

**Computer Systems Engineer**  
**MATHIEU LOUIS**

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**Summary**

Motivated, Haitian American information technology professional seeking a position as a Business System Analyst in a fast-paced and team-oriented environment that allows me to apply my technical, analytical, knowledge of SDLC and problem solving skills. Skills include:

Operating Systems: **Unix/Linux, Windows NT/98/02/XP, Novell NetWare, GUI**  
Microsoft Office Pro: **Excel, Access, Word, PowerPoint, Visio, Outlook, OpenOffice**  
Programming: **HTML, CSS, JavaScript, Perl/CGI, SAS, Batch, PHP, Dreamweaver, HomeSite, I-chat**  
Networking: **TCP/IP, Hubs, LAN/WAN, Telnet, FTP, VNC, Track-it, SSH, VI**  
Statistics/Research Tools: **Minitab, Lexis-Nexis, PubMed, Google, WorldCat, Northernlight**  
Database Applications/CRM Tools: **TBA (Total Business Admin), Microsoft Access, MS SQL, MySQL, Jira Issue Tracker**  
Mainframe: **DB2, CICS, GUI**

**PROFESSIONAL EXPERIENCE**

**Blackboard, Inc.** June 2006-November 2008; District of Columbia

Quality Assurance Engineer

- Conferred with product analyst and lead software engineer and provide scheduling estimates for testing new feature set
- Wrote and updated test cases, plan functional testing and create test data
- Met with internal and external clients to better understand how a feature will be used
- Performed full-tilt functional and regression testing
- Supported testing by reviewing and assisting to prioritize the bugs
- Used Jira to track issues and software bugs

**Hewitt Associates** January 2005-March 2006; Orlando, FL

Business Systems Analyst

- Analyze business goals and processes and incorporates into technical requirements, functional specifications, design and implementation of technology solutions
- Analyze and recommend complex technical solutions to identified business problem
- Analyze and document requirements for data, workflow, logical processes, hardware and operating system environments, and system interfaces
- Gather technical requirements and specifications based on existing systems
- Chair clients' systems requirement analysis meetings, specification and test plan walk-through
- Communicate with clients daily to understand what the requirements are and asking the client at each state, if there are any changes in the requirements
- Set up health benefits technology platforms for multiple Hewitt clients following SDLC guidelines
- Configure, customize, tailor systems and databases to meet clients' business objectives using Mainframe (ADB) and CICS
- Create/execute Test Plans, manual test scenarios, conditions, and scripts utilizing Rational Test Manager and Excel. Perform analysis on test results
- Provide implementation and ongoing production support

**Florida Children's Forum** January 2004-January 2005; Tallahassee, FL

MIS Assistant

- Helped maintain Microsoft 2003 servers, FTP and Apache Web Servers
- Managed MySQL and MS SQL 7.0 Databases
- Setup and configure new workstations, printers and network wiring
- Redesigned and maintained web sites using PHP, JavaScript and MySQL Server
- Conducted IT training for new employees and co-workers
- Created and executed web applications and database test plans, manual test scenarios and scripts

**Office of Distributed and Distance Learning** June 2003-August 2003; Tallahassee, FL

Web Developer

- Developed and maintained new and existing websites, including graphics and layout
- Conducted usability testing for new web interface

**Florida State University Study Center** April 2002-December 2002; London, England

Systems Analyst

- Configured and set up new desktops and hardware applications
- Maintained Dell Power Edge 2500 LAN servers running on Windows NT platform
- Performed incremental, differential and full backups using Veritas Backup Exec

**EDUCATION**

**Florida State University**

Post-Master's Degree in Information Science

**Thesis: Cross-Cultural Information Retrieval: Creating New Strategies**

**Tallahassee, FL**

**April 2004**

**3.45/4.00 GPA**

Master of Science in Information Studies

**Concentration: Information Systems Management**

**August 2002**

**3.56/4.00 GPA**

Bachelor of Science in International Affairs

**Minor: International Marketing**

**December 1999**