

MARK K. LYONS

PO Box 687, New Brunswick, NJ 08903 / mark@mark-lyons.com / (732)543-4239

www.mark-lyons.com

FOCUS

With 10+ years experience as a business analyst & systems analyst / programmer & system administrator in the industries of telecommunications, finance, insurance, pharmaceuticals, sales & marketing, education. I have implemented executive dashboards and scorecards, backend DB design and programming, SQL, statistics, data modeling & general software development. I can achieve objectives and results via analysis & implementation of solutions, creating automated systems, improving existing systems and uncovering valuable information utilizing data mining, statistical / financial / operational analysis and systems administration to deliver positive results.

SKILLS

- Certification as a SAS Platform Administrator
- Development of complex interactive software applications, statistical processes & database driven solutions supporting business and IT needs
- Design / coding / execution of tests for business and IT needs
- 10+ years managing teams, project deadlines, technical difficulties, and cost containment
- 10+ years expert knowledge and use of SAS Macro/SQL/GRAPH/STAT/ EBI / E. Guide / E. Miner/IntrNet/JMP/Administration & Analysis
- Administration of user access
- Administration and modification of project reviews with data architects, security teams, stake holders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues related to time/project/program/portfolio management functionality
- Maintaining and debug the customizations that have been done
- Creating request types and workflows
- Developing complex tools and processes
- Execute tests for system continuity
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections

Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation
Project management / Team delegation / Team follow-up and project reports / Stakeholder management , presentations, communications /
Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Statistical modeling /
Data modeling / Model stress testing / Data, design, and software optimization / Business, compliance & regulatory validation

SAS Base / Macro / SQL / GRAPH / STAT / EBI / Enterprise Guide / Enterprise Miner / IntrNet / Data Integration Studio / JMP / Administration
HTML 5, CSS, XML Perl Unix / Linux / Shell Scripts Oracle PL/SQL, OBIEE, Erwin & TOAD
MS SQL Server .NET Studio VB / VBA / Excel / Access Development MS Office / MS Visio and App Development
Java, C, C++, Pro C & C# Unix Cognos Legacy DB2 / AS400 / Cobol / RPG
VBA / VBS / PHP / ASP JavaScript Machine learning Algorithms Microsoft Sharepoint development and administration
Geographic Mapping and GIS / GPS / ESRI / Mapitude / VBA – MapPoint / Google Maps API / Software Development

PROFESSIONAL EXPERIENCE

- 5/2013 - Present SELF EMPLOYED Developer, Equity (Stock) Day Trader & Forex Investor for AiHedge.com - New Brunswick, NJ
- Data sourcing / Solution implementation / Historical back-testing / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Statistical modeling / Model stress testing / Data, design and software optimization / Regulatory validation / System administration, BI intelligence design with SAS Enterprise Miner, BI development, BI testing, Web development with Amazon AWS, Business development, Software design and development written in SAS, C, SQL, HTML, Javascript and Perl.
- 9/2011-5/2013 SENIOR BUSN. INTELLIGENCE MANAGER – AXA Equitable, Jersey City, NJ – severance \$ for training TATA India Offshore
- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation
Project management / Team delegation / Team follow-up and project reports / Stakeholder management , presentations, communication
Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling
Model stress testing / Data, design, and software optimization / Business, compliance & regulatory validation
Development of complex tools & processes supporting business and IT needs
 - Design/ coding / Execution of tests for business and IT needs
 - managing teams, project deadlines, technical difficulties, and cost containment
 - use of SAS Macro/SQL/GRAPH/STAT /E. Guide /E. Miner/IntrNet /Administration & Analysis
 - Administration of user access
 - Administration and modification of project reviews with data architects, security teams, stake holders and upper management
 - Supporting business & IT applications on a day-to-day basis
 - Patching/upgrading applications
 - Resolving all user issues related to time/project/program/portfolio management functionality

