

Raymond J. Kim

19 Cobblestone Lane, Troy, NY 12180

Home: 518-273-3749 ♦ *Mobile:* 518-265-6170 ♦ *Email:* musicman@empireone.net ♦ *Web:* www.jukeboxraykim.com

Career objective

A high-level position within the field of information science, information technology, library science, academia, or research

Employment history

Empire Blue Cross Blue Shield (WellPoint Inc.), Albany, NY

August 1999 – September 2008: Infrastructure Services Advisor

Provided data and information support for enterprise server support team ♦ Developed and implemented online forms in classic ASP and ASP.NET ♦ Developed an online server installation checklist in ASP utilizing HP Systems Insight Manager (HPSIM), SQL Server, and biometric digital signature software technologies ♦ Designed and constructed departmental intranet support web site ♦ Developed and implemented an interactive server location image map diagram using the database back-end ♦ Provided a semi-automated server database update utility using HPSIM database back-end ♦ Developed and implemented a SQL Server inventory database for over 2,000 server records ♦ Documented departmental system infrastructure ♦ Produced technical and high-level documents for various applications and processes

July 1994 – February 1998: Senior Technical Analyst

Provided systems application, testing, and implementation support ♦ Provided application support for document imaging system ♦ Researched new and emerging technologies ♦ Performed a feasibility study for a new desktop publishing system ♦ Produced ad hoc programs and applications ♦ Documented system processes and procedures

KeyCorp, Albany, NY

February 1998 – April 1999: Technical Writer/Analyst II

Produced documents for various KeyBank and KeyCorp systems and processes

Laboratory Microsystems Inc., Troy, NY

May 1994 – August 1994: Technical Writer (part-time)

Produced documents for LMS systems and applications

Sigma Imaging Systems (Eastman Software), New York, NY (for on-site support in Albany, NY)

July 1991 – June 1994: Systems Engineer

Provided on-site application support for document imaging system at Empire Blue Cross Blue Shield, Albany, NY ♦ Provided on-call support ♦ Produced documentation for various imaging system components ♦ Produced ad hoc script programs for various utilities

North American Morpho Systems Inc. (Sagem Morpho Inc.), Tacoma, WA (for on-site support in Albany, NY)

June 1989 – July 1991: Systems Analyst

Provided on-site support for Statewide Automated Fingerprint Identification System (SAFIS) at NYS Department of Criminal Justice (DCJS) ♦ Provided first-level remote and on-site troubleshooting support of SAFIS system ♦ Performed weekly data backup maintenance ♦ Built and implemented hardware and software components

Non-technical employment history

Tutor.com, New York, NY

October 2007 – present: Tutor I (part-time)

Provided online academic tutoring services for geometry and various other subjects

Chocolate Thunder Marching and Dancing Band, Albany, NY

April 2007 – present: Woodwind/Music Instructor (part-time)

Provided music and instrumental instruction for underprivileged youth

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Technical experience

Web production – Very strong web production background. Related experience includes HTML, DHTML, VBScript, ASP, ASP.NET, CSS, ODBC, ADO, and Macromedia HomeSite.

Programming – Strong background in structured and object-oriented programming and scripting. Languages include Visual Basic, VB.NET, VBScript, ASP.NET, Transact SQL, HTML, and DHTML.

Database experience – Strong database background. Applications include MS SQL Server, MS Access, and Transact SQL.

Technical communication and documentation – Very strong technical writing and communication background. Application experience includes MS Office, Adobe FrameMaker, Adobe Acrobat, Adobe PageMaker, Corel DRAW, and Corel PhotoPaint.

Operating systems – Experience with Windows XP, Windows Server 2003, Macintosh OS X, and AIX/UNIX.

Hardware – Experience with Intel-based PCs and servers, Apple Macintosh PCs, and various peripherals, including printers, desktop scanners, high-volume scanners, WORM drives, and optical platter jukeboxes.

Affiliations

Information Architecture Institute – member since 2008

Society for Technical Communication – senior member, member since 1998

Certifications

Microsoft Certified Professional – MCP, MCAD .NET, interested in pursuing additional certification

Professional training

Microsoft – SQL Server, ASP.NET, VB.NET

Dale Carnegie training – professional and interpersonal development, also served as a teaching assistant

Education

Master of Science in Technical Communication – May 1998

[Rensselaer Polytechnic Institute](#), Department of Language, Literature, and Communication, Troy, NY

Bachelor of Science in Computer Science – May 1989

[Syracuse University](#), L.C. Smith College of Engineering and Computer Science, Syracuse, NY

Extracurricular activities

Musician and songwriter – Accomplished pianist, clarinetist, saxophonist, and mallet percussionist ♦ Leader or member of several area community music groups ♦ Alumni member of Kappa Kappa Psi national honorary band fraternity ♦ Avid amateur MIDI and studio recording artist ♦ Received honorable mention recognition for a national songwriting contest

Treasurer and board member – Syracuse University Alumni Club of the Capital District

President – Syracuse University Alumni Band

Other activities – Golf, racquetball, bicycling, spectator sports, reading, leisure writing, traveling, gaming, computers

References made available upon request