

## HEATHER D. BAKER

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### EDUCATION

Current

#### Self Study

- DotNetNuke 4.00 and greater
- Regularly attends MSDN and TechNet events in Charlotte on current and emerging technologies
- Attended .NET University at the 2007 Charlotte Code Camp sponsored by the Enterprise Developers Guild of Charlotte and was introduced to the following technologies:
  - Windows Presentation Foundation (WPF)
  - Windows Communication Foundation (WCF)
  - Windows Workflow Foundation (WF)
  - Windows CardSpace

2002 - 2003

#### **Catawba Valley Community College, Hickory, NC**

Cisco CCNA Continuing Education Classes, Semesters One through Four completed

1995 - 1997

#### **Western Piedmont Community College, Morganton, NC**

Associate Degree in Applied Science in Microcomputer Systems Technology  
Graduated Phi Theta Kappa with High Honors

### WORK EXPERIENCE

August 2005 – Current

#### **Professional Remerchandising Organization, INC, Mooresville, NC**

*Lead Application Developer*

- Current projects include redesigning the entire SQL Server 2005 and SQL Mobile database schema to work with transactional replication and image storage and rewriting both the web application and mobile application to a 3-tier design.
- Converted and re-designed VS 2002 .NET Windows application to VS 2005 VB.NET Web Application
- Converted VS 2002 .NET Handheld Application to VS 2005 VB.NET and made significant modifications including upgrading the mobile database to SQL Mobile 2005
- Converted SQL Server 2000 databases to SQL Server 2005 along with rebuilding replication to work with the Handheld Application
- Create/modify reports as needed using SQL Reporting Services
- Created a 3-tier data analysis software package in VB.NET with auto update capabilities, .NET reporting and charting tools and SQL Server Express as the backend.
- Setup new domains and websites on Windows 2003 Web Servers
- Modify ISA Server to route domains to correct web server
- Assist in some administrative duties such as backups, managing users and setting up new machines
- Setup up new PDA's for deployment and track inventory of 100 + devices deployed

February 2005 – August 2005

**Henredon Furniture Industries, Morganton, NC**  
*Developer*

- Modified existing reports in Crystal Reports and Visual Basic 6
- Converted dealer and salesman ASP web sites to ASP.NET web applications in Visual Studio 2003
- Setup SQL snapshot replication in SQL Server 2000 for web applications
- Converted hand held application from VB.NET 2003 to VB.NET 2005 Beta 1
- Setup SQL merge replication in SQL Server 2005 for hand held application

June 1999 – February 2005

**Self-Employed Consultant, Morganton, NC**  
*Software Developer, Database Manager and IT Consultant*

- July 2004 – Current  
**Health Care Consulting Services, Inc., Hickory, NC**  
*Software Consultant, HIPAA Security Consultant*
  - Setup new domains, websites using DotNetNuke and manage email accounts
  - Help HCCS clients find and evaluate software packages for medical records, billing and other services.
  - Go to client site and do HIPAA security audits, help practices recognize where they are not HIPAA compliant and do a standard GAP analysis
  - Upon client request, will take the GAP analysis, create a Risk Analysis and work with the practices IT department to make sure the practice becomes HIPAA compliant
  - Setup entire networks for physician offices from installing CAT5 cable and jacks to setting up hardware with Windows XP and Windows Server 2003 and installing medical software to manage the practice.
- July 2004 – July 2005  
**Matrix Controls, Somerset, NJ**  
*Software Developer*
  - Taking current software application that works with knit monitoring boxes and uses Access 97 and rewriting it to work with either MSDE or SQL Server 2000 using stored procedures. Also rewriting their VB 6 code to be more efficient and creating a standard version for demos and installations.
  - Writing reports using their current database structure and Access 97 for individual clients who want specialized reports.
- May 2003 – December 2006  
**Eplan, LLC, Statesville, NC, <http://www.eplanonline.com>**  
*Software Developer*
  - Developed a 3-tier database web application based on an Access 2000 design that was using data access pages.

- Converted all the data access pages to ASP pages using VBScript and converted all the database objects to SQL database objects including creating stored procedures with parameters to handle all the SQL statements.
  - Created the middle-tier COM object in Visual Basic 6 to handle the database requests from the ASP pages.
  - Developed a login screen along with an administration area for administrators to add, modify and delete users.
  - Created SQL scripts that create the database along with all the database objects and their permissions in either MSDE or SQL Server 2000 that is ran when a new installation of this application is installed at a client's site.
- October 1999 – Current  
**Castle Keepers, Charleston, SC**  
*Software Developer, Database Manager*
    - Partnered to develop and write a software package used by Castle Keepers to manage a residential cleaning service including customer management, contact management, scheduling, payroll, estimates, employee management and integrated with QuickBooks 2000. This application has been developed in Visual Basic 6. The package started out using Access 7 and the data has been migrated through Access 2000, SQL Server 7 and now uses SQL Server 2000 and Crystal Reports.
    - Installed and setup an application called VoiceGuide that uses a Dialogics board to answer incoming calls and process the information entered. This software allows scripts to run and several were created using VBScript to read from and write into an Access 2000 database.
    - When the system was upgraded from Windows 2000 Servers to Windows 2003 Servers, responsible for backing up all database objects and users/permissions, installing new instances of SQL Server 2000 on new Windows 2003 Servers and restoring database objects along with all permissions.
- November 2000 – July 2004  
**The Pain Relief Centers, PA, Conover, NC**  
*IT Consultant, Software Developer*
    - Installed and maintain a 10/100 Mbps intranet with Windows NT 4 server and 15-20 Windows 2000 workstations. Maintenance includes:
      - All hardware upgrades to workstations and servers, installing new hardware such as local shared printers, network Laser printers, CD-RWs and scanners, installing and setting up new workstations, managing network resources such as 10/100 Mbps switch, Cisco PIX 501 firewall and a high speed cable Internet connection, running additional LAN cabling and maintaining all documentation on all network resources and workstations and servers.
      - All LAN duties and documentation including setting up new users with user names, passwords and permissions, creating shares on the server and setting permissions based on group security policies, setting up routine backup schedules for medical data along with other business critical information,

