

Jonathan T. Kleinhans

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Objective

Seasoned Developer with over ten years programming experience seeking Systems Analyst or Senior Developer position in a fast-paced and productive environment that can best utilize my communication and analytical skills.

Professional Profile

Programmer/Analyst recognized by Informatica Corp., Microsoft and CompTIA, specializing in ETL/SQL development, design and optimization, troubleshooting, implementation, reports, analysis and monitoring. Experience with applications development and deployment; database administration and desktop support. Extensive background in TSQL, SSIS, DTS, SSRS, VB.Net, Informatica PowerCenter 8.5, Crystal Reports and all Microsoft Operating Systems. Experience with SSAS, ADO.Net, VB6, Java, XML, HTML, PHP, COBOL, RPG, C#, C++, Pascal, AIX, Debian Linux and OS/400.

Experience and Accomplishments

MedRecovery Management, Buffalo, NY

2008 to Present

MedRecovery is a healthcare collection company focused on workers' compensation claim payments and facilities contracts.

- **SQL/ETL Developer:** Responsible for ETL Processes, Data Integrity, VB.Net/SQL programming and Stored Procedure development to maintain and improve MRM business processes.
 - **AETNA/PACIFICARE GROUP EXCLUSIONS:** Discovered an average of \$1.6 Million/month in unnecessary claim and member removal while enhancing this process with dynamic SQL logic. Implemented revised logic with optimized queries and indexes to significantly reduce runtime.
 - **UHC VPO AUTOMATION:** Created SSIS Package to load twenty two files daily based on their existence and email users statistics from the operation. Identified truncation issues with legacy DTS package and updated data modeling documentation to correct this inconsistency.
 - **MICIN/MICOUT PROCESS:** Reduced file turnaround and development time by constructing a series of stored procedures to automate validation, transformation, reporting and exporting of files MRM sends and receives from the New York State Workers' Compensation Board.
 - **CLIENT REFRESH VALIDATION:** Consolidated numerous scripts while revising validation logic to conform to data mappings and MRM data integrity requirements by creating stored procedures and over twenty User Defined Functions to validate data specific to MRM clients dynamically.

Independent Health, Buffalo, NY

2007 to 2008

Independent Health is a healthcare solutions company offering a full suite of healthcare insurance products.

- **Programmer/Analyst:** Reported to the Assistant Director of IT during all phases of the SDLC and implemented document version control of software and associated literature specific to applications.
 - **PREMIUM RATES APPLICATION:** Utilized Microsoft SQL Server 2005 SSIS and custom scripts to convert and optimize a legacy VB6 application from DAO to ADO. Eliminated several bugs in the old application granting users complete functionality in maintaining rates, automatic maintenance and

indexing to retain consistent performance for Cognos and Crystal reports.

- **OPTUM/NIA EXTRACTS:** Performed analysis and design of these critical Member and Provider extracts for our clients using an Oracle Data Warehouse, PL-SQL and Informatica PowerCenter 8.5. Scheduled job execution and encrypted file transport using Unix Shell Scripting, Tidal and SNG.

Introl Design, Inc., Lockport, NY

2005 to 2007

Introl Design is an industrial solutions manufacturer offering an extensive selection of custom automation products.

