

**CAREER ACCELERATION NETWORK®**

**BEFORE...**

**Concerned about meeting the keywords test, this candidate created a lengthy and jargon-filled résumé that did not show her talents as a manager and team player:**

**Reverential Insurance Company, Vineland, New Jersey**  
**Systems Manager, - Lotus Notes Development**

**3/97 - 11/00**  
**2/99 - 11/00**

- Responsible for managing 5 senior Lotus Notes developers, overseeing approximately 15 ongoing Lotus Notes development projects for internal clients in various geographic locations within Reverential. Additionally, responsibilities included:
  - Application development for Ad Hoc projects requiring Lotus Notes development in R4.5x. Applications developed include workflow, Lotus Script, mail-in database capability with calendaring functionality as well as flexible database structure for key field elements, archiving agents and past due scheduled agent action.
  - Responsible for software quality assurance for the Lotus Notes development group to conform to CMM guidelines in preparation for internal audit.
  - Responsible for project initiation for new projects, producing Project Plans (using MS Project), Statement of Work documents and Systems requirements documents.
  - Responsible for liaising with clients to determine their needs, as well as coordinating with vendors for their product customization and pricing respective to specific needs of the client.
  - Responsible for overseeing several key strategic solutions involving advanced Lotus Notes applications involving workflow, LSX agent calls, using Notes Pump v2.5.
  - DECS administrator for a suite of Lotus Notes applications that require real time data transfer to a Sybase backend data store.
  - Responsible for performance appraisal details for employee resources, ongoing career mentoring, as well as producing necessary paperwork for the retention of consulting resources on staff.
  - Successfully implemented many key projects on time or ahead of schedule. Such projects as on-line compensation for the Field agent force resulted in positive feedback from MDRT and PLC agents.

**AFTER...**

The revision lists technical competencies elsewhere, allowing us to focus on her accomplishments as a manager and team player within her job descriptions

**REVERENTIAL INSURANCE COMPANY**

**1997-2000**

**Systems Manager- Sr. Systems Specialist-Corporate IT- LOTUS NOTES**

**Managed 15 ongoing Lotus Notes development projects for several company locations. Demonstrated ability to diagnose technical problems, consult with functional departments, and train staff led to greater autonomy and promotions:**

- **Implemented Agent Manager security within production environment; diagnosed security bug; escalated directly to IRIS senior management (IBM)**
- **Successfully implemented SSL 3.0 security on Lotus Notes dbase server**
- **Designed online compensation system to meet needs of field agents**
- **Initiated database development practices to clarify and improve client estimates**