

Paul Davis

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Highlights of Qualifications

- Over 15 years experience with computer technology in a variety of capacities including: webmaster, database programmer, technical support, software development, teaching and training, purchasing and sales, and user needs assessment.
 - Webmaster and database programmer specializing in Macintosh servers. Comfortable on a variety of platforms: Windows, Unix, NeXT, and Macintosh systems. Experience with numerous programming languages (C, Objective C, Object Pascal, SPSS, Perl, HTML, FileMaker scripting, AppleScript) and object oriented programming using MacApp and NeXTStep.
 - Social science research skills include: designing and conducting surveys (telephone, mail, and e-mail), evaluation research methods, quantitative statistical data analysis, creation and manipulation of large complex data-sets, and historical and comparative qualitative methods.
 - Conducted numerous user needs assessments, worked with stakeholder groups, facilitated group decision-making, and prioritized strategies for software, hardware, facilities, training, and budgeting.
 - Experienced project manager and supervisor. Effective team worker; good listening skills. Facilitator and community mediator. Developed budgets and managed time-lines.
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Education

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| • University of California Davis , Davis, California | 1993-95 | M.A. Sociology,
Graduate research focused on society and technology and adoption of new technology |
| • University of California Davis , Davis, California | 1989-92 | B.A. Organizational Studies |
| Cornell University , Ithaca, New York | 1986-1988 | 25 credits Math and Computer Science |
| State University Of New York at Cortland | 1986 | 13 credits Math and Physics |
| Case Western Reserve University , Ohio | 1980-1982 | 54 credits Computer Engineering |
| Ramey High School , Ramey, Puerto Rico | 1976-1980 | |

In addition to my formal education I have attended numerous workshops and training seminars on technical topics and regularly attend conferences in the technology field. I am an avid consumer of computer reference materials and journals. I am also a professionally trained facilitator and community mediator.

Relevant Skills and Experience

Webmaster and Database Programmer

- Currently administer Macintosh servers and website which has received up to 9,000 page views per day.
- Redesigned office workflow to use direct input of data over the web to streamline grant evaluation and award process, disseminate research results and facilitating communication.
- Implemented annual conference registration via the web with fully integrating automated conference, abstract submission, hotel, airline and car rental registration. This has resulted in creating a paperless workflow for conference planning and delivery and has reduced office staff.
- Newsletters, research directory, annual reports, and special are all distributed electronically.
- Developed and promoted the use of Web Forums to facilitate collaboration and communication.
- Expert with web and database integration specializing in FileMaker and CDML. Content development using HTML, Macromedia DreamWeaver, and Adobe GoLive; some experience or training with JavaScript, Java, Perl, CSS, Userland Frontier and Manila, Webcrossing, and IBM's web framework.

Statistical Analysis and Data Management

- Imported, cleaned, manipulated, and analyzed large data-sets; created data dictionaries and code-books.
- Quantitative statistical data analysis (using SPSS, Minitab, Statview, and SASS) and developing simulation models (using Lotus Improv); some GIS training and experience.
- Have worked with data in text, numerical, and graphical (raster and vector) formats.
- Wrote reports for public and academic distribution.
- Strong academic and practical training in statistics.
- Taught workshops and college classes in social science statistics.

Evaluation and Survey Research

- Have designed and directed mail, telephone, email, and web surveys assessing customer needs and satisfaction on a several topics including: large computer systems, campus facilities, computer lab services, conference services, budget priorities, and economic impact study of alumni.
- Conducted user needs surveys to prioritize strategies for software, hardware, facilities, and training
- Wrote reports and presented results to stakeholders; helped implement changes.
- Conducted interviews and observed users to re-evaluate and modify the software.
- Formal training and experience in evaluation research methodology and survey research design.

Network Administration and Computer Maintenance

- Physically installed and maintained LAN connection for PCs and Macs; connected to campus network.
- Implemented backup structures to insure data security for all computers on network.
- Extensive experience trouble shooting hardware and software problems and configuring computers.
- Comfortable running network cabling, applying cable connectors, soldering, installing network hubs, configuring modems, and installing memory and other subsystems.

