

***“Best Ideas That Work”***  
***(Proven Track Record of Completed Projects)***

- Offers many years experience
- Development of productive applications such as:

*accounting*  
*administration*  
*capacity planning*  
*data conversion*  
*financial*  
*insurance*  
*networks*  
*payroll*  
*personnel*  
*scheduling*  
*utility billing*  
*web design*



- Installation of hardware and software
- Database, Web design & maintenance
- Training

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***Basically, I am retired – BUT – Open to interesting projects to solve problems***

**I make computer systems run great – Tell me your problems**

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I offer a distinctive blend of vision, creative problem solving & computer skills with a collaborative style of leadership that gets quick results that everyone can use.

**Try to envision how a few of my project solutions would help your organization:**

**Example (1):**

**A quote from a Micro Focus Cobol newsletter:**

“With project failure rates considered the “worst in decades”, the challenges of distributed teams, numerous automation tools, and multiple methodologies, mean today’s software development teams are inherently burdened with a tremendous amount of complexity. Yet despite increasing failure rates, teams continue to ignore the true reason for these failures – requirements definition.”

I read this stuff all of the time. My projects do not fail because I take all steps necessary to achieve expected results.

### **Example (2):**

#### **The position I liked best & most responsible:**

With only 3 years of computer development experience (and NO Unisys experience – this would be unheard of in the consulting business of today – too bad because clients lose a lot of good people), the best position I have had with my career was 10 years as IT Director / Systems Analyst / Programmer for the Concord School District. I liked that position best because I created the Unisys mainframe computer system 6-months after CSD purchased their computer. I added applications (payroll, budgets, account receivable / payable, personnel, student records / scheduling, health records, food services, attendance, report cards, guidance analysis, utility usage (electricity, fuel oil & gas), etc.) most purchased from Unisys and extensively altered or custom built to meet the ever changing user needs.

After working a couple of weeks, I asked the hiring manager  
(Norman Demers – Treasure of Concord School District – Assistant Director (Retired)  
of Concord Water Department

Home Phone: (407) 884-5920

DemersN@embarqmail.com)

**“Why was I hired with NO Unisys experience ?”. He said, “You can think !!!” (good answer).**

I designed & installed equipment to network the computer system that tied all 12 schools together with the business office. This was my most productive work environment because I was free to do everything that was necessary to solve computer-related problems. The only reason I am not with Concord today is because of budget cuts.

It seems I did this so well that Unisys technical staff, from throughout New England, visited the school district’s data center to understand what I was doing that was so much better.

(One team manager told me that nobody was utilizing computer resources and producing results like I was. At the time, I didn’t think much about this comment but over the years I have learned he was correct – not very many computer systems work well – most IT departments & software vendors are not responsive to user needs).

### **Example (3):**

#### **Most challenging project completed:**

I rewrote the Unisys financial package that did not work at all. This is a very long story but the net result is that the school district had a full functional financial system and Unisys paid the school district \$10,000 for my batch program changes that they could not fix themselves. Unisys did not want my new on-line program (workhorse of the system - theirs didn’t work at all) because they thought it was too complicated. My on-line program was 50% smaller and accomplished more. Over time, I rebuilt the payroll & financial systems, taking the best features of each totally unrelated application and making them work seamlessly together.

### **Example (4):**

#### **Very good working with clients:**

At the Bank of Boston, the payroll systems manager told me I was the only consultant that gave him what he wanted. (Again, I provide service, I get things done correctly)

**Example (5):**

**Creative computer processing:**

On a Y2K project, one phase was to merge on-going development from other departments with source code that had already been Y2Ked. With my process, I could merge **125 programs per day**. Other contractors would merge **5 programs per day**. I offered to share my process with other Y2K contractors but they were not interested (nor did the company care).

**Example (6):**

**Flexible creative computer projects:**

The past few years, I have donated consulting days to our Public TV Auction, Channel 11, Durham, NH (1 day per auction day – 87 consulting days in 9 years). These consulting days are very diverse – that is, I need to be very creative instantly.

Again, plain and simply, I get things done. With my extensive experience, I have many supporting stories. Just ask, chances are I have already solved your typical kinds of problems elsewhere.

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## TECHNICAL PROFILE:

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**HARDWARE:** PC, PS/2 – Mainframes: IBM 1401, 370, 3090, 9021/982, 9672,

Unisys B1865, B1990, Honeywell 2040A

**NETWORKS:** Local/Wide Area, Novell, Peripherals.

**OPERATING SYSTEMS:** Windows 3.1 / 9x / NT / ME / 2000 / 2003 / XP,  
MVS/XA, VMS, VS, DOS/VSE, MCP/II, MS-DOS, OS, OS/2.

**PROGRAMMING LANGUAGES:** BAL, DAP, NDL, JCL, Cobol, Cobol/2,  
Micro Focus (MicroFocus) NetExpress Cobol, SP2, RM Cobol,  
C, C++, 4GL, Fortran, Quick, SPD Professional & Visual BASIC,  
HTML, Microsoft .NET Technology.

**APPLICATIONS:** Microsoft, Data Conversions, data editors BRIEF & Multi-Edit,  
Insurance, Payroll, Financial, Education, Administration, Retail,  
TSO, ICCF, Cande, Endeavor, PVCS, IQ Report Writer, On-line HELP.

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## EXPERIENCE:

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**COMPUTER CONTRACTOR** \_\_\_\_\_ Many Projects

**IMPLEMENTATION SUPPORT SPECIALIST** \_\_\_\_\_ Horizon-Boss

**SYSTEMS DEVELOPMENT** \_\_\_\_\_ CCR Data Systems

**SYSTEMS DEVELOPMENT SPECIALIST V & VI** \_\_\_\_\_ State of NH

**COMPUTER CONTRACTOR** \_\_\_\_\_

Sun Life of Canada, Fidelity Investments, The Bank of Boston,

Anderson Systems, Inc., Genesys Software Systems, City of Concord

**SPECIAL PROJECTS PROGRAMMER** \_\_\_\_\_ RealWorld Corp.

**ADJUNCT PROFESSOR** \_\_\_\_\_ NH Technical Institute

**IT DIRECTOR / SYSTEMS ANALYST / PROGRAMMER** – Concord School District

**(Best position)**

**PROGRAMMER** \_\_\_\_\_ Concord Group Insurance

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Other resumes available at  
[www.roycefamily.com/resume.htm](http://www.roycefamily.com/resume.htm)

including  
Complete with References

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