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- Maintaining and debugging the customizations that have been done
- Creating request types and workflows
- Developing complex tools and processes
- Executing tests for system continuity
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- SAS system and security administration.
- Building and maintaining database structures for information storage and retrieval.
- Building and maintaining ETL efficient processes.
- Experience with a development lifecycle methodology.
- Interpreting business requirements for effective delivery of targeted outcomes.
- Design and creation of a production predictive analytics and model generating system using SAS
- Training of staff to use predictive analytics and data model generating systems
- Certification as a SAS Platform Administrator (2012) / SAS System Administration & Security Administration duties
- Production of business intelligence reports using Oracle OBIEE, SAS, Excel, Access, VBA and Perl
- Production of online video training of developed SAS and Oracle solutions
- Production of automated data warehouse data dictionaries for data asset inventory and analysis
- Development of integrated multi-vendor backend processing with real-time Web front-end dashboard & query interfaces

10/2010-5/2011 PHARMA CONSULTANT – DB & WORKFLOW DEVELOPER / BUSINESS ANALYST – Novartis, NJ – 6 month contract

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation
Project management / Team follow-up and project reports / Stakeholder management , presentations, communication
Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling /
Data, design, and software optimization / Business, compliance & regulatory validation
- Development of complex tools & processes supporting business and IT needs
- Design / coding / execution of tests for business and IT needs
- Managing project deadlines, technical difficulties, and cost containment
- Administration of user access
- Project reviews with Director of Quality Assurance & upper management
- Supporting business & IT applications on a day-to-day basis
- Resolving all user issues related to time/project/program/portfolio management functionality
- Maintaining and debugging all application development code
- Creating request types and workflows
- Developing complex tools and processes
- Execute tests for system continuity
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- Design and creation of a pharmaceutical workflow database & web user interface using SQL / VBA / Excel
- Analysis of requirements, data modeling and designing, developing and packaging of software for various deployments
- Maintaining and modifying existing software
- Managing projects from inception through completion
- Promoted code reuse
- Diagnostics of reported problems and working with operations staff to remediate production issues
- Working with the QC team to ensure applications integrity including development of automated test suites
- Integrated clinical regulatory data & systems from Respiratory, Cardio & 6 other divisions into 1 automated database + reports and alerts
- Creation of a workflow system prototype, demonstrated to senior leadership.

7/2010-8/2010 PHARMACEUTICAL DATABASE DEVELOPER – ZS Associates, Princeton NJ via Kforce Staffing – Short-term temp project

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation
Project management / Team follow-up and project reports / Stakeholder management , presentations, communication / Software & hardware
environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Software optimization /
Business, compliance & regulatory validation
Development of complex tools & processes supporting business and IT needs
- Design / coding / execution of tests for business and IT needs
- managing project deadlines, technical difficulties, and cost containment
- use of SAS Macro/SQL & Analysis

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- Administration of user access
- reviews with stake holders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues related to time/project/program management functionality
- Maintaining and debugging requested code changes
- Creating request types and workflows
- Executing tests for system continuity such as data source unavailability
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects, such as ETL record counts
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on performance analysis
- Data warehouse / SAS & Proc SQL / Oracle & PL/SQL development
- Conceptualizing analytical and data modeling framework, defining data requirements, building data models and related analyses & insights
- Focus on key customer and segment sales performance and other impacting business variables.
- Collaborating with teams in marketing
- Analysis of requirements, designing, developing and staging data for deployment
- Managing the project execution from inception through completion
- Diagnostics of reported problems and working with operations staff to remediate production issues
- Creation of a database of prescriptions, doctor data, territory, segment, decile, sales force pooling, samples and other information.

02/2010-5/2010 SR. CONSULTANT – DATA & TEXT MINING DEVELOPER/ANALYST – Chubb, Warren NJ – 3 month contract

