enhance the report contents. Bank and Brokerage operations provided data feeds with response activity. Mail vendor provided semi-weekly mail drop data. Financial data was pulled from the enterprise data warehouse and the marketing data mart. Analysis and reporting was implemented with SAS and Informix.

* Implemented a database merge/purge data file for the maintenance of email addresses and opt-out status. Addresses and opt-out state came from four separate data sources. Opt-out settings had to be applied consistently across all email addresses owned by a customer and across all customers that shared an email address. Updates were applied on a regular basis to Fleet's data warehouse and Bank of America's data warehouse to meet Federal SPAM regulations.

PreVision Marketing, LLC, Lincoln, MA   November 2002 - October 2003

Senior Systems Analyst

* Developed a Web registration database that captures e-mail addresses and subscriptions and also provides services that support viral (refer-a-friend) e-mail campaigns. The database is implemented with MS SQL Server 2000 using stored procedures and is synchronized in real-time with a third-party e-mail vendor via a Web API. Data is fed weekly into an integrated direct mail/e-mail database implemented in Oracle 9*i*. Ten Web sites use the database through an API implemented by a Cold Fusion form.

* Converted existing e-mail data from another vendor using Oracle 9*i* PL/SQL packages.

Fidelity Investments Institutional Services Co., Inc. (FIIS),   February 1999 - April 2002
Boston, MA, Smithfield, RI
  (Independent Contractor through Veritude, A Fidelity Investments company)

System Analyst/Consultant

* Automated sales division reporting process using MS Access and MS Excel; reduced production effort from three man weeks to two-man days.

* Compiled sales production and market penetration data for executive management. Data included employee activity, client coverage and territory alignment analysis.

* Served as liaison between sales, compensation and accounting organizations to ensure consistency in metrics and reporting standards.

* Developed a visual report writer in VBA as an MS Excel add-in module.

* Developed an MS Access add-in module in VBA to optimize Oracle SQL development from within MS Access.

* Developed a module to initiate and run standard database processes in MS Access.

* Transitioned production processes and sales data mart from MS Access to an enterprise Oracle platform.

* Awarded three "Service Quality" awards for providing outstanding service to business partners.

Quadris Consulting, Inc., Wellesley, MA   June 1995 - January 1999
  (Sold by JYACC, Inc. March 1998; Acquired by Agency.Com September 1998)

Principal Consultant

Fidelity Investments Institutional Services (Boston, MA; Smithfield, RI; Marlboro, MA)

* Designed and developed MS Access database that automates query execution, identifies invalid data and tracks the analysis and correction of the invalid data.

GTECH Corp., Singapore Pools, Ptl (West Greenwich, RI)

* Authored business and technical specifications for an international account-based wagering system that places bets over a touch-tone phone.

* Designed and implemented the telephone wagering account database schema, including tables, indexes and transactional procedures, for Sybase System 10 on a Digital UNIX/Alpha platform. Consisted of over 100K lines of SQL DDL scripts.
* Designed and implemented control procedures to reconcile account management system with Interactive Voice Response units (IVRs) and GTECH's GOLS lottery system.
* Implemented tools to produce both production database scripts and HTML documentation of the database schema from a single source.

GTECH Corp., Massachusetts State Lottery (Braintree, MA)

* Designed and developed modifications to Claims and Payments sub-systems to satisfy Massachusetts State Lottery requirements. Modified sub-systems initially deployed for Keno to support all lottery games.
* Implemented changes in Sybase System 10 database schema and GTECH's Pro:Sys gateway to provide more flexible functionality.

JYACC, Inc., Wellesley, MA   May 1992 - May 1995
  (Now Prolifics, Inc.)
Product Manager

* Defined product architecture for bi-directional transfer of analysis and design information between JAM application forms and CASE tool repositories.
* Implemented integration layer between JAM/CASE and JAM form editor.
* Implemented JAM/CASE user interface within the JAM form editor environment.
* Designed and implemented form library and source code control interfaces in JAM 6 form editor.

JYACC, Inc., Wellesley, MA   May 1990 - May 1992
  (Now Prolifics, Inc.)
Senior Consultant

Lotus Development Corp. (Cambridge, MA)

* Developed database initialization procedures for a direct marketing database; loaded 4GB, 40+ million rows into Sybase on VAX/VMS.
* Re-designed and implemented nightly batch update procedures to run in available processing window. Increased parallel processing and preprocessing of data in C prior to loading into the database.
* Developed tools to simplify source code control, build procedures and deployment using Unix-like tools.

Commonwealth Gas Company, Southboro, MA   January 1986 - April 1990
  (Now NSTAR Gas Company)
Supervisor of Application Development and Operations

* Managed project schedules and resource assignments for application development team.
* Managed daily operations on VAX/VMS Cluster, LAN, and WAN connecting three DECnet networks with IBM SNA System/390 environment.
* Coordinated data transfers between local applications and enterprise Mainframe applications.
* Designed and implemented application development tools to support VAX/VMS, C, Oracle 5 development by less technical staff.
* Designed and implemented office automation tools to provide word processing, spreadsheets, graphics, e-mail, and group messaging for 300 users on VT text terminals.

Engineering, Planning and Management, Inc., Framingham, MA   June 1984 - December 1986
Software Analyst

* Developed application development tools for internal staff.
* Supported Engineering, Financial and Human Resource applications.
* Assisted Operations staff in maintaining VAX/VMS, Oracle 3, C, and DECnet environments.
* Developed specifications for porting HP 3000 application with IMAGE/3000 network database to VAX/VMS platform with Oracle database.

Rensselaer Polytechnic Institute, Troy, NY September 1980 - May 1984
BS Computer and Systems Engineering

Database

Oracle 9*i* PL/SQL
Microsoft SQL Server 2000
Sybase System 10
MS Access
Informix
SAS V8

Programming

ANSI C, K&R C, C++
Korn/Bash Shell
Visual Basic and VBA
JAM, Prolifics Panther
Data Modeling (Entity-Relationship Diagrams)
Process Modeling (Data Flow Diagrams)
Familiarity with Booch and Unified Modeling
Language (UML)

Operating Systems

UNIX (Solaris 2, SunOS, AIX/6000, Digital UNIX,
HP-UX)
MS Windows 9x, NT, 2000
VAX/VMS, Alpha OpenVMS, HP 3000
Familiarity with IBM System/390, CICS, SNA

Internet and Markup

HTML, XML, XSLT, XSLFO
PHP 3 and 4
Cold Fusion 5
Java
JavaScript
Literate Programming, TeX

Office Software

MS Office 97/2000 (Word, Excel, Access,
PowerPoint, Outlook)
MapPoint
Visio
OpenOffice.org 1.1

Networks

TCP/IP
Microsoft Network, Netware
DECnet

GNU Emacs Contributor

sql-mode (Maintainer)
Windows port