

MARK PLOCHARCZYK (plo har check)

Phone (708) 381-0356 • mark@plochdesigns.com

SUMMARY

23 years information technology experience including owning my own consulting practice for 10 years. Four years team leading experience on both mainframe and PC platforms. Exceptionally flexible, having worked on a variety of applications both working in a team environment or independently as needed. Proven ability to learn new technologies quickly. Completely familiar with the full system development life cycle. Experienced with design, development, implementation, maintenance, support, production support and training of business applications.

PROFESSIONAL EXPERIENCE

DJM Technologies (PlochDesigns.com), Crestwood, IL

February 2002 – Present

Owner

PC Software:

Adobe Photoshop, Adobe Pagemaker, Google Apps, GoToMyPC, HTML, MS Windows , MS Access, MS Excel, MS Word, MS IE, ODBC interfaces, SOAPware (EMR), Quicken, Quickbooks

- Provide technical support for hardware & software applications on site and remotely.
- Consult various medical practices on various hardware and software purchases.
- Designed and maintained wireless office networks.
- Created various patient forms used in medical practices.
- Developed and maintained database queries to extract patient diagnosis and demographic information.
- HIPAA (Health Insurance Portability and Accountability Act) manager.
- Developed websites to utilize SEO best practices.
- Developed and maintained various websites:
 - ❖ goatheads.org
 - ❖ plochdesigns.com
 - ❖ ourfamilydoctor.biz
 - ❖ saintalsschool.org
 - ❖ thegolftripnline.com
 - ❖ triciakrause.com
 - ❖ trimlawninc.biz
 - ❖ uspestcontrolco.com
 - ❖ villageofcrestwood.com
 - ❖ vistafamilymedicine.com

CAP GEMINI ERNST & YOUNG, Chicago, IL

1999 - 2002

Application Manager/Team Lead

PC Software:

Lotus Notes, Lotus Script, MS Windows , MS Access, MS Excel, MS SQL 7, MS Word, MS Project, MS IE, Netscape, ODBC interfaces, PlanView, and exposure to Cognos.

- Application Manager for the company's project / resource management and time and expense software for 547 user's required weekly time and expense tracking.
- Headed the support team for two years for the organization's 547 associates and served as primary contact for the vendor.
- Supervised technical setups, reporting functions, security & user setups.
- Solved users problems by leveraging assistance from technical support and vendor help desks.
- Provided software administration services including client (desktop) installations, scheduled batch jobs, applied scheduled software releases, monitored audit logs and ensured proper backup and restoration of these systems.
- Provided desktop support for corporate billing system, which consisted of supporting the time and expense reporting software, maintaining the time and expense database, as well as maintaining, enhancing and developing MS SQL based reports.
- Supervised the generation of weekly, monthly and yearly financial reports.
- Worked closely with members of the finance team and project managers in making software enhancements and in developing various financial and project metric reports.

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- Supervised the implementation of two successful upgrades, one hardware and one software, which increased application stability and performance by 85%.
- Streamlined the steps used to track resources, which eliminated redundant efforts in the process, which reduced errors by 100%.
- Maintained and modified department's 10 Lotus Notes databases. Created a array of views used to export data to other applications for data warehousing and reporting.

WASTE MANAGEMENT INC., Oak Brook, IL**1989 - 1998**Sr. Programmer

1993 - 1998

Programmer

1990 - 1993

Jr. Programmer

1989 - 1990

Intern

1989

PC Software:

Lotus Notes, Lotus Script, Lotus 123 for Windows, MS Windows , MS Access, MS Excel, MS SQL 7, MS Word, MS Project, MS IE.

Mainframe Languages:

ADABAS, Natural 2, COBOL, VSAM, JCL, TSO/ISPF, DYL-280

Intranet / Internet Team

- Responsible for supporting the companies 500 Lotus Notes databases. All work implemented within the timeframe and quality level required in the service level agreement.
- Developed and implemented as well as cloned over 30 Lotus Notes databases.
- Implemented over 500 Lotus Notes security changes by updating ACL's as well as custom security for individual databases.
- Modified over 100 Lotus Notes databases by enhancing forms, views, and agents.
- Increased performance of heavily used databases through data archiving and compression.

Financial systems

- Team leader of the Short Term Projects/ADHOC team.
- Oversaw the delegation of projects and supervised the 7 member team.
- Created, maintained, and enhanced more than 250 programs in the company's billing system.
- Responded to a weekly average of 25 production problems by creating customized reports and correcting online errors in on call status.
- Created and implemented test plans for all projects to ensure the validity of the financial data.

Various projects

- Completed tasks included coding, testing plan design, unit/system testing for both batch and online programs.

EDUCATION

Moraine Valley Community College, Palos Heights, IL, AA Liberal Arts

ProgramAble for the Disabled, Chicago IL, Computer Training

AFFILIATIONS

Member of the Community Affinity team at Cap Gemini Ernst and Young. Participated in publishing the company's monthly newsletter.

Activity Director with the Muscular Dystrophy Summer Camp program for six years. Developed day and night activities for the annual summer camp for children with disabilities working with a volunteer staff of 15 to 20 individuals.