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation / Team follow-up and project reports / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Model stress testing / Data, design, and software optimization / Business validation
- Development of complex tools & processes supporting business and IT needs
- Design/ coding / Execution of tests for business and IT needs
- Managing project deadlines, technical difficulties, and cost containment
- Use of SAS Macro / SQL / Regular Expressions / VBA & Excel Macros for reporting
- Project reviews with Vice President and upper management
- Supporting business & IT applications on a day-to-day basis
- Manual source code version control
- Resolving all user issues related to time/project/program functionality
- Maintaining and debugging code changes
- Developing complex tools and processes
- Execute tests for detection of system issues (Data sources, record counts, proper paths...)
- Designing, testing, and implementing monitoring and reporting tools and processes
- Writing procedures to place system issues into exception reports
- Collecting metrics for text mining trends in projects
- Applying and maintaining security settings and user access to data sources
- Recommending improvements as needed based on analysis of performance
- Heavy use of SQL, SAS and database design to create a text mining system to produce predictive variables for business Intelligence.
- Designed multi-threaded & multi-machine parallel computing solutions for large text mining data set processing
- Managing projects from inception through completion
- Promoted modular, parameter driven, code reuse for future development efforts
- Diagnostics of reported problems and working with operations staff to remediate production & performance issues
- Working with the QC team to ensure applications outcome integrity
- Ensure project code was fully documented.
- Produced predictive variables for business intelligence
- Creation of data presentation VBA/Excel based reports for decision support
- Analysis & optimization of data and business rules for data text mining
- Creation of a table driven production system for automation needs

2009 – PROFESSIONAL FOREX (Foreign Currency) TRADER while looking for work during the 2009 recession.

06/2008-12/2008 SR. CONSULTANT, DATA WAREHOUSE ANALYST / DEVELOPER – Wharton School, PA, 6 month contract

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation / Project management / Team follow-up and project reports / Stakeholder management , presentations, communication / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Model stress testing
- Data, design, and software optimization

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- Development of complex tools & processes supporting business and IT needs
- Design / coding / execution of test plans for business and IT needs
- Use of SAS Macro / SQL / STAT / Linux Scripting / MS SQL Server development, analysis & administration
- Patching/upgrading applications and vendor-specific data drivers
- Resolving all user issues
- Maintaining and debugging requested code changes
- Creating request types and workflows
- Developing complex tools and processes
- Execute tests for data warehouse performance using Unix iostat, netstat, SAS logs and various configurations of SAS system variables.
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for ETL trends and reporting
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- Heavy use of SAS, SQL, database design and framework design to provide a robust data warehouse for world markets financial data.
- Designing, data modeling, developing and implementing data warehouse programs to support financial market data
- Analysis of requirements, designing, developing and deployment
- Managing projects from inception through completion
- Conducted peer code reviews and promoting code reuse
- Diagnostics of reported problems and working with operations staff to remediate production issues
- Working with QC team to ensure data integrity including development of automated test suites using SAS PROC COMPARE
- Fully documented all code and project specifications
- Design and programming of a metadata-driven ETL (Extract Transform Load) data warehouse system.
- Systems integration of Linux Servers, Sun Servers, PC's, Microsoft SQL Server, SAS, and PHP Web systems into an ETL system.
- Design and programming of a customized SAS multi-platform benchmarking system. Optimization of I/O and CPU performance.
- Creation of a cross browser, cross platform compatible, user interactive, streaming multimedia application for training users
- Use of SAS Base, Macro, Stats, Web, Unix Scripting, JavaScript multimedia, PHP, Perl, MS SQL Server
- Project specification and requirements gathering, consultation with clients to determine needs, executing a plan, and delivery

04/2008-05/2008 SENIOR CONSULTANT, ANALYST / DEVELOPER – Schering Plough (Now Merck), Kenilworth, NJ - 2 month contract

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation / Project management / Team delegation / Team follow-up and project reports / Stakeholder management , presentations, communication / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Data, design, and software optimization / Business, compliance & regulatory validation
- Development of complex tools & processes supporting business and IT needs
- Design/ coding / Execution of tests for business and IT needs
- managing project deadlines, technical difficulties, and cost containment
- use of SAS /Macros/SQL/GRAPH/STAT & Analysis
- Project reviews with stakeholders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues with program functionality
- Maintaining and debugging the requested code changes
- Creating request types and workflows
- Developing complex tools and processes
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Applying and maintaining security settings and user access
- Recommending improvements as needed
- SQL & SAS coding, database re-design and interactive VBA / Excel software design for over 30 product leadership reports.
- Preparing analysis and presentations to support business trends and potential performance gaps
- Conceptualizing analytical and modeling framework, defining data requirements, building models and related analyses, creating actionable insights
- Developing analyses to measure impact of promotional programs and sales or marketing-driven initiatives on both an ad-hoc and ongoing basis, ensuring that internal team members have the information necessary to make informed business, marketing and sales decisions
- Collaborate with key stakeholders to develop and define performance metrics (KPIs) that provide insight on key trends impacting business performance & focused on key customer and segment sales performance and other key business variables.
- Collaborating with teams in marketing, finance, and others identifying opportunities, address information needs, and monitoring performance.
- Analysis of requirements, designing, developing and packaging of software for various deployments
- Maintaining and modifying existing software

