

# Bryan J. McKean

mckeanb@bjmphoto.com

## Objective

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To leverage my unique blend of knowledge and experience in computer systems, development, and security to maintain and protect the technology resources of the company.

## Employment History

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| <b>Software Engineer</b><br>August 2001 – Present                          | <b>Online Computer Library Center</b><br>6565 Frantz Road<br>Dublin, OH 43119  |
|  | Develop and enhance Lotus Notes/Domino and web applications.<br>Maintain Domino, Seagate and ACD servers.<br>Train OCLC and external staff in the use of Siebel Call Center applications.<br>Create Siebel Call Center training materials. |
|  | Ovation and Spotlight award recipient  |
| <b>System Administrator</b><br>August 2000 – August 2001                   | <b>Online Computer Library Center</b><br>Configure and administer Lotus Notes/Domino environment<br>Maintain Aspect ACD call routing server  |
| <b>Product Administration Specialist II</b><br>December 1994 – August 2000 | <b>Online Computer Library Center</b><br>Responsibilities included answering customer's inquiries, order processing, inventory control, and mail list management.  |
| <b>Product Distribution Specialist</b><br>November 1990 – December 1994    | <b>Online Computer Library Center</b><br>Responsibilities ranged from material handling, inventory control, distribution of orders, completion and knowledge of customs rules and regulations.   |
| <b>Photographer</b><br>June 1990 – February 2005                           | <b>BJMPhoto and Picture America</b><br>Photograph weddings, events and corporate portraits<br>Meet with clients and potential clients to sell photographic services<br>Manage and organize all the financial aspects of a small business   |

## Employment Results

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Below are listed some of the projects that I have completing using my knowledge of Domino and web applications specifically Lotus Script, Java Script, HTML and other Domino Design components.

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| <b>Email Profile Management</b>      | Using Collage, I created a web based form that integrates with Whatcounts to provide OCLC users the ability to manage their email preferences. Using HTML and JavaScript I created a series of functions that records the subscriptions and the preferences for each user.   |
| <b>RMS Users Web Site</b>            | Developed in Domino as strictly a web application. This web site displays static content in addition to allowing authorized users to log on to the site and add dynamic content without HTML knowledge. This application uses the design features of Domino and HTML to accomplish these objectives. There is also a version of this application that I redeployed for our external users. |
| <b>USD Employee Records Database</b> | Developed for the department's administrative staff to track employee records  |

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(name, address, title, etc). This application uses Domino script agents to process vacation and sick leave monthly accruals; it allows administrative staff to enter leave forms. Particularly challenging on this project was allowing for storage of salary information that only would be visible to staff authorized to see it. I developed field level encryption that used a key stored on a floppy disk, if this disk was not present, the salary would not be visible.

**UNS Workforce Management** Developed this application using Domino agents and Lotus Scripting to take call volumes, employee skills, schedules and determine where there are gaps in coverage. Using this Lotus Notes Client application the Customer Service Department was able to determine the number of FTE's needed to support each product.

**Support Information Database (support.oclc.org)** Web based application built on Domino that processes an excel file generated from our Siebel application creating documents via a Lotus Script. These documents are then presented to our Regional Network staff members by browsing or by full text searching.

**Star Awards Web Site** I developed this web application using Lotus Script, JavaScript and HTML. The internal Star awards committee uses the HTML form to create nominations, process the nominations and track the winners. Once the nomination is captured, the nomination name is only visible to the Administrator. The application also uses scripting prints the current nominations from the web.

**Aspect ACD** Maintain and develop call control tables to route calls for various products. The call routing is specific to each group, for example in Customer Support; the calls are routed based on the skills of each agent. In contrast, for the Sales Development section, I used the zip code to route each call.

## Education

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### Currently Pursuing

#### Franklin University

Bachelor of Science in Business Administration  
201 S. Grant Ave  
Columbus, Ohio 43215

Course work included critical thinking, reasoning and analytical skills required for business decision making; utilizing information technology in decision making and problem solving and synthesizing and applying business concepts such as accounting, finance, international law, management and marketing to a variety of work situations.

### January 1991 – March 1994

#### Columbus State Community College

Micro-computing Technology Coursework  
550 E. Spring Street  
Columbus, Ohio 43212-1609