

Rick Nowak

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Qualifications

- Experienced software developer specializing in Microsoft Dynamics CRM, .NET, SQL, Data Integration, and Business Intelligence.
- Strong troubleshooting and problem solving abilities. Ability to think outside the box when necessary.
- Excellent oral and written communication skills. Exceptional public speaker.
- Team player with strong leadership skills. Ability to organize and motivate groups to successful project completion.
- Strong multitasking ability. Accustomed to managing and working on many projects simultaneously.
- Fast learner able to quickly learn new software products and adapt to new development approaches and technologies.
- Familiar with training/assisting users in one-on-one, small group, help desk, classroom and conference environments.

Proficient In

Web and mobile application responsive design and development. ASP.NET, C#.NET, MSSQL, SSIS, SSRS, MSCRM, Resco MobileCRM, SharePoint, HTML, CSS, JavaScript, XML, PHP, MYSQL. SDLC Process. Object and Relationship Modeling. Data Integration. Test Planning and Execution. Windows and LINUX operating systems.

Education

1998 - Bachelor's Degree in Computer Science, DeVry Institute of Technology, Addison, Illinois. 3.48 GPA. Graduation speaker. Dean's List and National Dean's List. Microsoft CRM 2011 and 2015 Certified. Graduated from Saint Viator High School, Arlington Heights, Illinois.

Relevant Experience

SVA Consulting, LLC

Madison, WI

Business Systems Analyst

October 2010 to Present

At SVA, I develop custom business solutions on top of the Microsoft technology stack. I use technologies such as Visual Studio, C#.NET, ASP.NET, MS CRM, SharePoint, MSSQL, SSRS, and SSIS. I develop both frontend and backend solutions, provide exceptional customer service, and seek to provide the best possible solution based on a deep understanding of my client's business needs.

The Joint Commission

Oakbrook Terrace, IL

Lead Software Development Analyst

March 1998 to August 2010

Designed and developed many different projects over 12 years. I worked with business users and business analysts to determine requirements and design solutions to meet business needs. Repeatedly recognized for exceptional performance. Responsible for production support on a variety of systems with quick turnaround required. Helped develop Job Aid library in Microsoft Sharepoint. ASP.NET, VB.NET, and MS SQL Development. Microsoft CRM Administration and Development using C# callouts and XML integration. Latest project was a rewrite of a customer facing application for 10,000+ users moving from VB6/COM up to .NET 3.5 and VS2008 on a MSSQL 2008 platform using an object model to encapsulate the business data and logic processes using master pages, user controls, AJAX based Telerik controls, a corporate CSS and an Active Directory based security web service. Recently worked on an Excel project for batch CRM data entry that used validation rules and SQL queries to fetch values directly from the drop lists in the application to ensure the imported data would match the application and that the spreadsheet would update automatically when new values were added or existing values changed.

Mortgage USA, Inc.

Orland Park, IL

Website Designer and Programmer

December 1997 to March 1998

Mortgage USA is a brokering firm that specializes in non-fixed rate mortgages. They pride themselves on their top-notch customer services. The website was designed to provide answers to common questions, find new customers and gather lead information. Responsible for setup, design and maintenance of the site and for Internet promotion.

Bit By Bit Computer Learning Center

Palatine, IL

Computer Trainer/Technician

April 1995 to March 1998

Bit By Bit is an independent corporate training and service facility where I performed on site technical services, set up the computer lab, and taught Windows 95, Word and Excel classes. Often complimented on my patience and ability to make computers easy to understand.

Custom Debt Retrievers

Mount Prospect, IL

PC Support Specialist

January 1995 to March 1998

Custom Debt Retrievers manages receivables and collections for businesses. Responsible for supporting the LAN and database. Responsible for all hardware and software upgrades and repairs required to maintain the computer systems.

Computer Training & Support Services

Glenview, IL

Computer Trainer/Technician

January 1993 to March 1998

CT&SS provides training and technical support to individuals and small businesses. A major portion of the business is subcontracting computer classes for more than fifteen park districts in Chicago's northwest suburbs. Taught various classes and got excellent student reviews. Prepared class exercises and wrote training manuals for Windows 95 and Quicken.

Cyber Exchange

Arlington Heights, IL

Lead Technician, Hardware and Software Sales

May 1997 to December 1997

Cyber Exchange is a new and used hardware and software franchise. Opened the store, and started the hardware operation that became profitable after only three months. Responsibilities included repairing computers, dealing with customers, quoting orders, purchasing, merchandising, and handling cash, check and credit sales.

Personal

I am married with one child. I enjoy outdoor activities, such as mountain biking, snowboarding, camping, and swimming.

I am the Director of Web Presence for the [Capital Off Road Pathfinders](#) (CORP). CORP is an International Mountain Bicycling Association (IMBA) affiliate chapter working to maintain and develop singletrack trail systems in the Madison, Wisconsin area. In this capacity, I am focused on developing improved communication of club news, such as workdays, events and trail conditions throughout the community through the use of the SMF-based custom website, Facebook and Google integrations.

I am a volunteer for [Vermont Valley Community Farm, LLC](#). In this project, I developed and support a website that handles membership, product selection, and payments. This system integrates with their back-end database and an ACH payment system. In this project I had the opportunity to learn about many different kinds of vegetables, farming, and the CSA model. I continue to provide support and assistance on a volunteer basis.

I am the former President of the [Chicago Area Mountain Bikers](#) (CAMBr) North Chapter. CAMBr is a non profit organization that works with land managers to develop and maintain singletrack trail systems for many user groups in a sustainable and environmentally responsible manner. I am the former Website Administrator for CAMBr. I developed the CAMBr website based on SMF software using a MYSQL back end. I extensively customized the software using PHP and developed a fully automated membership management and payment system integrated with PayPal, and provided a foundation for others to develop an e-commerce and event registration system to aid in fundraising.

Updated: 8/20/2017