

Stuart D. McCotter

SUMMARY

- Business Analyst/Information Specialist/SAS Developer known for creativity, diligence, stamina, perseverance, and discovering/delivering user Solutions that Work.
- Process improvements have saved millions, as have forecasting and inventory control schemes.
- Results oriented.
- Wide range of subject matter to which skills have been applied.

EDUCATION

M.B.A.

Statistics and Management Science

University of Michigan

B.S.

Industrial Engineering

University of Michigan

Training

- Java Programming
- Extended Relational Analysis Workshop
- Data Warehousing Conference including OLAP Workshop
- Data Warehousing Workshop
- Introduction to UNIX Workshop at Hewlett-Packard
- Micro Strategy Workshop
- Business Objects Workshop
- Project Manager Workbench Workshop
- Systems Life Cycle Workshop
- Fagan Inspections Workshop (team Quality Assurance review of programs or write-ups)
- SAS Workshops, many product demonstrations, open-houses, coordinated SAS/Ford Day attended by over 120 from all over Ford and Ford Credit
- Supervisory Skills Workshop
- Diversity Awareness Workshops
- Team Building Workshop
- Mind-mapping Workshop
- Dale Carnegie Course

TECHNICAL SKILLS

Operating Environment/Software Skills: UNIX, MVS, IMS, TSO, VMS, DB2, Oracle, JCL, WFL on HP, IBM, NCR, Unisys, Windows98/2000/NT; Client Server, FTP, ODBC, SAS, SQL, Unix Script, Perl, HTML, Java Script, Java, PHP, Cobol, Fortran methods; CHAID/Business Objects/Access/Excel/Power Point/Visio/Word/Outlook/IE6/Project Manager Workbench tools; Fagan Code Inspections, Systems Development Methodology, Production Change Control/Internal Controls.

EXPERIENCE

09/2003 - Present

Beachcomber Association

Webmaster – www.beachcomberinvenice.com -- Vacation Rental in Venice FL

- Design/initiate/manage website employing PHP, MySQL, JavaScript, CSS, ASP, HTML.
- Employ SEO methodologies that have doubled traffic to over 4000 hits/month without advertising.
- Document/evaluate “office” processes and reporting, developing improvements and proposals.

06/2001 - 12/2002

Pfizer

Consultant – Drug Safety Informatics – Statistical Reporting System

- Design and coding – Modified SAS clinical reporting system to draw data from new (worldwide) source coordinated with Global Scientific data warehouse development group for users in Japan, France, Connecticut, and Ann Arbor, MI.
- Validation to meet US FDA guidelines, and implementation of changes in a web-based production system.

- Interfaced remote VMS servers to read/create/update Oracle tables, SAS files, local and remote flat files.
- Designed/initiated/managed remote-shell, telnet and ftp sessions with logs, e-mail and self-diagnostic routines.
- Maintenance – Enhancement projects and troubleshoot over 300 SAS macro programs, 30 Perl scripts, and Web pages using CGI, SAS, Perl, HTML, Java Script, UNIX script, and Oracle SQL in HP-UX environment.

04-1991 - 12/2000

Ford Credit

Member of Team responsible for development of Credit Risk statistical Models at Ford Motor Credit requiring:

- (1) Accessible, 'clean' data with which to develop future models
 - (2) Development of the statistical models to maximize customer relationship management
 - (3) Timely incorporation of the models into production systems
- Increasing Scope – Teamed to launch a SAS archive that replaced and greatly expanded upon former flat file archive data. Scope grew over the years to include three companies: Ford Credit U.S., Canada and Asia-Pacific retail and lease, Primus retail and lease, Fairlane (sub-prime), while increasing coordination with Britain, Europe, and Australia.
 - Redesigned the archive and transformed to face new centralized DB2 environment. Common code/macros deployed to the maximum. Scope proved cost proportional to I/O so the design sought efficiencies. By storing bureau data vertically rather than horizontally, were able to store 400% more data with no increase in processing or storage cost. Retained open-ended 1:M relationships yet minimized the need for analysts to merge files since SAS merges can be error prone as well as being I/O intensive.
 - Created and maintained a Data Dictionary to create input, format, length, and kept statements mechanically during simultaneous archive and DB2 file development involving over 2400 variables.
 - ETL –Most extract transform and load done with SAS but wrote complex COBOL spec for monthly extraction from production DB2.
 - Designed Production controls to Ensure all data was present, in-phase, without duplication and correct processing occurred. This included:
 - (1) File-centric - run-to-run controls and audit reports. If DB2 field(s) were changed without knowledge, SAS jobs would sense and stop. Input statements were purposely non-forgiving. Crossed in-variable freqs confirmed merges worked as expected. External control files and header records were used throughout.
 - (2) Data-centric – web viewable – cardinality freqs stacked for multiple months by variable, designed to highlight data (or program) problems for investigation. Data validation was standard data warehouse methodology.
 - (3) Code Library – Teamed to develop libraries of code that further improved department output quality, consistency while improving analyst productivity. 'Scoring Library', over 100,000 lines of SAS code (macro logic), interpreted credit bureau data from each of the five bureaus. Analyst could begin with resulting variables, not how to derive them.
 - Proposed a UNIX server for the department, channel connected to MVS, instead of power PC workstations. Coordinated purchase and installation with the Ford Data Center, Office Automation, and SAS while learning UNIX script. First SAS server at Ford was launched in mid-1995 having written sufficient scripts to make disk allocation to each analyst self-policing, control printer output, monitor and cancel jobs, and do file transfers. Worked with Data Center administrators thereafter as needed. Server remained one of the most highly-utilized servers at Ford and has needed only one major upgrade.
 - OLAP – Challenged to make our department's data more accessible, investigated use of Arbor ESSBASE finding it could not handle file sizes. Planning to use NCR, learned Microstrategy and developed a prototype, star-schema OLAP application, but put on hold while another group began conducting a lengthy vendor selection process to select one common OLAP reporting tool for Ford Credit.
 - SAS Mart Application – SAS mart (extracted from the archive) was created as an ODS (operational data store) instead of the OLAP application above. The grain of the mart and archive was the same (archive had 2400 variables, 30 Million 'as received' records, 3.5Tb and many files) while mart had 120 variables, 30 Million scrubbed records, 4 GB and 4 files). Wrote one SAS program to create all four mart files. Lots of %lf _ %Then_ %Do logic. FTP file transfer from MVS to UNIX was automatic and committed after review of QA reports was Web initiated. Quick SAS programs run against the mart were able to satisfy the original analysis objectives.
 - ODBC – Many customers preferred their data delivered in Excel or Access file format and I championed use of SAS ODBC for use at a time few knew about it. .
 - HTML – Created and maintained the department's home page in HTML, including search, typical department bulletin-board info, links to UNIX, SAS and JCL help, write-ups and vendor White Papers, global data dictionaries, forms, downloads, presentations, alerts, and links to many individual Analyst Applications.