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- Managing projects from inception through completion
- Conducted code reviews and promoted code reuse
- Diagnostics of reported problems and working with operations staff to remediate production issues
- Ensuring adherence to established design standards
- Working with QC to ensure applications integrity including development of automated test suites
- Working with business analysts to ensure projects are fully documented.
- Client and technical point of contact
- Integration of multiple retail and non retail data sources using SAS into customized a VBA reporting application.
- Streamline & redesign product reports for efficient execution and maintenance
- Hospital Inpatient Formulary Status Report Enhancements. Automated filtering at region, district territory level for data viewing

06/2007 - 03/2008 SAS DATA WAREHOUSING ANALYST / DEVELOPER (Until \$35M fines & CEO,CFO,COO resigned) HealthFirst, NY

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation / Project management / Team delegation / Team follow-up and project reports / Stakeholder management , presentations, communication / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Model stress testing / Data, design, and software optimization / Business, compliance & regulatory validation
- Development of complex tools & processes supporting business and IT needs
- Design/ coding / Execution of tests for business and IT needs
- Managing project deadlines, technical difficulties, and cost containment
- Use of Cognos / DB2 / SAS Macro / SQL / SCL / GRAPH / STAT / ITRM / E. Guide / E. Miner / IntrNet / JMP / Administration & Analysis
- Administration of user access
- Project reviews with data architects, security teams, stake holders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues related to time/project/programs/functionality
- Maintaining and debug requested code changes
- Creating request types and workflows
- Developing complex tools and processes
- Design and execute test plans for software installs and changes
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- Used SQL, SAS, database design and framework design to provide a robust data warehouse for patient healthcare data.
- Analysis of requirements, data modeling, designing, developing software for various deployments
- Maintaining and modifying existing software
- Managing projects from inception through completion
- Conducted code reviews and promoted code reuse
- Diagnostics of reported problems and working with operations staff to remediate production issues
- Ensuring adherence to established design and security standards
- Working with the QC / QA team to ensure applications integrity including development of automated test suites
- Working with business analysts to ensure projects are fully documented.
- Client and technical point of contact
- Gathering project requirements and writing specifications, timelines, and project plans
- Data modeling, data warehousing using SAS as the primary development platform
- Programming extraction / translation / loading (ETL) and remapping solutions
- Programming quality control reporting and alerts using email, SAS ODS & PDF output
- Project analysis, design and programming of final implementation
- Design and writing of test plans, quality control, and production documentation

01/2007 - 06/2007 SELF EMPLOYED INVESTOR & TRADING SYSTEM DEVELOPER – NJ

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Software & hardware environment testing / Data validation / Historical back-testing strategy & scripting / Software design & programming / Data modeling / Data, design, and software optimization / Statistical model validation
- Development of complex tools & processes supporting business needs
- Statistical modeling, risk modeling, stress testing
- Use of SAS Enterprise Miner/ eSignal Data / SAS Macro / VBA & Excel reporting / Perl / SMTP email programming / Cell SMS Coding
- Patching/upgrading applications
- Collecting metrics and performing analysis for trends in price & volume
- Designing, developing and implementing programs to support financial market surveillance and detection

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- Programmed, tested and implemented a final & profitable Forex (Foreign Exchange) market trade signaling system using MetaQuotes framework and written in C language. I can provide a live demo.

