

# Patrick Wile

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## Executive Summary

I'm a seasoned computer professional with full life-cycle development experience. Proven ability to lead and communicate with customers, developers, management, and support staff. Deliver error-free software through SDLC methodologies, quality initiatives, and Six Sigma principles.

I design, document, develop, test, implement, and support: software, web, content management, XML/JSON, and SQL database solutions. Project leader with the ability to foster, build, and maintain client relationships that accomplish the companies service level agreements.

## Professional Experience

**Independent Contractor**, Atlanta, Ga.

*Technical Business/QA Analyst*, 2018 – Present

- Analyze client's needs to determine, challenges, requirements, scope, and feature sets.
- Implement products and train users or the trainer on functionality and operation.
- Perform QA/Quality Assurance on all aspects of my information technology services.
- Provide strong analysis, troubleshooting, creative thinking, and sound problem-solving skills.
- Create and manage mobile-first web, CMS, and application design, with database integration.
- Adapt quickly to the ever-changing IT/technology world and enjoy learning new software solutions.

**Optum360 Inc. (UnitedHealth Group)**, Atlanta, Ga.

*Lead Technical Analyst*, 2014 – 2017

- Analyzed EDI/EHR files and created data interfaces using Pervasive Data Integrator to import data.
- Developed data conversion processes utilizing VB script, MS SQL Server, in an Agile environment.
- Automated the load process of hospital/clinic data (over 1.8 million rows) into Optum360 databases.
- Saved the team 16+ hours per project by automating the configuration of financial balance reports.
- Provided implementation support/QA for all phases of Optum's Revenue Cycle Management suite.
- Created design and implementation documents after gathering requirements for field mapping.
- Directed autonomous projects simultaneously while collaborating with internal and external clients.
- Acted as a single point of contact for implementation, development, and application issues.
- Facilitated weekly meetings with 20+ participants; developed reports for project stakeholders.

**Honeywell Inc.**, Atlanta, Ga.

**Sr. Project Control Specialist/DBA**, 2004 - 2013

- Managed customer relationships and data integrations via phone, chat, email, and remote control.
- Completed technical onboarding of new users and companies to Honeywell software offerings.
- Streamlined the onboarding process by developing a support portal with DotNetNuke.
- Reduced help desk calls by 30% by releasing the support portal to customers.
- Maintained servers: web, application, and database (win 2k and 2k8) in a 24/7 environment.
- Created, illustrated, and documented workflows and procedures for standard work.
- Assisted and led daily stand-up calls in a 100% remote working team environment.
- Performed database administration and database integration (MS SQL, Open Edge, and Oracle).
- Executed quality assurance software testing (unit, integration, system, installation, and acceptance).

## Education

**Major:** Business Administration

Henry Ford College, Dearborn, MI

University of Michigan-Dearborn, Dearborn, MI

**Continuing Education:** UCLA User-Centered Design (Certificate), Six Sigma Green Belt (Certification), Computer-Based Training courses on-demand learning, and workshop courses at trade associations.

## Professional Skills

Customer-Facing, Client Support, Implementation, Problem-Solving, QA/Testing, Quality Assurance, Testing: (End-to-End, Unit, Acceptance, Usability, Failover, Interface, Smoke, Integration, Regression, System, Functional), IT/Information Technology, HTML/CSS/Responsive, Deployment, Troubleshooting, Software Development Life Cycle, Data Analysis, Gap Analysis, Agile, Scrum, Six Sigma, Data Transformation, Team Leader, XML/JSON, CMS/Content Management Systems, DotNetNuke/DNN, WordPress, Client Liaison, Technical Documentation, Business Requirements, Business Analysis, Business Planning, and Onboarding.

Microsoft/MS tools: Visio, Project, SQL Server, SharePoint, Word, Excel, PowerPoint, Access, Outlook, OneNote, Visual Studio Code, Azure, Visual Basic, and OneDrive.