

# Albert Holtsclaw

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## Education:

[2007 to 2009] **East Tennessee State University** - Johnson City, TN  
Master of Science in Computer and Information Science, GPA: 3.88

[2002 to 2007] **East Tennessee State University** - Johnson City, TN  
Bachelor of Science in Computer and Information Science, GPA: 3.39

## Professional Experience:

[August 2015 to Present] **East Tennessee State University, Office of Information Technology**

- **Position:** Database Administrator
- **Responsibilities:** Serves as database administrator and dev/ops engineer responsible for maintaining Oracle databases versions 11g/12c. Maintains campus Ellucian Banner ERP system software, including regular software patches and upgrades. Maintains/installs/configures Ellucian and 3<sup>rd</sup> party ancillary products such as Banner Document Management (BDM) and International Student & Scholar Management (ISSM). Designs and builds additional software and components as needed.

[August 2014 to July 2015] **East Tennessee State University, Office of Information Technology**

- **Position:** Information Systems Analyst III
- **Responsibilities:** Served as technical lead for multiple Ellucian Banner/ERP projects that affected a variety of university functional areas. Lead the development, installation, and/or maintenance of in-house applications, reports, and databases as well as university purchased software such as Argos, UC4, etc. Prioritized, assigned and supervised the duties of Analyst II programming staff. Maintained multiple production and development Web and database servers.

[May 2011 to July 2014] **East Tennessee State University, Office of Information Technology**

- **Position:** Information Systems Analyst II
- **Responsibilities:** Programmer / analyst role that primarily worked with Ellucian's Banner ERP system and custom Web applications that supported various university functional areas.

[July 2009 to September 2010] **CGI Federal**

- **Position:** Consultant / Web application developer
- **Responsibilities:** Performed Classic ASP and ASP.Net Web application development for front-end and back-end systems on Medicare.gov, MyMedicare.gov, and CMS.gov Websites.

[August 2007 to May 2009] **East Tennessee State University, Computer and Information Sciences**

- **Position:** Graduate Assistant/Instructor
- **Responsibilities:** Taught and managed multiple sections of Using Information Technology

Core Programming	C#, Pro*C, C++, VB.Net
Markup & Web	XHTML, HTML 5, XML, XPath, XForms, JavaScript, JQuery, CSS
Server-side Technologies	PHP, ASP, ASP.Net, ASP.Net MVC, LINQ, Entity Framework, SOAP, WCF
Other Scripting	Bash/Shell, Sed, Awk, SQL, PL/SQL, T-SQL, Oracle SQL
Database & Resource Mgmt.	MySQL, SQL Server 2000 to 2012, Oracle 9i to 12c, SAP ERP, Ellucian's Banner ERP
Banner Systems & Related Tech.	Discoverer, Argos, Appworx/UC4, Banner SSB, Banner INB, BDM, ISSM/fsaAtlas
Operating Systems	Windows (all), Unix/Linux (RHEL, Fedora, Ubuntu, Solaris, CentOS, etc.)
Computer Graphics	Adobe Photoshop 6.0 & CS3+, Paint Shop Pro 6 & 7
Usability	Section 508 (guidelines), WCAG (guidelines), JAWS (software),
CMS & Related Software	Drupal, Wordpress, PHPBB, Woltlab Burning Board
Version/Change Management	Git, TFS, Visual Source Safe

## Accolades in Education:

- Outstanding Graduate Student – ETSU Department of Computer and Info. Science (2008-2009)
- Member - Upsilon Pi Epsilon, International Computer Science Honor Society (2007-present)
- Dean's List – Fall 2006 and Spring 2007

Last Updated: 18-Apr-16