

Glen C. Smith

Overview

I have over 25 years of "been there, done that", hands-on industry experience in both the public and private sectors. I am a quick-learning team player who enjoys working with senior management as well as mentoring junior team members and students of all kinds.

Seeking a challenging position that will utilize and further develop my skills in:

- Website and Content Management Systems
- Internetworking Systems and Support
- Enterprise Information Architectures
- Enterprise Data and Metadata Management Solutions
- Web/ASP-hosted Application, Integration and Service Solutions
- Customer Relationship Management/Marketing (CRM) Solutions
- Data Warehousing/Mining and Analytics Solutions
- Business Intelligence (BI) and Knowledge Management Solutions

Experience

10/2001 - present **Dana Hill Group, Ltd.** New Hampton NH

CEO and Founder

- Business Objectives: Providing comprehensive, information-based solutions for small to medium sized public and private organizations; including data quality, systems integration, consulting and support. Solutions range from school district-wide solutions, customer relationship management and marketing (CRM) to data management, data warehousing, and enterprise information architectures.
- Technologies Employed: A mix of Solaris and Windows 2003 Servers with Oracle and SQL Server. Typically business logic is incorporated in stored procedures for thinner clients, faster execution, and better change control and maintenance. Also employed LAMP (Linux, Apache, MySQL, PHP), Zope, Plone and the Postnuke content management systems.

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2/2001 - 10/2001 **Globalware Solutions** Haverhill MA

Sr. DBA for Data Warehousing

- Business Objectives: Created a metric-oriented corporate data warehouse for this 1000+ employee software manufacturing/fulfillment company. Metrics included revenue, expenses, and inventory with drilldown by specific code hierarchies (such as organization, time, etc.).
- Technologies Employed: The warehouse environment included Sybase ASE 12, Solaris 7, Apache, PHP, and a 150 GB RAID FDDI array. User tools included PHP-generated web pages of query results (with drilldown), Crystal Reports 8, Microsoft Data Analyzer (beta) and SQL Server 2000 Analytic Services cubes. DBA tools included DBArtisan, Symbiator and ERWin. Replicated data sources included JD Edwards on DB2/400, SQL Server 7/2000, Progress 7, and Sybase ASE 12. ETL accomplished using DTS and custom TSQL stored procedures.

12/1999 – 1/2001 **Neteos** Waltham MA

Director of Quality Assurance

- Business Objectives: Lead a team of eight QA professionals in functional, performance, load and stress testing of the company's web-hosted CRM applications. Led company-wide data quality initiative.
- Technologies Employed: NT4, SQL Server 7, IIS 4, IE 4/5/6, and the company's proprietary, codeless application-building environment. Significant amounts of business logic was incorporated in stored procedures for thinner clients, faster execution, and better change control and maintenance.

10/1999 – 12/1999 **Dana Hill Group, Ltd.** New Hampton NH

Founder / Chief Technology Officer / Sr. Database Administrator

- Business Objectives: Building a solution integration-consulting firm.
- Technologies Employed: A mix of Solaris and Windows NT/2000 Servers with Oracle 8i and SQL Server 7. All business logic was incorporated in stored procedures for thinner clients, faster execution, and better change control and maintenance.

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10/1998 - 10/1999 **Tessera Enterprise Systems** Wakefield MA

Technical Lead

- Business Objectives: Delivered terabyte-class database, data warehousing, data mining, and touch-point systems. Led part of a world-renowned technology organization responsible for creating some of the largest, most robust CRM solutions for Global 2000 companies.
- Led the requirements, design and implementation of a custom, two-tier, very large (3 TB+), rapid customer behavior, predictive modeling and campaign selection database marketing system using SAS and DB2 on Win9x clients and an S/390 class server for an 20-person analytical group at a mature marketing client, Publishers Clearing House. Features included GUI-based, dynamic SQL/SAS code generation for customer segmentation, scoring, and selection. DB2 Warehouse Manager beta was evaluated, but not selected.
- Led the requirements, design and implementation of a three-tier, rapid customer behavior modeling and reporting environment using SAS and Oracle 8 on NT clients, Solaris E450 analysis server, and Solaris E10000 database server for an 8-person modeling group at a direct marketing client, Hanover Direct, Inc. Features included GUI-based, dynamic SQL/SAS code generation for customer segmentation, scoring, selection and data quality assurance.
- Technologies Employed: Base SAS, SAS/AF, SAS/FSP, SAS/Graph, SAS/Connect, and SAS/Access to DBMS (Oracle 8 and DB2 5.2).

9/1994 - 10/1998 **State of New Hampshire DHHS** Concord NH

Technical Lead / Information Architecture Administrator

- Business Objectives: Data Warehouse creation with a group of 12 technical contract professionals and 7 employees.
- Early benefits included a department-wide balanced scorecard, analysis of child support data quality, health status indicators, financials, and human resources data. We also produced a comprehensive profile of the NH Dual-eligible (Medicare/Medicaid) population.
- Technologies Employed: Base SAS, SAS/Connect, SAS/Share, SAS/IntrNet and SAS/Access to PCFF to provide web-based OLAP to over 3500 employees (9x/NT, HP/UX and OS/390).
- Note: This solution was featured at a SAS Executive Conference.

1995 - 2005 **Plymouth Regional High School** Plymouth NH

Adult Education Instructor – Computer Skills (Evening Enrichment Program)

- Business Objectives: Developed and delivered computer curriculum to adult learners (20+ – 8-hour classes per year).
- Courses included: Personal Computers (Introduction), Microsoft Windows (Introduction), Internet (Introduction), HTML (Introduction), MS Word (Introduction and Intermediate), MS Excel (Introduction), MS Access (Introduction), MS PowerPoint (Introduction), Quicken (Introduction), QuickBooks Professional (Introduction), MS FrontPage (Introduction), MS Publisher (Introduction), Networking (Introduction)

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2/1987 - 9/1994 **Apple Appraisal Inc.** New Hampton NH

Vice President / Project Manager / Database Administrator

- Developed and supported a custom-built, relational DBMS property valuation system using C/C++ and 4GL components.
- Supervised team of seven in appraising over 10,000 properties using our custom valuation database and system (from data collection and entry to valuation and defense of values). Customer satisfaction and continuous data quality improvements were a large part of this job.

2/1983 - 2/1987 **United States Air Force** Langley AFB VA

Information Systems Specialist

- Business Objectives: Maintained and extended the DOD standard war planning DSS JOPS (Joint Operations Planning System) that was used daily by hundreds of worldwide participants in planning for all imaginable military contingencies.

Technologies Employed: 2 million lines of COBOL running on a network of Honeywell DPS-8 mainframes connected by TCP/IP over the DOD ARPAnet (later became the internet).

Education

1987 - 1994 **Plymouth State University** Plymouth NH

- B.S., *Applied Computer Science* (minor concentration in mathematics)
- President's List
- Undergraduate Fellowship in Economics
- Computer Science Department Scholarship

1984 – 1985 **Community College of the Air Force** Maxwell AFB AL

- A.A.S., *Management Information Systems*

Certifications

Microsoft Certified Database Administrator (MCDBA), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP)

Interests

When I am not engaged in professional work, I enjoy spending quality time with my wife and children, hiking, reading, writing, making and enjoying salsa, playing guitar and banjo, and working around our family farm.