

Hattie C. Best, MBA

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SUMMARY

Seasoned Information Technology professional with experience in the transportation, utilities and retail industries. 12+ years leadership experience designing, developing, implementing, and maintaining an active Enterprise Data Warehouse (Teradata). Recently completed the Executive MBA Program at Georgia State University (Global Business and Executive Leadership). Seeking new opportunity as Technical Project Manager responsible for end-to-end implementation of large I.T. projects (onshore/offshore).

Core Competencies include:

- Technical Leadership
- Technical Project Management
- Offshore Project Management
- Teradata/BI User Group (I.T. Representative)
- Vendor Procurement (onshore/offshore)
- Relational Table/View Design
- ETL Development
- Analytical Troubleshooting

KEY ACHIEVEMENTS

- Played a key role in procuring and managing the department's first large offshore/outsourced project.
- Successfully managed/implemented 10,000+ hr transportation project with blended onshore/offshore development team.
- Successfully served on the Teradata User Group as liaison between users and I.T., helping launch key customer initiatives including car tracking and geospatial projects.

EDUCATION

- Georgia State University, J. Mack Robinson College of Business Atlanta, GA, Executive MBA Program (May 2017)
- Georgia State University, J. Mack Robinson College of Business Atlanta, GA, Certificate of Change Leadership (May 2017)
- Howard University, School of Business and Public Administration Washington, D.C. Bachelor of Business Administration, Management Information Systems

WORK EXPERIENCE

Norfolk Southern Corporation Atlanta, Georgia (October 2002 – Present)

- *Technical (AMS) Project Lead - December 2015 - Present*
Responsible for a team of 6 offshore development resources. Supervise implementation of large data warehouse projects, enhancements and broke/fix implementation through Application Management Services contract. Meet with users to gather requirements for initial work requests; perform high-level analysis and design and deliver requirements to offshore development team; oversee and review all development work prior to system testing, coordinate final UAT, oversee prod implementation. SME on key applications.
- *Team Lead/Software Designer - February 2007– December 2015*
Lead programmer responsible for developing ETL solutions to extract and load data from disparate source systems into an active Enterprise Data Warehouse. Design tables, views, macros, and stored procedures to customer specifications. Provide 24x7 system support by resolving broke-fix tickets and completing enhancements. Worked with data architects to provide data requirements for relational and dimensional modeling. Work closely with DBA's to ensure optimal performance. Participate in every aspect of full life-cycle project implementation (SDLC). Supervised a staff of 8 developers.
- *PSS Team lead/Designer October 2002 – February 2007*
Responsible for 24x7 support of the Waybill Rating application. Analyzed broke/fix issues with batch jobs and CICS screens, and coded solutions using JCL, COBOL and CICS. Developed/enhanced DB2 table designs. Managed a team of 5 developers; provided weekly team status to management; lead effort to document application processes and created run books. Promoted to Team Lead 3 months after start date.

Atlanta Gas Light Atlanta, GA

- Senior Consultant/Team Lead (LaVista Consulting) 1997 – 2002

Macy's Systems & Technology Norcross, GA

- Senior Analyst 1993 – 1997

LICENSES & AFFILIATIONS

Technology Association of Georgia (TAG); Project Management Institute; Alpha Kappa Alpha Sorority, Inc.; Delta Sigma Pi Business Fraternity; National Black MBA Association; Howard University Alumni Assoc.

SKILLS

- Databases: Teradata, SQL, DB2, Roscoe, IDMS, Microsoft Access.
- Tools: Teradata Utilities (BTEQ, FastExport, FastLoad, MultiLoad), Teradata SQL Assistant, TSO/ISPF, SharePoint, File Manager, MS Project,
- Word, Excel, PowerPoint, Outlook, Visio, ChangeMan, Easytrieve, Changeman, PVCS.
- Training: Teradata TPT, SQL Server, XML, .NET, Hyperion/Brio Intelligence, OBIEE.
- Certifications: Currently working on Teradata Masters Certification.
- Languages: SQL, COBOL II, CICS, JCL, UNIX and DataStage.