02/2006 - 12/2006 SAS / VBA / UNIX PHARMACEUTICAL ANALYST / DEVELOPER – 1yr contract at Novartis, East Hanover, NJ

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Solution implementation / Stakeholder management , presentations, communication / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Model stress testing / Data, design, and software optimization / Business, compliance & regulatory validation
- Development of complex tools & processes supporting business and IT needs
- Design/ coding / Execution of tests for business and IT needs
- Managing project deadlines, technical difficulties, and cost containment
- Use of SAS Macro / SQL / GRAPH / STAT / Maptitude GIS / VBA Macros Excel & Businesss Analysis
- Project reviews for stake holders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues related to time/project/program functionality
- Writing procedures to respond to system issues such as data connectivity
- Collecting metrics for trends in projects
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- Client and technical point of contact
- Developed geographic displays & sales/marketing analysis software for Novartis Pharmaceuticals.
- Identification of internal and external data sources for analysis and proper usage
- Applied advanced statistical procedures on a wide array of data sets
- Explained results of the procedures to clients in business terms they are familiar with
- Created user-friendly decision-support analytical tools for Marketing and Sales
- Validated statistics, computer modeling and results
- Developed SAS & VBA smart clients for online/offline analysis & data updates to sales force rep. laptops.
- Software development of a front-end user interactive data exploration applications based in Excel, Visual Basic, SAS & GIS data
- Knowledge and implementation of pharmaceutical business sales and marketing measures and concepts

01/2005 - 12/2006 SELF EMPLOYED INVESTOR & TRADING SYSTEM DEVELOPER – Denver, CO

- Gather requirements / Data sourcing / Trade reports & alerts via screen and cell phone / Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling / Model stress testing / Data, design, and software optimization / Historical back-testing / Statistical modeling & validation
- Programmed, tested and implemented a profitable micro-cap equities market trade signaling system using Metastock language.

06/1997 - 10/2004 BUSINESS ANALYST / DEVELOPER - US West/Qwest Communications, Denver CO

- Gather requirements / Data sourcing / Gap analysis / Gap resolution & work-arounds / Point of contact representation / Solution implementation, Project management / Team delegation / Team follow-up and project reports / Stakeholder management , presentations, communication, Software & hardware environment testing / Data validation / Testing strategy & scripting / Software design & programming / Data modeling, Model stress testing / Data, design, and software optimization / Business, compliance & regulatory validation
- Development of complex tools & processes supporting business and IT needs
- Design / coding / execution of tests for business and IT needs
- managing of teams, project deadlines, technical difficulties, and cost containment
- use of SAS Macro / SQL / GRAPH / STAT / E. Guide / E. Miner / IntrNet / JMP / SCL / Perl / Unix / DB2 / Cognos / Statistical Analysis
- Administration of user access
- Administration and modification of project reviews with data architects, security teams, stake holders and upper management
- Supporting business & IT applications on a day-to-day basis
- Patching/upgrading applications
- Resolving all user issues related to time/project/program/portfolio management functionality
- Maintaining and debug the customizations that have been done
- Creating request types and workflows
- Designing, testing, and implementing monitoring tools and processes
- Writing procedures to respond to system issues
- Collecting metrics for trends in projects
- Applying and maintaining security settings and user access
- Recommending improvements as needed based on analysis of current techniques and perceived imperfections
- Analysis of requirements, designing, developing and packaging of software for various deployments
- Providing analytical support to senior management
- Conceptualizing analytical and modeling framework, defining data requirements, building models / analyses, creating actionable insights
- Developing analyses to measure impact of promotional programs & sales/marketing-driven initiatives on both an ad-hoc and ongoing basis
- Ensuring that internal team members have the information necessary to make informed business decisions

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- Collaborating with key stakeholders to develop and define performance metrics (KPIs) that provide insight on key trends impacting business performance focused on key customer and segment sales performance and other key business variables.
- Working closely with stakeholders and IT to developing and enhance dashboards, reports and scorecards.
- Collaborating with teams in marketing, finance, and others identifying opportunities, address information needs, and monitoring performance.
- Identification of internal and external data sources for analysis and proper usage
- Applied advanced statistical procedures on a wide array of data sets
- Recommended strategic methods and process changes to leadership
- Developed information management & key business metrics systems to leadership and operations
- Developed statistical/data models of business operations and process behaviors
- Developed measurements and software to study business initiative profit / loss
- Utilized SAS, Oracle, Unix, MVS, DB2, AS400, HTML, CSS, XML and Web technologies

