

WILLIAM B. HAUCK

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SUMMARY OF QUALIFICATIONS

Computer applications and systems specialist with experience ranging from end user support to work flow design and system integration; management of local IT department, coordination of offshore resources.

SKILLS

Department Management	User Support	Ruby on Rails
Offshore Team Coordination	Linux (Slackware / RedHat)	Perl
Project Management	Mac OS X	MariaDB; MySQL
Technical Writing	Windows 7, 10, Server	JIRA; ServiceNow

CAREER EXPERIENCE

Amazon

Seasonal Fulfillment Associate October 2017 - Present

- Facilitate logistics requirements for inbound packages
- Assist new associates with proper procedures and equipment use

Univision Communications, Inc.

Senior Application Analyst May 2015 - September 2016

- Support WideOrbit Network traffic system
- Maintain client and vendor relationships
- Lead meetings with internal clients and vendors to coordinate custom development
- Provide second level support to end users
- Provide weekly status updates to upper management

Log Editor, Traffic August 2014 - May 2015

- Satisfy regulated non-commercial promotional requirements (PSA's)
- Coordinate with Sales and Copy teams on late and special orders
- Deliver daily show and commercial schedules for broadcast
- Reconcile broadcast against schedule to ensure proper billing
- Diagnose contract issues

University of Pennsylvania Hospital System

Web Developer December 2013 - April 2014

- Created new web applications in Ruby on Rails
- Programmed new features / bug fixes for custom PHP-based web applications
- Designed / implemented database schemas and stored procedures in Oracle
- Participated in daily stand-up as well as sprint planning and retrospective meetings
- Utilized VersionOne (Scrum) software to receive and track work

Digitas Health

Principle Software Engineer January 2012 - September 2012

- Coordinated on-site and offshore technical resources
- Updated client websites through Interwoven TeamSite Templates
- Hand-edit pages for both code and content
- Built and deployed updated C# code base to TeamSite / websites
- Provided deployment support to other developers

Director, Internet Technology Solutions

February 2011 - January 2012

- Coordinated on-site and offshore technical resources
- Provide deployment support to developers
- Architected new workflows to streamline content entry and deployment
- Architected new content models to eliminate duplicate promotion copy entry
- Train and support software developers on TeamSite use

Independence Blue Cross

Manager, Corporate Communications Systems

May 2008 - February 2011

- Managed, assisted, and coached IT department dedicated to Corporate Communications
- Performed yearly reviews and provide coaching throughout the year
- Supervised and assisted staff running Linux and Mac server environment
- Developed custom solutions in Perl for review system reminders and FAQ approval notices
- Developed automatic utility in Perl to automate cyclical job creation in FileMaker-based tracking system

Web Content Software System Administrator

April 2002 - May 2008

- Installed, maintained, and provided user support for Microsoft Office SharePoint Server 2007
- Created Knowledge Base and wrote articles for end user self-support
- Installed, upgraded, and maintain Interwoven TeamSite
- Wrote 200+ pages of system and end user documentation for applications I supported
- Provided primary administrative support for WebTrends web analytics and Ultraseek search engine software
- Designed, developed, and implemented custom work flow logging and reporting system for Interwoven TeamSite using Perl, MySQL, and Apache HTTPD all running on a Slackware Linux server

Interwoven, Inc.

Technical Consultant

April 2000 - April 2002

- Installed, configured, and customized TeamSite, Templating, OpenDeploy, and DataDeploy
- Developed Content Templates using XML and Perl
- Integrated TeamSite with web servers (IIS, IPlanet, Apache) as well as with IBM WebSphere using Interwoven Turbo
- Configured DataDeploy to work with Oracle and MS SQL 7.
- Worked with business units to gather requirements and design business solutions around TeamSite

Penske Truck Leasing, Inc.

PC Help Desk Support Technician

September 1997 - April 2000

- Developed / maintained web-based Help Desk surveys, automated results and Sigma ratings
- Provided phone / network support to service shops, rental counters, and office Penske Net users.
- Assisted in installation of server for Clientele call tracking system
- Performed daily repairs and backups of Clientele database system
- Assisted in rewiring data closets

EDUCATION

Keystone College (La Plume, Pennsylvania)

Associate Degree, Magna cum Laude

Computer and Information Science