
SCOTT C. PETTIGREW

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SUMMARY

Technically-proficient Systems Analyst who is accustomed to the multifunctional reality of working for an expanding organization. Six years experience assisting customers with product integration into workflow. Excels at quickly grasping customer requirements and how they relate to existing and/or upcoming products. Adept at communicating complex terms and concepts to non-technical professionals. Thorough knowledge of electronic prescribing business concepts. Excellent mentor, experienced team/project lead.

PROFESSIONAL EXPERIENCE

CINCINNATI CHILDREN'S HOSPITAL MEDICAL CENTER – Cincinnati, Ohio

March 2008 – Present

Systems Analyst

- Analyze, design, implement and maintain computer based systems.
- Consult with Medical Center staff and Information Services to determine requirements for computer-based systems.
- Provide technical support and first-level problem resolution assistance.
- Develop, build, modify, test and implement programs, screens, reports, control mechanisms and technology.
- Serve as a resource person for and act as a liaison between CCHMC's clinical/research departments and Information Services.
- Support departmental efforts to improve customer satisfaction.
- Develop training objectives. Prepare oral and written presentations.
- Conduct instructional seminars.
- Prepare documentation for systems implemented.
- Collect information necessary for future systems development and feasibility studies.
- Evaluate current systems for quality and utilization.
- Develop expertise in several CCHMC computer-based systems.
- Participate in teams assigned to system development.

AXIUM INTERNATIONAL / ENSEMBLE-CHIMES GLOBAL – Mason, Ohio

August 2007 – January 2008

Business Analyst

- Assisted in the development of implementation plans for new customers.
- Documented customers' existing business practices.
- Created and adapted technical specifications to mesh customers' existing business practices with product capabilities and requirements.
- Performed Quality Assurance testing of data for implementation for new customer engagements.
- Performed integration and unit testing.
- Developed and maintained internal process and procedure documentation.

ZIX CORPORATION – Mason, Ohio

2003 – 2007

Senior Product Relations Specialist / Data Specialist / VPM Installation Technician

Electronic Prescribing

2003 – 2007

- Trained new associates on installation and training methods, business processes, and technical requirements.
- Mentored all junior-level colleagues with respect to technical, internal process, and customer relation issues.
- Analyzed customers' wireless LAN needs and installed wireless LAN systems utilizing Zyxel and Cisco wireless devices.
- Assisted customers with creation and integration of new workflows incorporating ZixCorp's Electronic Prescribing product.
- Enacted and documented data transfers from more than 75 patient management systems, including GE/IDX, Medical Manager, and Medisoft.
- Provided training and upper-tier technical support to end users for wireless electronic prescription system.
- Wrote and maintained both internal and customer-facing specifications relating to HL7 and other patient data interfaces.
- Assisted customers' requirements-gathering to facilitate HL7 interface implementations.
- 80 - 100% travel to customer locations.

Email Encryption

2005 – 2007

- Participated in pre-install meetings to identify customer expectations, technical requirements and facilitate system integration.
- Installed and provided customer-tailored training for email encryption solution using Red Hat Enterprise on Dell PowerEdge hardware.
- In-depth knowledge of Unix, DNS, SMTP, SSH, and network routing in diverse environments.
- Advised and assisted customer with firewall and MTA modifications to accommodate changes to existing mail flow.
- Installed and configured Red Hat Linux-based email encryption appliances (ZixVPM).
- 10 – 25% travel to customer locations.

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PROFESSIONAL EXPERIENCE (CONTINUED)

AJILON, INCORPORATED – Fairfield, Ohio

2002 – 2003

Contracted to Cincom, Incorporated

Consultant

- Led an eight-person team responsible for the conversion of more than 800 insurance industry forms to XHTML-compliant, CSS-based web forms.
- Developed various Python utility applications and a custom Python/Tkinter editor in order to automate portions of the conversion process. These applications cut per-sheet conversion times by more than 45%.

POCKETSCRIPT, LLC – Mason, Ohio

2000 – 2002, 2003

System Installer

- Evaluated customers' technical and business systems to develop integration plans and workflow models.
- Enacted and documented data transfers from various patient management systems.
- Installed wireless electronic prescribing systems conforming to previously gathered requirements.
- Developed and continually improved upon installation standardization processes in order to reduce installation time and increase the supportability of the product.
- Trained end users of wireless prescription system.
- Provided pre-sales support to sales team.
- Assisted customer through all phases of HL7 interface implementation.

AJILON, INCORPORATED – Southfield, Michigan

1998 – 2000

Contracted to Electronic Data Systems

Consultant

CDI INFORMATION SYSTEMS – Auburn Hills, Michigan

1998

Contracted to Comerica, Incorporated

Desktop Support Specialist

TECHNICAL SKILLS

Programming and Scripting Languages:

- Visual Basic 6.0
- Objective C
- Cocoa
- PHP
- JavaScript
- Python
- Ruby
- HTML

Databases:

- Microsoft Access
- Microsoft SQL Server 7.0
- MySQL

Operating Systems:

- Microsoft Windows (Windows 3.1x – Vista)
- Apple OS 9, OS X
- Linux (RedHat, Debian, Ubuntu, SUSE, Slackware)
- Solaris

Other/Miscellaneous:

- PIX Firewall
- Checkpoint firewall
- Microsoft Exchange
- GroupWise
- Microsoft Office
- Visio
- Remedy IT Service Management

DEGREES AND CERTIFICATIONS

Oakland University – Rochester, MI

2004

Bachelor of Arts: East Asian Studies – Japan

Certified HL7 V2.4 Control Specialist

2004