

PAUL A. PASSMAN



BUSINESS INTELLIGENCE SYSTEMS DESIGNER, BUSINESS SYSTEMS ANALYST, SOLUTIONS ARCHITECT, EDUCATION, CUSTOMER SUPPORT AND TRAINING

To secure a dynamic, challenging opportunity that contributes to the outstanding success of a business by merging my enthusiasm and effective skill sets in Education and Information Technology. Extensive experience in information system roles including software development and delivery, customer needs analysis, sales and marketing support, complex business analysis and implementation of customer-focused data warehouse initiatives. A collaborative leader, presenter, negotiator with demonstrated success directing cross-functional teams toward increased productivity, revenue, profitability, and delivery of innovative solutions that meet or exceed expectations. An accomplished certified science educator and information technology professional providing successful outcomes and leadership in public education. Recognized as an effective communicator and dynamic team member for developing and delivering engaging lessons leading to high student achievement of learning goals and state standards. Collection and analysis of data for monitoring student progress and outcomes. Served in elected positions of Science Department Chair, Faculty Council, Leadership Team and Technology Advisory Team.

Core Competencies:

Requirements Gathering and Analysis • Business Process Improvement and Automation • Education and Training • Analytics and Problem-Solving • Business Intelligence • Project Planning • Database Design • Technology Launches • Quality Assurance • Security / Data Confidentiality • Authoring of Documentation Training and Technical Presentations • Mentoring • Billing and Collections • Solution Selling • Mentoring • Microsoft Operating Systems and Applications • SQL (Microsoft, Oracle) • Brio • Cognos • Microsoft Office 365 • Canvas LMS • Intuit Quicken, QuickBooks and TaxAct • Crystal Reports • Hardware and Software Configuration • Wireless Networking • Data Backup and Restoration • Scientific measurement and procedures including instrumentation, material handling safety and disposal

KEY CAREER HIGHLIGHTS

- Directed and managed business intelligence initiatives, project teams and partner engagements
- Provided complex analysis and design of data warehouse and predictive analysis tools leading to increased revenue
- Served as Data Architect to develop and enhance data models and representations of business process workflows
- Developed data validation and integrity checking methods
- Supported national sales teams by translating highly technical material into comprehensible language for engagements
- Authored technical and sales documentation, responses to RFPs, project plans and cost estimates
- Recognized and received *"Above and Beyond"* awards for delivery of outstanding service
- Developed and implemented effective user training programs for internal and external clients
- Instructor in the use of Microsoft Office 365 and other Windows tools.
- Designed and delivered multiple financial applications to the insurance healthcare travel and entertainment industries

PROFESSIONAL DEVELOPMENT

- Using Canvas Learning Management System
- Microstrategy Developer
- Microsoft Education
- Teaching Computer Science and Applications
- Project Management Institute
- Leadership Training for Results, Dale Carnegie Training Course
- High Impact Presentations, Dale Carnegie Training Course
- Previously held Florida Life and Health Insurance Licenses

EDUCATION

Master of Arts in Teaching and Learning, Educational Technology Nova Southeastern University, Fort Lauderdale, Florida

Relevant coursework: Infusing Technology into the Classroom, Technology in Management and Assessment, Instructional Practice in the Inclusive Classroom, Action Research in Practice

Bachelor of Arts, Medical Technology University of Kansas Medical Center, Kansas City, Kansas

Relevant coursework: Laboratory Science, Clinical Biochemistry, Clinical Microbiology, Hematology, Immunology

(Received certification as MT-ASCP at graduation)

Bachelor of Arts, Microbiology University of Kansas, Lawrence, Kansas

Relevant coursework: Organic Chemistry, Cellular Biology, Immunology, Pathology

PROFESSIONAL EXPERIENCE

Broward County Public Schools Fort Lauderdale, Florida
Middle School Science and Computer Applications Teacher
Pinnacle Gradebook Manager
Science Department Chairperson

August 2004 through October 2020

Created and delivered engaging lessons and activities to inspire, motivate and educate science students both in classroom and online using Canvas LMS and Microsoft Teams
Instructed students in the use of Microsoft Office 365 and other Windows tools
Developed, administered, and validated assessments to evaluate student progress
Generated and presented statistical/analytical reports from student information system data (SIS)
Conducted parent-teacher conferences and updated parents on student progress
Received grant and coordinated the delivery of the American Heart Association's *CPR Now!* program to train over 700 students in basic CPR and life support techniques for three consecutive years
Pinnacle Electronic Gradebook and Attendance Manager
Technology Selection Team
Principal's Leadership Team
Faculty Council Representative
Nominated for Teacher of the Year for three consecutive years
Served on County science textbook selection committee

Rewards Network Inc. Miami, Florida
Director, Business Intelligence and Data Warehousing

Developed, managed, and implemented corporate data analysis and reporting system and strategic marketing applications. Directed requirements gathering, hiring, and evaluating team members, creating partnerships with vendors and service providers, development of training programs to educate end users.

- Led and managed business intelligence initiative and actively managed project team and software vendors
- Engaged cross-functional teams to improve data quality, communication, and customer satisfaction
- Delivered a web-based reporting system for national corporate intranet

**SPSS, Inc. Miami, Florida
Solutions Architect**

Provided direct leadership and technical support to worldwide sales teams. Recorded and evaluated customer requirements, then developed and presented statistical and predictive analytical software solutions to worldwide SPSS partners and prospects.

- Support for sales teams by translating highly technical material into clear language for successful engagements
- Developed and presented effective product demonstrations/solutions to key stakeholders
- Created technical documents and detailed project plans including resources and time/cost estimates

**Precision Response Corporation Miami, Florida
Director, Business Solutions Development
Senior Business Analyst**

Selecting, presenting, and justifying contact center and web customer service solutions to clients and prospects.

- Established and enhanced software product and service offerings to clients and prospects
- Created business partnerships to provide rapid and cost-effective delivery of technology solutions
- Developed a flexible customizable customer relationship management (CRM) platform architecture
- Trained and assisted sales staff in understanding technology solutions and identifying prospective customers
- Participated in establishing corporate goals and objectives with Executive Management
- Trained customer service representatives and technical support teams in use of new applications and technologies

**Blockbuster Entertainment Group Fort Lauderdale, Florida
Business Systems Analyst**

Provided complex analysis and design of new data warehouse and predictive analysis tools for video rental and music sales. Integrated GIS data to guide location for new stores. Applied the use of demographic and customer data to correctly select products and services that resulted in doubled sales revenues the following year.

**Coulter Corporation Miami, Florida
Financial Analyst**

Developed and delivered a new metrics and sales database and dashboards to provide senior management with weekly sales reports and charts by region territory and product line. This enabled reliable sales forecasting and unit production data that was previously unavailable. This was used to establish market territories, optimize product line profitability and sales reporting. Established new business relationships with suppliers and partners to enable exchange of product shipment data and sales forecasts to streamline manufacturing schedules and timely delivery of products and materials.

VOLUNTEER AFFILIATIONS AND ACTIVITIES

- Licensed and active amateur radio operator (Extra Class License)
- Digital photography and videography
- Domestic and international travel
- Eagle Scout, Boy Scouts of America / Previous Troop Scoutmaster