

BRUCE BAUER

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Career Summary

Results-driven professional with extensive IT project management experience in a variety of industries. Experienced in managing business processes such as strategic and tactical business planning, budgeting, marketing, human resources, team management, and business operations. Successfully operated a software development company with 35 employees and \$2,500,000 in revenues. Possesses a broad knowledge in the use of technology to improve business operations and profitability. Very successful in completing projects that are on time and on budget. Proficient in numerous software suites, including Microsoft SQL Server 2008, Visual Studio 2008, VB, C#, ASP.NET, and other Internet protocols.

Professional Experience

Arkansas Children's Hospital, Little Rock, Arkansas – www.archildrens.org
Programmer/Analyst 9/2011-Present (MS SQL Server, Visual Studio 2010, VB.NET, Access 2010)

Responsible for the timely processing of hospital and physician insurance claims.

- Responsible for day to day transmission of claims, results validation, and balance totals.
- Developed software calculation systems to verify claim reimbursements from state Medicaid claims.
- Developed a system to analyze and reduce keying errors in claims.

Little Rock Convention and Visitors Bureau, Little Rock, Arkansas – www.littlerock.com
Director of Information Systems 2009-2010 (MS SQL Server, Visual Studio 2008, C#, IIS)

Managed a software development and network administration staff (8 positions) to support the IT functions of the Little Rock Convention and Visitors Bureau (140+ users)

- Responsible for major software development projects, including a revision to the Tax Collection System and development of LRCVB's www.ExperienceLittleRock.com website.
- Chaired a steering committee consisting of upper management, primary users, and Ungerboeck to integrate the ERP system with business processes.
- Working with managers to design business processes to maximize the use of the ERP system.
- Development of custom reports (Microsoft SQL Server and Crystal Reports).
- Managed the installation of new fiber optic switches for the network infrastructure.
- Expanded the phone and IT capabilities of the Little Rock River Market District.
- Installed and managed a digital signage system throughout the Bureau.
- Instituted software development polices for development group.

Custom Direct LLC, Little Rock, Arkansas and Joppa, Maryland – www.cdi-us.com
Developer Analyst 2008-2009 (Visual Studio, C#, Oracle, Borland C and Pascal, Toad)

Analyzed requirements and developed software systems for use in a real-time check manufacturing environment.

- Evaluated the feasibility open source software such as nHibernate and DotNetNuke and the conversion of all software from client/server to web applications.
- Enhanced the Sales Tax calculations for various types of products.
- Developed a brand specific, Email Optout function for use in the Contact Center (150+ users)
- Enhanced the generation of customer form letters.

Arkansas Department of Higher Education, Little Rock, Arkansas – www.adhe.edu
IT Systems Coordinator Analyst 2006-2008 (MS SQL Server, Visual Studio, VB.Net, IIS)

Responsible for the design, development, and implementation of software related to the Higher Education System of the State of Arkansas.

- Designed and implemented a public web-based system to assist students in the transfer of academic credits between thirty-three public institutions of higher education.

- Developed an EDI system to receive student transcripts for all Arkansas college students.
- Developed a web-based scholarship application for the Arkansas Academic Challenge Scholarship (approximately 5000 applications per year)
- Developed a web-based facilities audit application to manage and report on all higher education building in the state of Arkansas.

Edafio Technologies, LLC., Little Rock, Arkansas – www.edafio.com

Chief Development Officer 2002-2004 (MS SQL Server, Visual Studio, VB.Net, VBScript, IIS)

Managed the software development staff for an information technology services company and was responsible for the profitability of all software projects.

- Instituted corporate wide project management procedures to return software development projects to profitability while eliminating unprofitable areas of business. Reduced project overruns from 50% to 0%.
- Performed project estimates and project reporting for 16 projects.
- Developed a proprietary analysis practice to deliver information technology security reviews to the medical industry as mandated by HIPAA.
- Performed security reviews for 4 financial institutions in Arkansas.
- Developed and implemented Internet-based marketing strategies for a regional outdoor outfitter.

Sequoyah Technologies, Inc., Tulsa, Oklahoma – www.seqtek.com

Senior Consultant 2001-2002 (Java, Servlets, JSP, Apache, DB/2)

Served as a designer and developer for a web-based facilities management software project valued at over \$1,000,000. The software contained a distributed billing function and will be installed at over 1500 independent locations nationwide.

Financial Data Exchange, Inc., Little Rock, Arkansas

Chief Technology Officer 1998-2001 (MS SQL Server, VBScript)

Co-founded this entrepreneurial venture with a focus on IT applications for the home mortgage industry.

- Designed and developed proprietary Internet-based real-time mortgage delivery and profitability calculator to home mortgage industry.
- Developed a national marketing strategy for the products. Formed partnership with General Electric Mortgage Insurance Company (GEMICO) to market Internet products.

Software Innovators, Inc., Little Rock, Arkansas

Chief Operating Officer 1988-1998 (MS SQL Server, VB4-6, Access)

Responsible for business operations of an information technology consulting company with a staff of 35 employees and revenues of \$2,500,000, including project staffing and budgeting, technical review of projects, client relationships, and corporate profitability.

- Managed the design and implementation of a comprehensive laboratory management processing over 5800 chemical tests per day (Aluminum Company of America – ALCOA).
- Consolidated a manufacturing process control system resulting in savings of over \$250,000 per year. (International Paper).
- Developed the first nutritional product analysis labeling system recognized by USDA. (Tyson Foods).
- Developed a computer based training system for 10,000 employees. (Beverly Enterprises).
- Managed the development of a customer management system for a startup long distance company with nearly 100,000 customers with over \$2,000,000 in revenue in the first year. (Alltel Long Distance).
- Developed a Y2K evaluation plan to analyze over 17,000,000 lines of source code for the (USDA).

Education

B.A. in Physics, Hendrix College, Conway, Arkansas

M.S. in Computer Science, Oklahoma State University, Stillwater, Oklahoma