

Marilyn Taylor

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PROFESSIONAL SUMMARY Versatile, results-driven Senior Business Systems Analyst with extensive experience in data mining, database performance optimization, and complex report generation. Broad background includes application development, business process re-engineering, testing, integration, disaster recovery and support. Track record of achievement supporting numerous leading financial organizations, such as Citibank, Bank of America, and many more.

- Exceptional ability to analyze and translate technical information to top-level management as well as diverse end-users.
- Skilled at working with corporate leaders and technical teams to bridge the gap between business requirements and IT solutions.
- Flexible and resourceful, using strong communication, planning, and listening skills to deliver projects on time, despite aggressive timelines.
- Outstanding dedication to client relations and customer service, resulting in consistent, repeat business, and long-term contracts.

TECHNICAL SKILLS

Languages: Nomad2, COBOL, SQL, Informix ACE, Fortran, Compass, SAS, FOCUS, VBA
Databases: DB2, IMS, Informix, MS Access
Platforms/Hardware: IBM mainframes, PC, Mac, CDC Cyber, DEC, Amdahl, HP3000, Windows XP/2000, Unix
Software: VM/CMS, VM/ESA, OS/VS, NOS, VMS, REXX, EXEC, EXEC2, SCRIPT, PC-DOS, WordPerfect, MS Word, MS Excel, MacDraw, HTML, VMCenter products (VMTAPE, VMSCHEDULE, VMSECURE), AWK (NAWK), Bourne Shell, NROFF, JCL, JES2, TSO, Xedit, VI Editor, SPSS, CA7 Scheduler, OSSORT, SYNCSORT, CPI, Infopac, Teradata, Ultraquest, CASE, Quickbooks Pro, Crystal Reports

PROFESSIONAL EXPERIENCE

RECA Foundation & 4People.org, Kennewick, WA **03/2005 – 01/2008**
Created reports showing usage and demographics of the case management system. Managed information and referral database, Created mailing list from e-mail address in the database for Outlook. Provided other ad-hoc reporting.

Allen Brecke Law Offices, Kennewick, WA **03/2006 – 06/2007**
Bookkeeper/Assistance Case Manager

Omaha Woodmen, Kennewick, WA **06/2003 – 07/2004**
Insurance Agent

Consulting Projects **09/1986 – 12/2002**

Clients: Citibank/West, Union Pacific Railroad, Bank of America, First Nationwide Band, Genentech, Levi Strauss & Co., Federal Asset Disposition Association, Chevron, Federal Home Loan Bank

Citibank/West (04/1994 – 12/2002)

Performed effective database mining and tuning, ad-hoc report generation, and application development on projects supporting the credit policy, treasury, community lending, and wholesale lending departments

Key Accomplishments:

- Restructured critical databases tracking load performance reducing report

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processing time from 90 to 10 minutes as well as decreasing disk space usage by 25%. Modified user interface from prompt-driven to Windows-based with pop-ups and pull-down menus. Enhanced system to allow users to sort criteria, order, and subtotal data elements.

- Produced a new series of trend analysis report programs for credit policy and whole lending departments, including programs to compute revenue for Washington state taxes on mortgage loan fees.
- Supplied ad-hoc report programming and data mining for Community Redevelopment Act (CRA) examination by the Office of Thrift Supervision.
- Extensively modified systems tracking commercial loans to a single borrower or entity (real estate, SBA, and other business loans).
- Developed a system for monitoring Affordable Housing Program “silent 2nds” loan performance and payoff.
- Identified problems in the foreclosure/bankruptcy system database tables and recommended changes, resulting in repair with no loss of data.
- Authored disaster recovery plan and contributed to testing for MIS systems in all departments. Conducted acceptance testing for Ultraquest.

Union Pacific Railroad (08/1993 – 04/1995)

Built applications to monitor refrigerated cars and track setouts and repair. Produced ad-hoc reports showing historical repairs for railroad cars and locomotives involved in a major derailment

Key Accomplishment:

- As team leader, supplied training and mentoring to junior developers.

Bank of America (03/1992 – 07/1993 & 04/1998 – 07/1998)

Major technical resource during merger with Security Pacific Nation Bank. Created reports to track retention of accounts. Modified table-driven asset and liability management systems to handle banking product conversions. Also built a consumer lending letter and report generation system.

Key Accomplishments:

- Restructured databases to reduce DADS requirements and increase reporting speed. Reduced one database to less than 1/4th its original size (from 512,000 4192-byte blocks to 27,000 4192-byte blocks) and increased the reporting speed of another nearly 6 times.
- Converted databases and modified systems to handle larger (5 digit from 4) department numbers and new organizational rollup. Modified reports to run under a report-generator environment with dynamically selected sorts.

Additional Projects

- **First Nationwide Bank:** Created monthly summary databases for agent commissions and guarantees (Nomad2). Designed and wrote an application for tracking fair lending as required by the Community Reinvestment Act (CRA).
- **Genentech:** Maintained an Informix database that tracked research and materials for external collaborators. Rewrote SQL query so that it ran 32 times faster for 2 regulatory reports. Wrote and modified ACE reports and NAWK scripts. Designed forms on the Macintosh. Modified Shell scripts for porting from one VAX platform to another
- **Levi Strauss & Co.:** Authored a technical implementation and disaster recovery plan for batch process on the IBM mainframe. Developed an acceptance test plan for an Informix-based telemarketing system using Levi's custom Test Tracking Tool.
- **Federal Asset Disposition Association:** Rewrote, enhanced, and

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maintained an expense revenue tracking system. Re-engineered numerous procedures to speed up processing of shared databases, resulting in 5 users completing 20 transactions within 10 minutes using the same test cases. Also rewrote upload proc, reducing processing time from 24 hours to just 1.

- **Chevron Information Technology:** Converted Nomad procedures and execs from VP/CSS to Nomad2 and Exec2 on VM/CMS. Developed routines for conversion and tape backup, resulting in project completion 2 weeks ahead of schedule.

PRIOR EXPERIENCE

From 1976 – 1986, held permanent positions with AMEX Life Assurance, Bank of America, Pacific Telephone, Control Data, and Humboldt State University

EDUCATION

B.A. Mathematics, cum laude, Humboldt State University