1994-1997 CAREER ACHEIVEMENTS

LICENSED STOCK BROKER - Chatfield Dean & Co., Denver, CO & Advantage Capital Corp. • Familiar with the Financial Instruments and Trade processing, Equities, Fixed Income, Forex, Commodities, Derivatives, Options
APPLICATION PROGRAMMER - Hackensack Medical Hospital, NJ; Siemens Corporation, NJ

EDUCATION

Certification as a SAS Platform Administrator in November 2011

Masters level Certificate of Advanced Studies, Database Administration (Computer Science)
University of Denver - winter 2001, GPA 3.9 Honors

Associate of Applied Science, Computer Network & System Administration (Computer Science)
Denver Technical College (now DeVry University) - 1998, GPA 3.9 Honors

Bachelor of Arts, Economics/Finance concentration/minor
Rutgers University of New Jersey - May 1992

Bachelor of Arts, Music – Classical Composition concentration/minor
Rutgers University of New Jersey - May 1990

REFERENCES

“I worked with Mark on a data text mining project that was a key deliverable into a larger project. With only three months to get the job done, Mark hit the ground running. Mark did not let the aggressive pace deter him from taking the time to make sure he fully understood the requirements and that he was properly prioritizing his assignments throughout. The result -- the project was successfully completed on time.”
January 31, 2011.

LinkedIn.com - Becky H, *Project Management Consultant, Chubb Insurance*

“What impressed me when I first met Mark and later worked with Mark was his can-do mentality, as well as his creativity. Faced with a highly technical challenge in our project, Mark could quickly come up with different approaches to the solution, by creatively leveraging the traditional tool in a non-traditional fashion, and elegantly blending different tools and functionality. The project was successfully finished on time, and in many areas exceeded the business expectations.

Mark is a professional well versed in technicality and constantly filled with innovative ideas.” July 1, 2010

LinkedIn.com - Xiaobo S, *AVP, Claim Actuarial, Chubb* - managed Mark at Chubb Insurance

“Mark is an extremely talented SAS programmer and very committed to getting the job done. It was an honor and pleasure to work with him.”
June 24, 2010

LinkedIn.com - Steven A, *IT Manager/Lead SAS Programmer, Qwest Communications* - managed Mark at Qwest Communications

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This is a small sample of many projects I have built for clients. If you have a a need, I can deliver quality solutions.

Reporting Control Panel

1) Main report Overview

2) Sub-report

3) Show market volume or market share

You can optionally filter for an MSA Or MSA/District/Customer variations

Data above [15%] regional is green
Data below [15%] regional is red
You can choose the percentage and choose regional or national

Performance	Volume	Market Share
NATIONAL	100,000	100%
REGIONAL	100,000	100%
Chicago-Naperville-Joliet, IL-IN-WI	100,000	100%

Executive Initiative Tracking VBA Smart Client

Humana Medicare Performance Tracking

Region: [Dropdown] Metrics: [Dropdown] Territory: [Dropdown] Comparators: [Dropdown] Get Data

Goals: Jun06 - 100%, Sep06 - 100%, Dec06 - 100%, Jun07 - 100%, Dec07 - 100%

Summary Type	Jun06	Jul06	Aug06	Sep06	Oct06	Nov06	Dec06
Humana Medicare Targeted Territory	100%	100%	100%	100%	100%	100%	100%
Nation-Humana Medicare Targeted Territory	100%	100%	100%	100%	100%	100%	100%

Humana Medicare Territory

Legend: Nation-Humana Medicare Targeted Territories, AAAMC-Humana Medicare Targeted Territory

Y-axis: DIRECT MED BUIS

X-axis: Mar-06, Apr-06, May-06, Jun-06, Jul-06, Aug-06, Sep-06, Oct-06, Nov-06, Dec-06