- Team Development – SAS/Internet linked HTML pages to SAS server and mart (or other files). One key application enabled customers to analyze performance of a new 'electronic credit approval' (ECA) process being launched in production loan origination systems, speeding deployment because production systems did not have to develop any reports. Later, voluminous former monthly paper reports were added, eliminating a 2-ft. high pile of paper and associated filing time monthly. The application contained Java Script in the HTML.
- Conceived, specified, and helped program. Both tabular and graphical web reports developed.
- Team Development – Helped design and launch a new archive for Far East (Australia, New Zealand, Japan, and Korea loan origination data). Solved a Ford Australia Y2K problem. Of necessity, data flowed Unisys to IBM to UNIX all initiated from Australia. Checksum file integrity. Australia Risk Management analysts were then able to use SAS on local PC's and remote job submission.
- Individual Development - Changed another application (Lease Residuals) to help an analyst who had developed an elaborate, recursive and multi-step process, do so with less chance for error. Solution was web initiated, beginning with a check for an MVS file's availability, and tested to prevent double submission before JCL submission (sed of a template stored on UNIX, FTP to reader). JCL ended w/FTP and EXEC of a UNIX process to maintain a UNIX archive. Next step used the updated archive to run an analysis requiring input parameters. Analysts could run this recursively, changing parameters until satisfied with output. Several similar steps existed. Finally, a commit updated the archive again and delivered a file to the analyst's customer. Archive itself was solution to 'too many file' issues and parameters avoided the previous, inherently error prone, manual changes to program process.
- Wrote Wholesale Non-Physical Audit involving conditional JCL steps, Dialog Manager and CLIST programming, remote printing, and sorting, merging, and array building/processing in SAS.
- Wrote Sold Out of Trust which involved processing 12-step JCL daily but needed 2-years worth of daily files to be processed for startup. Created a UNIX script to assist in job submission from JCL templates.
- Design - Introduced an idea to production programmers on behalf of our department that was reused many times over in other applications at Ford Credit. DB2 parameter tables containing proposed 'indirect reference' columns were designed so they could simply be reloaded to change scorecards without the need for programmer involvement. Able to load files to DB2 from Excel using custom developed tools. A file compare process double-checked the load went ok.
- Payoff - The number of models being developed had exploded with finer and finer segmentation for better risk performance. Created an efficient environment to access data, implement scorecards, and test changes allowing model developers to accomplish what previously would have been impossible.
- Customer Relationship Management applications were developed for the NCR using Valex and Business Objects. SAS routines developed by members were deployed on the Valex NT server to assess propensity dynamically during marketing initiated queries. Many processes and data modeling ideas were reflected in Ford Credit's warehouse model and architecture.
- Data Warehouse – Consulted regularly with the Ford Credit (NCR) data warehouse Architect. The NCR served the HOLOS (SUN) applications as well as new applications using Business Objects (NT). Contributed knowledge of data sources throughout the company and assisted with data modeling. Introduced the Data Warehouse Architect to SAS when he needed to do some quick ETL to his test server. Worked with the Architect on specifications when data was needed from the SAS archive.
- Client-Server Aware –Instrumental in establishing a SAS UNIX server because of knowledge of the network. Promoted use of FTP at a time when there was no standard FT approach at Credit. Now, FTP is the standard.
- Represented the department on several vendor selection teams: Direct Connect, Adaptive Control System (ACS), OLAP, Collections and others.
- Collections –Defined data requirements from multiple sources, in support of Account Management. Data requirements were massive. Conducted a series of meetings, used a top down approach to move from business objectives, to data type, to entities, to data elements 'needed', to data elements 'available'. Several groups were involved. Much was undefined, uncommitted, and/or in-flux. Assisted in ACS vendor selection and collection system 'strategy' (queue logic) development. Prepared documentation and coordinated Program and Project facilitated sessions, noteworthy for the consensus built in the face of time constraints and conflicting commitments of several impacted IT development and business teams.
- Modeling – Worked to build a statistical model to estimate the value a car would get at Auction if repossessed. This value was to be used to compute 'Dollars at Risk', a key factor in the collection strategy. Regression was employed against stratified data of actual historical Auction proceeds. This project used Knowledge Seeker by Agnoss Software, a CHAID decision tree tool, in addition to SAS.

10/1998 - 12/2000

Ford Credit

Supervisor – Global Risk Management – Information Specialist

- Support new key company initiative – To enhance collections behavior scoring models and add adaptive control.
- Determined business process, data and interface needs of four international companies for improved collections.
- Statistical Modeling – Developed regression models to predict value of a repossessed vehicle at auction using SAS and Knowledge Seeker, a CHAID tool.
- Researched New Technology – Mobius phone dialers, TRIAD adaptive Controls System by Experian, Debt Manager Delinquency System by London Bridge, and customized Receivable and Lease Processing System by Alltel.

04/1991 - 09/1999

Ford Credit

Supervisor – Global Risk Management - Support

- Supported key company initiatives to enhance Credit Scoring, Loan Origination, and Electronic Credit Approval.
- Process Design – Significantly enhanced the productivity of 50 analysts and the quality/consistency of output.
- Systems Development and Maintenance Supervision – 100+ jobs, 3.5Tb archive, 6 professionals, \$2m budget.
- Large file data manipulation and web reporting – nine years experience programming in SAS on UNIX and MVS.
- Architecture and Development – Department server and Website – programming in SAS, UNIX script, Java script and HTML.
- Macro Libraries --100,000 lines of SAS/macro code to read and interpret credit bureau data.
- Enterprise Data Warehouse design team – data modeling for NCR massively parallel SQL processor.
- File Design – OLAP, Relational, Star Schema, virtual, Flat, and SAS files on Unisys, MVS, NCR, UNIX, and PC.
- Project Management – ongoing but most challenging was Y2K coding by agency, validation by team members.

01/1970 - 03/1991

Ford Tractor/New Holland

Supervisor – Parts Operations - Systems Support

- Support key Parts Operations initiatives – Sr. Business Process Engineer and Business Analyst for Parts Operations
- World-Class Service Parts system design – Customer Support, Log-A-Call, Order Tracking, Depot Relocation, Centralization, Inventory Control, Forecasting, Order Processing, Referral, Backorder Releasing, Customer Support, Billing, Dispatch and Pick/Ship, Online Receiving, Claims and Returns, Stock-Keeping, Payroll
- Financial project preparation, data and process modeling, screen design, specification, liaison with Systems, test design, testing, documentation and training – Breadth of creative experience not attainable in larger divisions.
- International (remote) Teaming – Integration of three (3) International companies.