

Neil Robertson
El Cerrito, CA 94530
510 525 3686
Neil.Robertson@comcast.net

Project Manager/Business Analyst

Mainframe software designer/developer and project manager with 30 years of experience designing and implementing ERP software for Fortune 500 sized corporations. I am particularly skilled in the space where business professionals, application developers, DBA's, and Systems Programmers intersect. I have a demonstrated ability to acquire new skills and knowledge rapidly.

Professional Experience

Independent Consultant, El Cerrito, CA (2/2005 – Present)

I have been providing contract services primarily, but not exclusively, on the Walker ERP system. Highlights include:

- **Programmer/Analyst for Liberty Mutual, Portsmouth, NH:**
 - Worked on many projects for their online Billing system, mainly as a software developer, but **Business Analysis** was required on most projects
 - Projects included:
 - Protecting Non-Public Private Information (NPPI)
 - EFT Authorization
 - Credit Card processing
 - Account Level Billing
 - Interfacing to an Interactive Voice Response system
- **Project Manager for IBM Services, , on-site at Fireman's Fund in Novato, CA:**
 - Driving the pilot project for a complex software conversion to successful completion.
- **Memphis City Schools, Memphis TN:** I have been hired for 7 separate projects by MCS, indicating their satisfaction with my services. Projects included:
 - **Project Manager** for implementation of a web based front-end to their Procurement system
 - Setting up their Encumbrance accounting system for the next Financial Year (4 years in a row)
 - Migrating their ERP Software, including all their customized code, to the latest release

Senior Technical Consultant, Walker Interactive, San Francisco, CA (4/1999 – 2/2005)

Providing consulting services to Fortune 500 sized companies throughout the US, Canada, Europe, and Asia, billing out at around \$160 per hour. My main strength, outside of a deep understanding of the Walker software, was my ability to perform a wide variety of roles. For example:

- Helped customers tailor the Walker software to their specific needs
- Designed and built additions to the Walker software
- Designed and taught various classes (including setting up web-based services)
- Provided pre-sales support (building demo systems to a prospect's requirements and acting as a technical resource on sales calls)
- Installed mainframe software, including DBA and Systems Programming tasks

- Installed, tuned, and benchmarked the Walker system at IBM in Poughkeepsie, achieving 183 transactions per second on a G4 processor
- Onsite support for Essbase based (multi-dimensional database) financial applications

Customers included: New Centuries Energy (NCE); Canadian Forest Products; Liberty Mutual; Memphis City Schools; Shopko; Johns Manville; Orange & Rockland; UCLA; SAKS; RHB Bank; Food Lion; APL; Milliken

Software Development Manager, Walker Interactive, San Francisco, CA (7/1989 – 4/1999)

My group was a development SWAT team, responsive to Sales and Marketing. I:

- Started the group and pioneered methodologies that enabled a 6 month software development life cycle, compared to the 18 month life cycle of the full Walker product line
- Brought seven products and features to market
- Represented Walker at User Group meetings
- Pioneered the use and distribution of 3rd Party Software as a VAR
- Was a hands-on manager whose roles included Project Manager, Business Analyst, Technical Coder, Technical Writer, QA, and Instructor.

Our products were primarily mainframe but they also included middleware based on EDA/SQL and financial reporting tools based on Essbase. My people were primarily employees but I also managed contractors and off-shore resources.

Early adopters of our products included Western Resources, Canadian Forest Products, Central Illinois Public Service, The Smithsonian, Memphis City Schools, Tennessee Valley Authority, and the US Postal Service.

Senior Technical Consultant, Walker Interactive, San Francisco, CA (11/1987 – 7/1989)

Customers were a variety of Fortune 500 sized companies throughout the US and Canada. Projects included: Software Installation; Teaching; Designing and coding product enhancements; Migrating customers to new releases.

Customer Support Analyst, Walker Interactive, San Francisco, CA (11/1985 – 11/1987)

I was responsible for the most technical aspects of the software, the database and TP monitor interfaces written in Assembler.

Product Manager, Walker Interactive, San Francisco, CA (5/1984 – 11/1985)

I was the Technical SME for a new division tasked with selling Walker's software development tools and methodologies as a stand-alone development platform.

Systems Software Developer, G.T. Software, Atlanta, GA (5/1983 – 5/1984)

I designed and built a query system based on GT Software's 3270 screen painter

Systems Programming Consultant, Rendeck Software, Atlanta, GA (1982 – 1983)

Contract systems programming of DOS/VSE and VM/CMS systems.

Systems Software Developer, Altergo Software, London, UK and Boston, MA (1976 – 1982)

Technical support and development of Shadow II (a TP monitor). I wrote assembler code and specialized in programming and debugging local and remote 3270 protocols (most interesting was persuading hardware manufacturers that their 3270 compatible equipment wasn't).

Systems Programmer, Unichem Ltd, London, UK (1973 – 1976)

I started as computer operator, became a programmer/analyst, and ended as a Systems Programmer.

Computer Operator, British Insurance Ass., London, UK (1972 – 1973)

In my brief tenure at the B.I.A. I learned all about operating their 360/30 and absorbed most of the 360 Principles of Operation, to the extent that I could write programs directly in machine code.

Education

I went to St. Andrews University in Scotland to study Pure Physics and Applied Math (1969 – 1970), which is where I was introduced to computers. This was before Universities offered Computer Science degrees, so I started in the computer business as a trainee computer operator instead.

Extra Curricular Activities

I help to teach Scuba diving and I find it nicely balances teaching software.

I'm a guest lecturer on Marine Ecology at City College of San Francisco, which helps me practice public speaking.

I maintain my websites with nothing more complicated than Notepad, writing my own HTML, CSS, and JavaScript as a way to learn those languages. If you would like further details of my career to date, please visit <http://neilland.net>. My personal website is at <http://neilland.com>.