The Control Panel and Sections

User Edit Screens
 (Allows PO2 Analysts to add commentary linking PO2 failures with analysis and proposed enhancements)

Pre defined Reports
 (Reports identified as useful and made available for the entire PO2 client community)

User Defined Reports
 (Allows PO2 clients to design their own custom reports and even save the 'definition template' for later use)

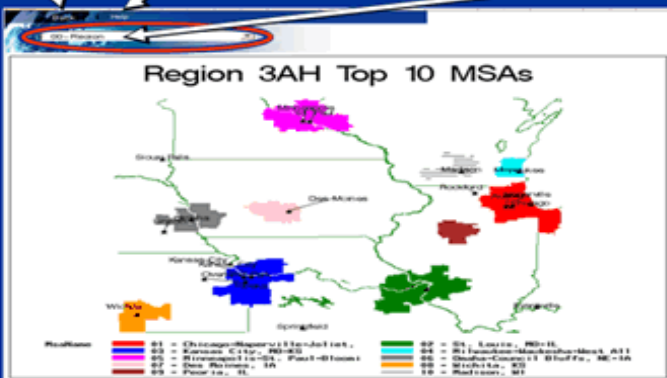
Once a PO2 client has created a custom report, it can be saved into their own personal account here.

STATE	PRODUCT	Count	Percentage
AE	LSR	20940	1.23%
AE	RESALE	4130	0.24%
AE	ERR_AGG	4788	0.28%
AE	ERR_F_PO2B	1576	0.09%
CA	LSR	10274	0.60%
CA	RESALE	10274	0.60%
CA	ERR_AGG	10274	0.60%
CA	ERR_F_PO2B	10274	0.60%
CO	LSR	10274	0.60%
CO	RESALE	10274	0.60%
CO	ERR_AGG	10274	0.60%
CO	ERR_F_PO2B	10274	0.60%
IA	LSR	10274	0.60%
IA	RESALE	10274	0.60%
IA	ERR_AGG	10274	0.60%
IA	ERR_F_PO2B	10274	0.60%

