

# Thomas Cordell

2829 Bentwood Way, McKinney, TX 75071

PHONE: 254.523.7951

TCORDELL8891@HOTMAIL.COM

## PROFESSIONAL PROFILE

- High-performing individual with expertise in directing highly complex projects that build and optimize organizational processes.
- Skilled strategist who transforms business requirements and specifications into workable solutions.
- Results-driven achiever and effective team leader with exceptional interpersonal skills.
- Highly flexible and adaptable performer; adept at multi-tasking and thriving in a fast-paced environment while coordinating numerous time-sensitive projects.

## AREAS OF EXPERTISE

- ◆ End-to-End Project Management
- ◆ Process Design/Redesign
- ◆ Process Automation
- ◆ Microsoft Operating Systems
- ◆ Microsoft Office Suite
- ◆ Microsoft VB Scripting
- ◆ XML Configuration
- ◆ HTML/PHP/JavaScript
- ◆ UML/System Sequence Diagrams
- ◆ Specialized Documentation
- ◆ Customer Relations
- ◆ C#/C# .NET
- ◆ Problem Solving/Troubleshooting
- ◆ NAILBA/LUS/ACORD Standards
- ◆ Microsoft SQL Server DML
- ◆ ASP.NET / VB.NET
- ◆ AS400 Operations
- ◆ Adobe Captivate
- ◆ ADDIE Model
- ◆ Flash CS4
- ◆ Search Engine Optimization
- ◆ Digital Imaging
- ◆ Share Point Management

## PROFESSIONAL EXPERIENCE

**Application Developer**, *EMSI Inc*, Irving, TX

**June 2009-Present**

- ◆ Application Development.
- ◆ Application Specifications.
- ◆ Process and Deployment Documentation.
- ◆ Pilot Fish Management

### *Achievements and Accomplishments:*

Migrated all legacy conversion applications to C#.  
Utilized Pilot Fish software to create a single interface point for all ordering channels.

**Connectivity Manager**, *EMSI Inc*, Waco, TX

**Mar 2007- June 2009**

- ◆ Manage the department that sets up custom connectivity between EMSI and their customer companies.
- ◆ Manage a team of 3 Business Analysts working multiple projects to setup customer ordering, imaging, and/or status retrieval.
- ◆ Duties include but are not limited to the following:
  - Project Management
  - Department Management
  - Consolidation, Standardization, and Automation of Business Processes
  - Share Point Management
  - Ticket/Error Management

### *Achievements and Accomplishments:*

Designed a front-end web page to manage Broker Accounts  
Designed a Generic Export application that is 100% configurable to any result format to reduce the need for programming and speed up setup time.  
Designed monitoring scripts that report server outages immediately and reduce down time.

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## PROFESSIONAL EXPERIENCE CONTINUED

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### **Connectivity IT Lead, EMSI Inc, Waco, TX**

**Aug 2006-Mar 2007**

- ◆ Mentor other analyst while setting up custom connectivity between EMSI and their customer companies.
- ◆ Mentor other analyst while managing multiple projects to setup customer ordering, imaging, and/or status retrieval.
- ◆ Design Connectivity Standards to increase productivity

#### *Achievements and Accomplishments:*

Created a fail-over system for core infrastructure components using VM Ware and Microsoft Server 2003 Operating System. Developed standardized and configurable scripts that optimize setup time for customer projects. Mentor 2 Business Analyst and 1 .NET programmer to maintain a system that used to be supported by 4 Business Analyst, 2 System Engineers, and 3 senior programmers.

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### **Business Analyst, EMSI Inc, Waco, TX**

**Aug 2004-Aug 2006**

- ◆ Create and setup custom connectivity between EMSI and their customer companies.
- ◆ Manage multiple projects to setup customer ordering, imaging, and/or status retrieval.
- ◆ Write automation scripts that automatically, check for, package, encrypt/decrypt, and deliver Medical Records.

#### *Achievements and Accomplishments:*

Defined, tested, and deployed the USAA B2B imaging project faster than our competitors, giving EMSI the lead for a huge win in terms of Market Share in the Exam Division.

Defined, tested, and deployed an application that will allow EMSI to export images from the Imagine System and import them directly to customers using Paperclip without the need for third party software.

Helped develop a plan that will standardize Transmissions, allowing setups to be streamlined and more efficient.

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### **Lead Operator, EMSI Inc, Waco, TX**

**Dec 2001-Aug 2004**

- ◆ Monitor, manage, and assist over 2,000 simultaneous users in 7 different states with connectivity and system issues.
- ◆ Troubleshoot connectivity and network issues with both PC's and AS400 consoles.
- ◆ Run day-ends, month-ends, and backups on four different AS/400 systems and generate reports for senior management.
- ◆ Create documentation on all processes and ensure others are trained accordingly.
- ◆ Use Microsoft Office to organize processes, create reports, graphs, and spreadsheets as requested by senior management.

#### *Achievements and Accomplishments:*

Documentation of procedures and processes ran to expedite the training of new and current employees.

Organization of PC files and application structure to simplify processes and allow further enhancement to operations.

Automation of large account processes such as Monthly Billing for GEFA.

2003 Employee of the Quarter /2003 Employee of the Year

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## EDUCATION

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Bachelors Degree in Information Technology, University of Texas at Brownsville, 2009

Associates in Computer Information Systems with Honors, McLennan Community College, 2008

Associates in Arts with Honors, McLennan Community College, 2008

Certification in Application Development, McLennan Community College, 2008

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*(References available upon request.)*