- monitoring system resources and helping users with problems and troubleshooting issues.
  - Installed and maintain off-site web and email server. Maintenance includes:
    - Managing IIS and the domains hosted on that server, backing up the static pages whenever changes are made and documenting those changes and making small changes to pages when necessary.
    - Installing Microsoft updates and security patches on a weekly basis and updated Norton Antivirus definitions.
    - Setup and manage FTP connections including users, passwords and permissions.
    - Setup and manage Imail Server for the domains hosted on the server including managing the Anti Spam, updating the Anti Spam files biweekly, setting up and managing new domains, setting up new email accounts, managing existing email accounts, managing the main spam box to modify the spam lists as needed and documenting all changes and problems on the server both hardware and software related.
  - Install and manage third party software packages such as:
    - Medical Manager – A medical management software solution that manages patient information, billing and scheduling. Schedule templates and user ids, passwords and permissions have to be maintained and documented.
    - PhoneTree – An application that uses data from the Medical Manager scheduling software to call patients and remind them of their appointments.
    - PayClock Pro – An application that works with an external scanner to scan badges and log employees in and out times and creates reports based on this data.
  - Developed and implemented several custom software solutions using Visual Basic 6 and SQL Server 7 that interact with the Medical Manager data files and run on a Windows 2000 workstation, the application retrieved the needed data and used the data in Excel spreadsheets and an Access database for reports and data mining.
  - Developed and implemented a 128-bit secure web-based solution to view the patient data that was retrieved from Medical Manager and stored in the SQL Server 7 database. This was developed using DreamWeaver 4 to design the ASP pages and VBScript in the pages to call a middle-tier COM object written in Visual Basic 6 that handled the calls to stored procedures in the database.
  - Created several Windows Services to manage daily routines.
- July 2003 – July 2003  
**Internet America, Statesville, NC, <http://www.i-america.net>**  
*Software Developer*
  - Developed several applications in Visual Basic 6 that works with the business' information files and stores the information into databases. The application was made to work with several database systems including Access 2000, SQL Server 2000 and mySQL.
- June 1999 – November 2000  
**Webit.com, Hickory, NC**

*Software Developer, Database Manager*

- Developed telephone number management software to manage a small telemarketing department, software was developed in Visual Basic 6 using a SQL Server 7 database. A third party telephony tool and a Dialogics board were also used in development for caller id and call monitoring.
- Managed SQL Server 7 databases including setting up tables, views and stored procedures along with managing users and permissions.
- Data mining using Access 2000 queries and report writer, also created reports using Crystal Reports
- Participated in developing and writing a marketable software package for a third party: [chartyourround.com](http://chartyourround.com). Application was developed in Visual Basic 6 using an Access 2000 database and can run on any Windows based OS and on a stand-alone machine.

June 1998 – August 2000

**Automation Partners Inc., Statesville, NC**  
*Systems Engineer*

- Maintained and debugged Knit Monitoring Systems written in Visual Basic 4.0, 5.0, and 6.0 that collected data for knitting machine monitors, processed the data into Access 2, Access 7 and Access 2000 databases. Also maintained and debugged the software application that allowed users to view this data and used different reporting tools to develop customized reports.
- Developed a standardized list of reports for various customers in Access 7, Access 2000 and Crystal Reports to be released with each version of the software application.
- Instructed training classes in Access 7 and Access 2000 along with classes on the Knit Monitoring System for various clients both in-house and on-site.
- Wrote user manuals and technical documentation for software developed for the Knit Monitoring System and reports.

March 1997 - June 1998

**EnterWeb, LLC, Morganton, NC**  
*Network Administrator*

- Maintained Microsoft Windows NT 4 Servers, both Intranet and Internet, along with 20 Windows NT 4 Workstations
- Database Manager for Access 7 and SQL Server 6.5 databases
- Developed Database-Related Programs in Visual Basic 5.0
- Developed customized applications for billing, customer service, inventory, and order entry in both Access 7 and Visual Basic 5.0
- E-mail Administrator

**REFERENCES**

**Randy Gilleland**  
Internet America  
123 Berry Street  
Statesville, NC 28677  
(704) 871-8080

**Joanne Byron**  
Health Care Consulting Services

PO Box 1905  
Mentor, OH 44061-1905  
(330) 241-5661

**Rhonda Tucker**  
Pathology Associates of Boone  
833 State Farm Road  
Boone, NC 28601  
(828) 262-5569

Additional references available upon request.