Geographic Analysis

Back and Help Buttons

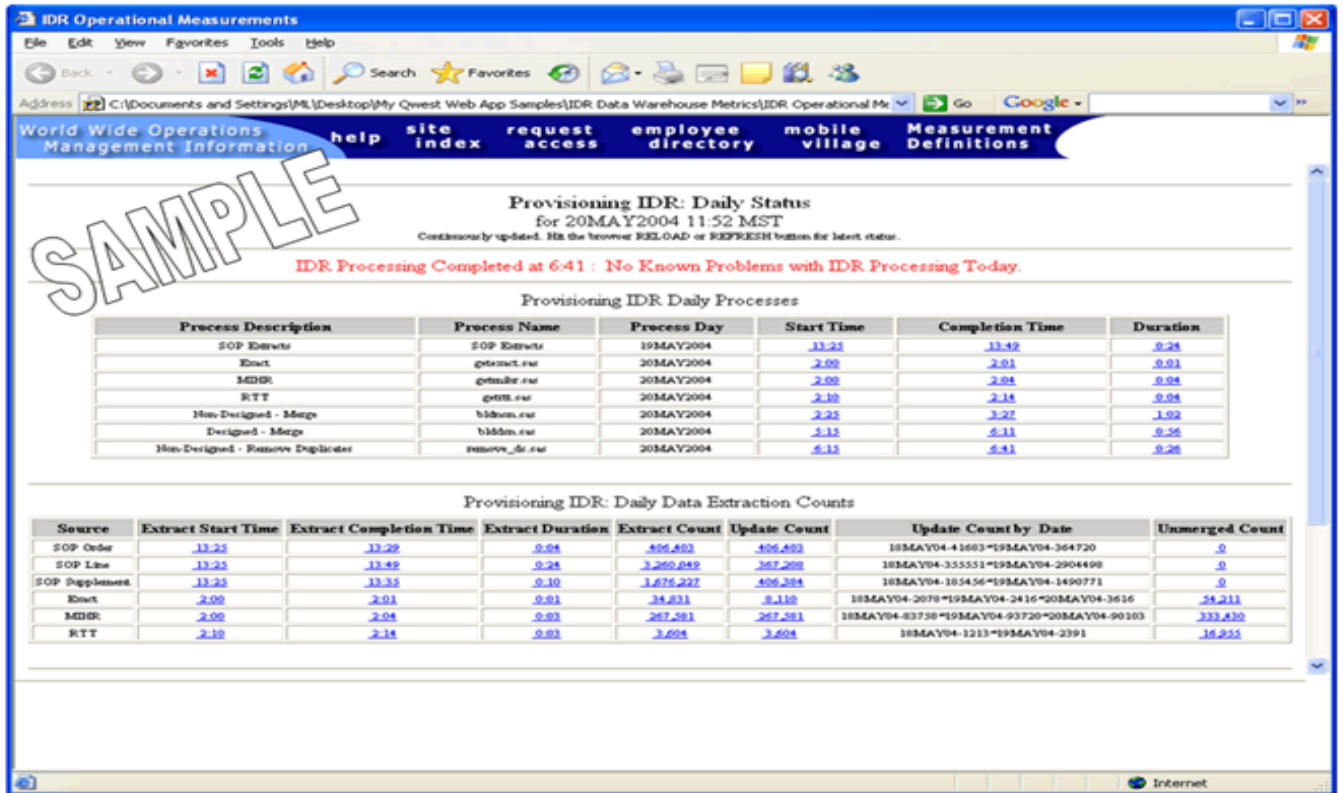
Choose Region or MSA Maps



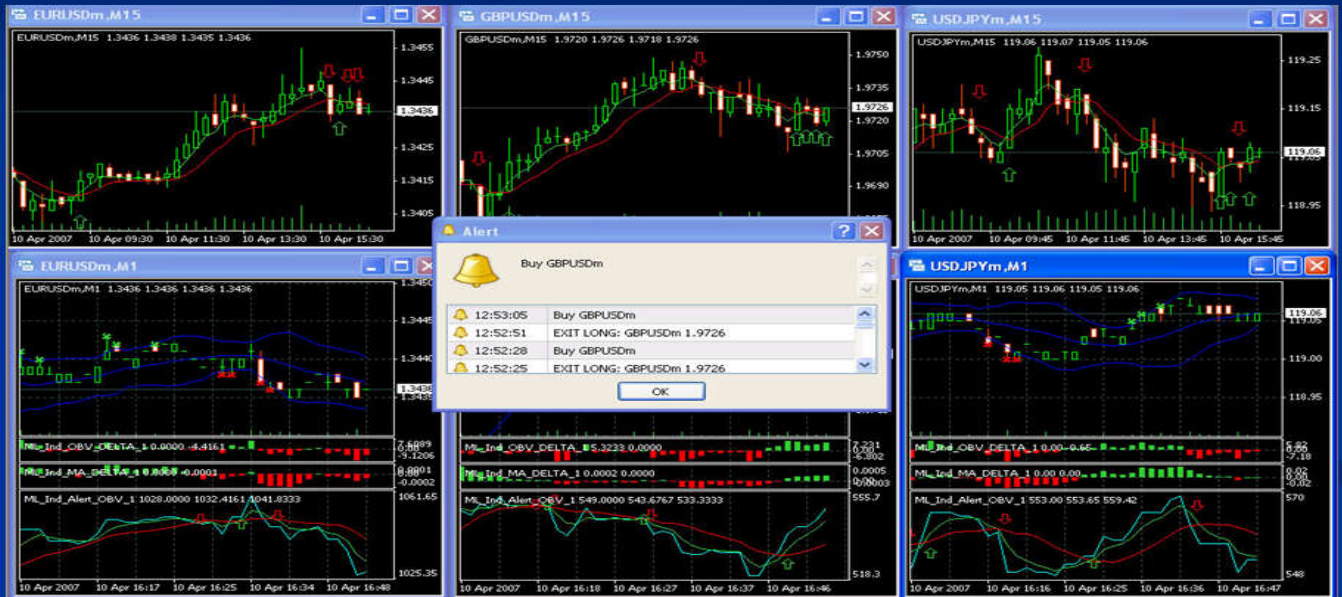
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