

BRIAN E. GRAVES

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91 Mendon Street
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OBJECTIVE To join an organization which values my strong background in database, workflow, and application development and administration; effective communication skills; and knowledge of complex business systems which can be combined to rapidly achieve business goals.

WORK EXPERIENCE **RBS Citizens Bank** 2005 - Present
Cranston, RI
Application Programmer, Officer

- Workflow and BPM application developer focused on process automation, efficiency, and reporting.
- Lead developer on Automated Clearing House (ACH) and Claims Processing platforms responsible for workflow design, development, and implementation.
- Significant experience with database schema design, performance diagnostics, reporting/data extract scripts and tools.
- Leveraged strong trouble-shooting, fact-finding, and problem-solving skills to perform root cause analysis and resolve issues for many web based applications.
- Created support documentation, improved standard operating procedures, and trained other team members while in primary support position for widely-used workflow platform.
- Developed business relationships with team members, colleagues, business lines, vendors and end users with professional communication skills to quickly and completely resolve application and database related problems.

Gateway Healthcare, Inc. 2003 - 2005
Pawtucket, RI
PC Specialist

- Assisted network administrator to troubleshoot and maintain servers and remote computers at 30 different locations in Rhode Island.
- Responsible for inventory tracking, as well as ordering and tracking shipments from various software and hardware vendors.
- Designed and developed several web-based applications including calendar, inventory tracking system, and updateable phone directory using ASP/ASP.NET

Winnco Property Management 2002 - 2003
Boston, MA
PC Technician

- Worked remotely with users around the country to walk users through PC maintenance, software installations and hardware upgrades.
- Created several web based applications including software tracking system and Flash/XML based image gallery.

EMC Corporation 2001 - 2002
Hopkinton, MA
Associate Web Design Engineer

- Worked closely with business unit leaders and web development team to determine requirements and objectives for web applications.
- Improved the user experience of EMC engineers by converting existing corporate intranet from HTML to an interactive Flash web site.
- Designed and developed web presence for technology groups on EMC's corporate intranet.

SKILLS **Software** - Tibco iProcess BPM, HP Portfolio and Project Manager (HP PPM), Oracle, MS SQL Server, Visual Studio, Microsoft Office Suite, TOAD/SQL Developer, SQL*Plus
Programming - Advanced PL/SQL Database Scripting, Server-Side Scripting (ASP.NET, Java/JSP, PHP, Python), Windows and UNIX batch scripting
Systems Analysis - Lean/Six Sigma Trained, familiar with Minitab, UML, and business process mapping. Certified Business Analyst.
Awards/Training - RBS Excellence Award 2009 & 2010, Veracode Security Certifications, Risk and Regulatory Compliance Training

EDUCATION **Johnson & Wales University** 2004 - 2008
Providence, RI
BS in Information Science, Magna Cum Laude

Bryant University 2010
Smithfield, RI
Certified Business Analyst