

Andreja Cvetanovic

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Summary:

- Master of Management in Information Technology with 4+ years of team leading, counseling and recruitment experience in IT;
- Strong IT project management based on Software Development Life Cycle methodologies, with 7+ years of Systems Analysis and Programming, UML, GUI Design (Graphical User Interface), Web Development, Usability and Accessibility Analysis and Content Management in telecommunications;
- Excellent communication and interpersonal skills with a demonstrated ability to interface confidently and effectively with all levels of the organization;
- Strong IT planning, prototyping and presentational skills that deliver on business strategies;
- Extensive hands-on experience in the latest Web technologies including ASP/VB/ADO .NET, XML/XSLT, Java, JavaScript, DHTML, SQL;
- Highly resourceful and creative with focus on team productivity.

Work Experience:

Verizon Communications Inc., Dallas/Texas

7/2000 - Present

Positions held: Software Engineer IV, Software Engineer III, and Systems Engineer

Responsibilities: Team leadership, Systems Analysis and Design, Usability and Accessibility Analysis, UI Process Management

People Management

- Developed and conducted technical interviews for the SSP Lite, DSL Wholesale and Vanity numbers projects. Interviewees have been initially screened by the HR to meet pre-selection criteria requested for these positions. I have designed technical questionnaire, used during the interviews in combination with hands-on demonstrations that has enabled us to grade candidates.
- Monitored team's progress on everyday basis and ensured consistency in application of company's standards for software development as well as meeting project deadlines.
- Worked closely with clients and senior management to develop project plans and ensure project commitments are met.

Project Management

- Provided leadership for the Broadband UI group. Supervised and coordinated all aspects of the DSL Portal - UI development for Verizon.com (www.verizon.com/Vanity/) as well as Vanity Numbers module for Retail Ordering web site including management of Change Requests.
- Facilitated implementation of the Vignette Content Management system with the ASP applications and organized support for the post-production reporting of the web statistics using WebTrends.
- Conducted Usability, Accessibility and Security Analysis for several projects in collaboration with other design leads from different lines of business. Used HiSoftware systems for monitoring web accessibility, searchability and content quality as well as Sanctum "AppScan" system for security analysis.
- Worked closely with Verizon Interactive Design group to develop Training guides for IOM system.

Technical Operations and Interface Design

- Designed, prototyped and supervised implementation of GUI for the IOM System (Integrated Order Management) using JSP, Action classes and JavaScript. This system is used as the Enterprise, Wholesale and Small Businesses ordering and provisioning system for a large number of products and services. Design includes network diagram based ordering and reduction of clicks-to-order (HTML prototype accessible by request at www.cvetanovic.com/iom/).
- Gathered requirements and designed prototype for the SMP (Service Management Platform), B2B enterprise portal, with the GIS based ordering (using superpages.com MapPoint services) that reduces training time of users (HTML prototype accessible by request at www.cvetanovic.com/smp/).

- Redesigned interface for the Enterprise Portal, taking into account Usability and Accessibility Analysis conducted by the Enterprise group. Redesign took into account clicks-to-order, vertical and horizontal length of the page, congested layout, unreadable fonts, limited client scripting, etc. (screenshot of the suggested redesign at www.cvetanovic.com/ea/).
- Gathered requirements, designed and implemented BBM (Broadband Metrics) internal metrics portal for Broadband Operations group that provide statistical information on different financial parameters (Net Adds To Billing, Churn, Avg. Time to Provisioning, etc) as well as systems performance (database, web services, network). Implemented as the ASP.NET using VB.NET, ADO.NET, and Oracle 9 database. (HTML prototype accessible by request at www.cvetanovic.com/bbm/)
- Contributed in developing Verizon.com Style Guide on the behalf of the Broadband Group.
- Designed GUI for the overall Retail Express ordering and provisioning system (GTE-CLEC). Developed Java classes based on SWING to be reused as Retail Express UI templates. Developed forms in VB and ASP as well as XSLT templates.
- Designed icon library with more than 40 icons to be used by different modules of the system. Wrote "Graphics and Layout Guidelines for RX" document for Retail Express to ensure unified interface design of applications throughout the system (desktop application screenshots as well HTML prototype accessible by request at www.cvetanovic.com/rx/ and www.cvetanovic.com/hicap/).

Fujitsu Consulting Inc. (formerly DMR Consulting), Dallas/Texas

8/1999 - 7/2000

Position: Systems Analysis and Programming

Responsibilities: Systems Analysis and Design, Systems Implementation

- Responsible for the requirements analysis and development of dynamic GUI templates for the View Pay application using **XSL** and **XSLT** as part of the Retail Express ordering and provisioning system that was GTE-CLEC call center software package and included different applications, both desktop and web based.
- Created **XML** structure and **DTD** schemas for the GTE enterprise client bill;
- Designed **XSLT** templates to display the GTE enterprise client bill on the web.

Best World Associates Inc., Arlington/Texas

4/1999 - 7/1999

Position: Web Developer

Duties: Team Leadership, UI Design

- Freelance project in which I developed complete web solution for five different departments (five different web sites) of the BEST/World Associates, Arlington, Texas: pre-employment, exit interviews, on-site outsourcing, research, response management (my design is still active at <http://www.bestworld.com>)
- Developed HTML, graphics and simple forms in **IDC/HTX** through **ODBC** to connect to **SQL Server**.

University of Dallas - GSM, Irving/Texas

8/1998 - 7/1999

Position: Web Designer, Graduate Assistant I

Duties: Web Design, server and workstation maintenance

- Designed enhanced web system for the Graduate School of Management, UD, Texas; including **Real Video** and **Live broadcasting**, enhanced by **Newsgroup** and **FTP** services of the **MS IIS4** for faculty members. As an Alumni contributor I have redesigned school site in 2002 and added WAP Site (2002 design can be previewed at <http://www.cvetanovic.com/gsm/> and you can preview WAP site by pointing your WAP enabled mobile phone to <http://gsmweb.udallas.edu/wap/>)
- Designed graphics with **Adobe Photoshop 5**, **Macromedia Flash 3**, **Image Composer**;
- Developed data enabled web applications connecting web pages and **SQL Server 7** database by using **SQL** statements in **IDC** and **HTX** (designed both web pages and **SQL Server 7** database).

Awards & Publications:

- Coauthored a chapter "E-Success on The Internet" in the E-Business and E-Challenges book (ISBN:1586032763).
- I have been awarded two times with the Excellence award and once with a Service award during my employment at Verizon.

Education & Professional Training:

7/2001, Vignette Content Management, Verizon TELS, 2 week intensive course;

6/2000, Java for Web, Verizon TELS, 2 week intensive course;

7/1999, MMIT (Master of Management in Information Technology), Graduate School of Management, University of Dallas Irving, Texas – US;

7/1998, MBA (Master of Business Administration), major in International Management, French-American Institute of Management (IFAM), Paris - France;

6/1997, BBA (Bachelor of Business Administration), major in Marketing, French-American Institute of Management (IFAM), Paris - France.

Languages:

English, Fluent - Full Knowledge;

French, Conversational - Advanced;

Serbian, Fluent - Full Knowledge;