

Patricia Li

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Objective

Seeking an analyst position in an exciting and growth-oriented environment. Detail oriented, self-starter with integrity and an aptitude for learning new skills quickly. Excellent judgment, organizational, and interpersonal skills. Strengths include extensive history of developing software systems.

Technical Skills

Technologies: HTML, CSS, XML, Perl, Visual Basic, SQL, DB2, Microsoft Office Suite

Operating System: Windows XP, 2000, NT, 95/98 and Mac OS

Professional Development

Web Developer / Designer (December 1999 – June 2007)

Medea Group / Chili Designs, Toronto

- Involved in the conceptualization and development of the Self Publishing System (SPS) software. SPS is an automated, digital marketing web application that allows anyone with basic computer skills to create and distribute sophisticated marketing materials in PDF, HTML and Word format.
- Analyzed marketing material requirements of clients such as RBC, Scotiabank, Allstate, SOCAN, Aboriginal Human Resources Development Canada, etc.
- Produced client customized demos.
- Established and managed the whole SPS client templates workflow process. This included analysis, price quotation, requirements sign-off, production, testing and client acceptance.
- Coordinated with print suppliers such as Xerox and Bowne to maintain visual consistency and quality of the printed marketing brochures and documents produced by SPS.
- Built SPS client templates using XML, HTML and Perl.
- Manipulated graphics, images and layouts using Photoshop, Illustrator and QuarkXpress.
- Developed a custom MS Word driver in Perl to interface SPS with MS Word using OLE.
- Trained client data managers in the use of the more complicated functions of SPS.
- Created sales sheets, brochures and websites for various clients.
- Assisted in operations and PC support.

Adventurer (May 1998 – July 1999)

- Traveled around the world for 14 months.
- Visited Europe, the Middle East, North Africa, Asia, Australia and New Zealand.

Systems Analyst (May 1997 – April 1998)

Manulife Financial, Toronto

- Developed a Visual Basic application that allowed clients from the US to connect to the Manulife Financial network (mainframe, NT server, Lotus Notes database). The system handled the extraction, calculation and update of employee pension account information from the IBM/3090 DB2 databases. It also sent notification of system updates to account representatives through the Lotus Notes database.

- Established business and workflow requirements with the use of GUI screen prototypes, reports and file layouts.
- Produced functional and program specifications.
- Provided support to the user acceptance test team and the client beta testers.
- Conducted training sessions for users, new employees, and support teams.
- Assisted in supporting the Manulife US Savings and Retirement Services website.

Business Analyst (October 1994 – May 1997)
Manulife Financial, Toronto

- Drew up test plans and test cases.
- Performed functional and installation types of testing.
- Executed automated testing using Mercury WinRunner.
- Wrote customized SQL scripts for business users support and test results validation.

Business Systems Analyst (May 1992 – June 1994)
American International Data Centre, Hong Kong

- Developed business requirements for a multi-national Group Insurance System that was to be used in various countries such as United States, Hong Kong, Middle East and South America. Worked on the following group insurance business processes - underwriting, enrollment, billing, claims, commissions, valuation, and MIS reports.
- Built logical data and process models (data flow and ER diagrams) for the databases.
- Maintained the data repository using the Excelerator CASE tool.
- Performed model office testing.
- Conducted presentations of the system to users and management.

Analyst / Programmer (August 1991 – May 1992)
American International Group Information Systems, Manila

- Prepared functional and program specifications.
- Worked on the construction and maintenance of the Group Insurance System.
- Provided support to the users.
- Conducted AS/400 COBOL classes to newly hired programmer/trainees.

Programmer (January 1990 – March 1991)
ITT/Globe Mackay Cable and Radio Corporation, Manila

- Designed, developed and implemented a Customer Service System (PC based - using Foxbase). This was a trouble ticketing system that provided a workflow input/output communications between the Customer Service department and the Engineering department.
- Maintained programs in the Accounting System on both the IBM 4361 mainframe and PC.
- Provided support on all data communication requirements such as installation of EM3270 links to the IBM 4361 using SDLC, file transfers and email accounts.

Education

George Brown College, Toronto (1999 – 2001)
Graphic Design Certificate

De La Salle University, Philippines (1985 – 1989)
Bachelor of Science degree in Electronics and Communications Engineering