

Randolph Dukes, M.S.
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SUMMARY

This resume outlines more than 14 years of successful experience that spans 4 industries leveraging information technologies (IT). With experiences in state government (in a legal office), higher education (as a programmer, instructor and Business Analyst), telecommunications and construction, a diverse work history has been built on the solid foundation of 2 college degrees (B.S. and M.S., both in Computer Information Systems). This is a natural analyst who has been involved in every possible aspect of IT including, but not limited to, programming, system analysis & design, project management, hardware installation & configuration, network & database administration, team dynamics, budget justifications and Quality Assurance.

SKILLS

Software: Campus Management's CampusVue, SCT Banner, Mitrastech's Corporate Legal Management System (CLMS), Microsoft Office Suite, Microsoft Project, Microsoft Visio, Adobe Photoshop, Macromedia Dreamweaver, Microsoft Outlook, Mozilla Firefox, Mozilla Thunderbird

Reporting: Microsoft Access, Microsoft Excel, Crystal Reports

Hardware: Network Servers, Database Servers, Personal Computers

Systems: Microsoft Windows (2000, XP, Vista), Unix, Linux, Oracle, Sybase, Novell NetWare

Languages: Visual Basic, C, C++, Hyper Text Markup Language (HTML), JavaScript, PHP, COBOL, ANSI-SQL, Transact-SQL, PL/SQL, Oracle Forms

EDUCATION

Master of Science in Computer Information Systems Nova Southeastern University	March 2000 Fort Lauderdale, Florida
Bachelor of Science in Computer Information Systems DeVRY Institute of Technology	October 1994 Atlanta, Georgia

CERTIFICATIONS

Exin ITIL Foundation in Information Technology Service Management	October 2006
CompTIA A+ - Hardware	October 2006
CompTIA Network+	June 2006

COMMUNITY SERVICE

100 Black Men of Greater Fort Lauderdale, Inc General Member (Previous Board Member and Previous Event Planner)	2006 - Present
Urban League of Broward County Volunteer	2008 - Present

BUSINESS EXPERIENCE

Business Systems Analyst - Higher Education

Campus Management Corporation

2007 - Current

Boca Raton, FL

Responsibilities: Worked with internal and/or external customers to review, analyze and evaluate business systems. Defined software requirements to meet clients' needs. Coordinated requirements gathering and analysis sessions to direct the roadmap of our software solution. Documented requirements, prepared use cases, assisted with design decisions, produced process flows, and documented functional specifications for clients.

Achievements:

- Directed the successful integration of an ERP (CampusVue) and an Open Source LMS (Moodle).
- Provided technical support [including client site visits] with the Product Management team.
- Created functional documents and work flows for clients.

Adjunct Professor & CNET Instructor

Florida Metropolitan University, Keiser Collegiate System

2002 - 2007

Fort Lauderdale, FL

Responsibilities: **Keiser Collegiate System:** Taught the technology course designed for new students and students enrolled in the business, criminal justice, health care, and hospitality programs. Planned and designed course work for classes instructed. Taught the following course(s); Introduction To Computers (Microsoft Office Suite), Windows Server 2003, Linux, PC Service & Support, Internetworking Technologies (Cisco & Network+) **Florida Metropolitan University:** Advised students and department head on future course scheduling. Taught the following courses; C, C++, COBOL, JavaScript, Programming Logic, Data Communications, Systems Development Life Cycle, Microsoft Office Suite, Advance Excel

Achievements:

- Implemented an online assignment submission form for students affected by rainy season
- Maintained an average score of 5.6 out of 6 on student evaluations
- Maintained an average passing percentage of 90%

Information Technology Consultant

Miller Construction Company, LM Development Group Inc., Proietto Painting, Inc. Fort Lauderdale, FL

2004 - 2007

Responsibilities: **Systems Analyst:** Begin each project by discussing the systems issues with managers and users to determine its exact nature, then defined the goals of the system and divided the solutions into individual steps and separate procedures. **Database Coding:** Identify user requirements and test & coordinate modifications to computer database systems. **Programmer:** Write, test, and maintain detailed code instructions for various systems. In addition, I conceive, design, and test logical structures for solving problems using computer systems, or improved business processes.

Achievements:

- Completed all projects on time.
- Created one-touch stable solutions.
- Established, and maintained, positive business relationships.

Systems Analyst, Sr.

Convergys Corporation

2000 - 2002

Cincinnati, OH

Responsibilities: At the Jacksonville Florida Call Center; Led trouble ticket investigations and analysis. Conducted business process investigations and analysis for the production support team. Coordinated process improvement investigations and analysis for users. Trained users on software utilization and provided on-site support. Hosted on-site visits for the client (AT&T). At the Cincinnati Ohio Offices; As a testing team lead, Developed and implemented software configuration testing strategies. In addition, supervised test case design, development, and execution.

Achievements:

- Decreased trouble ticket resolution time by 50%
- Increased support response times by 30%
- Declined trouble ticket creation by 20%
- Supervised the creation of 200+ test cases

Programmer Analyst III

Nova Southeastern University

1998 - 2000

Fort Lauderdale, FL

Responsibilities: Coordinated business process improvement analysis. Managed projects for SCT Banner code modifications and system upgrades. Scheduled and conducted requirements analysis meetings and user site visits. Designed and developed code modifications using C, UNIX Shell Scripting, Oracle Forms, Oracle PL/SQL, Visual Basic Access and Microsoft Access. Trained staff members and provided ongoing support for SCT Banner.

Achievements:

- Improved trouble ticket (for assigned module) response time by 14%
- Increased departments approval rating
- Reduced report requests (for assigned module) by 50%
- Negotiated an outsourcing effort with executive level management

Information Technology Consultant

QEI Data and Training, Inc.

1998 - 2001

Alexandria, VA

Responsibilities: **Database Programmer/Analyst:** Provided independent contractor and project management services. Prepared data flow requirements. Planned, designed & developed client/server utility software. Coded database utility software using Visual Basic and ANSI-SQL. Trained staff members and provided ongoing support.

Achievements:

- Reverse-engineered a database entity diagram
- Planned, Design & Wrote database independent SQL code using ANSI-SQL commands
- Successfully met the project timelines

Information Systems Specialist

Florida Department of Transportation

1995 - 1998

Fort Lauderdale, FL

Responsibilities: Authored information technology budget justifications and budget projects. Trained staff members on CLMS utilization and provided ongoing support. Managed and installed hardware upgrades. Planned, designed, developed & implemented the database conversion project. Installed and administered all office servers. Provided all trouble ticket investigation and resolution. Developed automated database driven document creation. Designed and developed reports using Crystal Reports Professional, Transact-SQL, Microsoft Access and Visual Basic Access.

Achievements:

- Maintained 97% average uptime for all servers
- Increased productivity by 25%
- Provided all technology service needs to Office of the General Counsel