

Danny Wayne Heisner
110 12th Street North
Birmingham, AL 35203
(205) 250-6395
d.heisner@analyticfocus.com



SUMMARY

Director of Information Technology/Senior Systems Analyst with over 18 years of experience in software development, project engineering, management, training and curriculum development, product support and quality assurance in the factory automation, process automation, communications, and computer certification industries. Experienced in developing, implementing, and supporting solutions that address specific customer needs. Experienced in:

- Microsoft Solutions Framework
- Project engineering
- Quality Assurance
- Networking
- Visual Basic 5.0/6.0/.NET
- Microsoft Access/SQL 7.0/2000
- Microsoft Project
- Macromedia StudioMX

PROFESSIONAL EXPERIENCE

Analytic Focus LLC, Birmingham, AL

2004 - present

Provides research and consulting to the banking, insurance, financial and litigation industries as well as providing consulting to state and federal governments concerning regulatory compliance issues

Director of Information Technology/Senior Systems Analyst

- Designs, implements, and directs corporate information technology infrastructure.
- Directs all application development efforts including design, documentation, and testing.
- Directs quality assurance testing of all application and web based software development efforts
- Mines financial data for use in statistical analysis.
- Designs and develops corporate web site.

Transcender LLC, Nashville, TN

2001 - 2004

Develops IT Computer Based Training and Practice Exam Certification Software

Quality Assurance Specialist

- Created PowerPoint class to educate Computer Based Training (CBT) developers on the proper use of advanced features, resulting in a 30% increase in productivity.
- Performed ad hoc testing on all Windows, web, and PDA examination and video training products.
- Administered quality assurance lab.

Dialogic Communications Corporation, Franklin, TN

2000 - 2001

Develops communications software to send and receive messages via email, voice, pager, and fax

Manager of Reciprix Product Support

- Established and built software product support and quality assurance groups from the ground up; hired and trained employees and created policies and procedures as well as running day-to-day operations.
- Created closed loop software quality assurance standard operating procedures to guarantee that once software issues were fixed, they never returned utilizing integrated support and bug tracking tools.
- Performed software code reviews with staff to teach them VB and find possible issues with the code.
- Provided implementation consulting with sales personnel to end users utilizing WebEx technology .
- Analyzed customer issues and provided implementation consulting to end customers on a 24/7 basis.
- Designed and implemented electronic paging service test software in VB to validate phone numbers for paging service, saving several man weeks of manual labor costs.
- Designed and implemented test setup software in VB6 reducing setup time from 8 hours to 15 minutes.

PID/Sequencia Corporation, Phoenix, AZ **1997 - 2000**

Develops batch control integration and enterprise connectivity software for the process control industry

Manager of Technical Support **1998 - 2000**

- Analyzed frequent support issues and spearheaded creation of an advanced maintenance and troubleshooting course for which generated additional revenue and decreased support costs.
- Analyzed complicated support issues and spearheaded efforts to redesign certain features to eliminate support calls for those features.
- Supervised a group of highly trained technical support engineers trained in chemical engineering.
- Designed and implemented log file translation program to convert log files into English using VB6.

Technical Support Engineer **1997 –1998**

- Diagnosed and corrected issues for internal software packages as well as many third party systems engineering staff and customers, including products from Rockwell, Honeywell, ABB, and Siemens.
- Created on-line tutorials for customers to explain difficult topics reducing the need to call for support.
- Conducted batch control system integration training courses.

Johnson Controls/Johnson Yokogawa, Newnan, GA **1988 - 1997**

Develops manufacturing and process control systems for the process and factory automation markets

Technical Support Engineer **1992 - 1997**

- Performed engineering modifications to existing systems in the automotive, pharmaceutical, and specialty chemical industries.
- Developed and conducted an extensive, 9-day, large-scale distributed control system training course for all customer service engineers in the U.S.
- Analyzed customer issues and provided consultation for all Yokogawa control systems.

Project Engineer **1991 – 1992**

- Designed and developed data collection and file conversion software for a major automotive manufacturer with only one documented defect after factory acceptance.
- Designed and developed a laboratory data acquisition system for a major automotive manufacturer's R&D facility averaging one documented defect per program after factory acceptance.
- Conducted manufacturing line control system engineering and maintenance courses.

Product Development Engineer **1989 – 1991**

- Developed timing, control algorithm, and watchdog timer firmware for signature analysis product.
- Designed digital timing circuitry for metal stamping press automation product.
- Developed graphical HMI software for metal stamping press automation product.

Digital Technician **1988 –1989**

- Assisted engineering proposal team in conducting engineering surveys.
- Performed on-site repair and maintenance services for customers.
- Designed and implemented diagnostics software and hardware for troubleshooting.

EDUCATION

Bachelor of Science in Electronics Management, Southern Illinois University, 1988.

Associate of Applied Science in Computer Information Processing, Southern Illinois University, 1988.

Associate of Applied Science in Electronics Technology, Southern Illinois University, 1986.

CERTIFICATIONS

Microsoft Certified Systems Administrator in Microsoft Windows 2000