- **APPLICATIONS DEVELOPER:** Constructed several internal applications for automating pricing and quoting operations, including a rotating inertia calculator with Visual Basic 2005 and SQL Server 2005.
 - **PRICELIST AND QUOTING APPLICATION:** Utilized Microsoft SQL Server 2005 to retrieve product lists and customer information to reduce resources dedicated to generating both written and verbal quotes. Dynamically adjusted price breaks in accordance to the client's pricing group, and allowed editing/adding customer information to rapidly assemble on-screen, printed and recorded quotes. Saved an average of one hour and eliminated five hard copies and serialization issues for each quote by employing a SSRS Server.
 - **SERVOLOC CONFIGURATION APPLICATION:** Developed in Visual Studio 2005 and Orcas 2008 environments to replace an older application and add aesthetic appeal for clients. Communicated with a microcontroller via an-house protocol created in the 1970's. Permitted Serial, Serial-TCP/IP Redirected and TCP/IP interaction methods with the product.
 - **ROTATING INERTIA CALCULATOR:** Calculated shaft rotating inertia from blueprint specifications saving over one hour each shaft versus traditional means. Accommodated both absolute and relative measurements due to blueprint inconsistency for over 100 unique motors with varying shaft segments, diameters and densities.
- **NETWORK ENGINEER:** Designed entire network infrastructure from ground-up to provide a minimum of 99.9% availability of servers and applications including DNS, Active Directory and multi-subnet TCP/IP configuration. Developed Disaster Recovery, Business Continuity and fail-safe policies to protect mission-critical data by over six layers of redundancy. Provide CEO with business analysis, reports and recommendations to best suit both the present and future needs of the company.
- **DATABASE ADMINISTRATOR:** Deployed MSSQL 2005 Server to support the backend of the pricelist application and maintain accountability for quotes issued. Utilized SSIS, DTS and Bulk Import features to migrate customer lists, pricing groups, and products from our current Open Source MRP system. Employed MSSQL Server as the MRP Database replica for development, testing and disaster recovery purposes.

Prosodie Interactive, Buffalo, NY

2004 to 2005

Prosodie Interactive, now Prosodie Voice, offers intelligent business solutions enabling customer insight to the habits and patterns of clients.

- **QUALITY ASSURANCE SPECIALIST:** Designed testing matrix derived from every possible route within an IVR to ensure proper application testing that reduced deployed application errors significantly. Modified internally developed MS-Excel Macro to accommodate the matrix, provide ease in operation for the user and statistical figures for measuring development productivity.

- **INTERACTIVE VOICE RECORDING DESIGNER:** Trained QA Staff and Managers how to use a complex in-house IVR testing application in a classroom environment. Mediated between developers and QA personnel to configure a fitting and suitable IVR solution for clients. Utilized shared IT resources and implemented SQL database technology to validate IVR events.
- **DATABASE REPORT OPERATOR:** Performed SQL queries against several database platforms to generate client reports at predetermined intervals. Validated information within reports and distributed accordingly while conforming to HIPAA healthcare standards.

Buffalo Lube Associates, Buffalo, NY

2003 to 2004

Buffalo Lube Associates is a Valvoline Instant Oil Change franchise.

- **STORE MANAGER:** Responsible for day to day operations and management to include customer relations, inventory, statistics, safety and labor supervision.
- **BUSINESS INTELLIGENCE REPORT DESIGNER:** Designed business intelligence reports derived from reverse detail-line processing that provided management with query-based reports to satisfy business needs and conditionally format based on a set of specified criteria to overcome legacy software.

Starfire Technologies, Los Angeles, CA

2002 to 2003

Starfire Technologies provides business consulting and residential support throughout the Southern California region.

- **CONSULTANT:** Provided group of approximately 30 ESL users structured lessons to enhance efficiency and productivity. Performed 24x7 on-site commercial and residential technical support, customer service, training and remote administration.

US Marines, Camp Pendleton, CA

1998 to 2002

The US Marines are the world's premier fighting force.

- **RECONNAISSANCE MARINE/TECHNOLOGY SPECIALIST:** Completed mentally and physically intense twelve week indoctrination. Maintained HF/UHF/VHF/Satellite communications with command and intelligence personnel to share photographs and reports of objectives. Constructed application to calculate BMNT, EENT and Tidal data based on information from Division Intelligence using DAO, VB6 and MS Access. This program also allowed team leaders to easily allocate and account for assets within their team in the mission planning phase.

Education and Background

- Associate of Applied Sciences – Computer Information Systems
Erie Community College, May 2009
- HOTT Training – MSSQL Server 2005 Development and Administration, August 2008
- Informatica Certified Designer, January 2008
- 300+ Hour Applications Development Internship – Introl Design, Inc., Spring 2007
- US Patent Pending – RFID Transaction Automation, November 2006
- Microsoft Certified Systems Administrator – Messaging on Windows Server 2003, March 2006
- CompTIA Network+ Certified, October 2005
- Microsoft Certified Desktop Support Technician – Windows XP, May 2005