User Support

- Provided technical support for computer labs and networks; supervised technical support employees.
- Worked with students, staff, faculty, and campus administration to develop user support strategies.
- Created and coordinated Software Developers group at Cornell and NeXT users groups at UC Davis.
- Researched and prioritized hardware and software purchasing decisions.
- Provided end-user support in-person, via e-mail, telephone hotlines, and through computer lab logs.
- Developed and maintained software support libraries and guides for users.
- Very familiar with typical office software including spreadsheets, wordprocessors, databases.

Training and Teaching

- Developed and taught workshops and courses on computer software and statistical analysis.
- Provided personalized instruction and training on numerous software platforms and applications.
- Developed instructional guides, handbooks, signage, and marketing literature.

Other Skills

- Skilled carpenter and cabinet maker. Extensive woodworking skills and am comfortable with welding, machining, working with metals, plastics, fiberglass, electronics, and all sorts of mechanical projects.

Chronological Experience

1997- Present Webmaster, Programmer & Technical Support, UC Toxic Substances, Davis, CA

- Responsible for all aspect of computer and technical support for grant-giving agency serving 200 grantees at nine California campuses and three national labs. Responsibilities include: computer purchase, installation, and maintenance of hardware and software, training, webmastering, Macintosh server administration, and Filemaker database programming.
- Redesigned office workflow to use direct input of data over the web (<http://tsrtp.ucdavis.edu>) to streamline grant evaluation and award process as well as disseminating research results and facilitating communication within the research community.
- Implemented annual conference registration via the web with fully integrating automated conference, abstract submission, hotel, airline and car rental registration. This has resulted in creating a paperless workflow for conference planning and delivery. Conference proceedings were printed directly from database. These changes have received excellent user satisfaction ratings.
- Newsletters, research directory, and annual reports are all distributed electronically.
- Using Web allowed us to significantly accelerate time frames for awarding grants and disseminating results as well as reduce staff by almost one FTE.
- Compiled and disseminated research results from 40 researchers evaluating the fuel oxygenate MTBE's impacts on the environment. The MTBE report directly affected state policy on gasoline additives; the site (<http://tsrtp.ucdavis.edu/mtberpt/>) received 6,000 page views per day.
- Developed and promoted the use of Web Forums to facilitate collaboration and communication.
- Conducted email and mail survey of nearly 1,000 alumni and faculty; hired and supervised student employees. Alumni survey achieved response rate of over 65%. An overview of the results is available at <http://www.ucop.edu/cprc/Utech.html>.
- Expert with web and database integration specializing in FileMaker and CDML. Integrated numerous flat file FileMaker databases into relational database with both a graphical user and web interface. Web content development using HTML, Macromedia DreamWeaver, and Adobe GoLive. Redesigned site for improved navigability, usability and appearance. Manage several Macintosh web, mail, database, and file-sharing servers with less than 20 hours total down time in the last 3 years and as many as 9,000 page views a day.

1996-97 Administrative Analyst, UC Davis Information Technology, UC Davis, Davis, CA

- Directed a large user satisfaction mail survey of over 1,000 staff users of *BANNER*- the UC Davis student information system which includes data on course registration, grades, financial aid, and accounting. Responsible for project design, administration, and management; database management, statistical analysis, report preparation; supervised student employees.
- Worked with large stakeholder team to evaluate existing software features and proposed software upgrades. Resulted in numerous improvements in support services and increased user satisfaction. The report is available at <http://clientservices.ucdavis.edu/bannersurvey/>.
- Assisted with several other projects including computer lab user survey to evaluate customer satisfaction of campus computing services.

1994-96 Member of the UC Davis IT Administrative Advisory Committee, UC Davis, Davis, CA

Participated in group decision-making process charting the future of campus information technology services. Wrote modem-bank allocation plan to guide new campus policies.

1993-95 Network Administration, Sociology Dept., UC Davis, Davis, CA (Volunteer position)

Established and managed a computer lab and departmental network made up of PCs and Macs. Supervised and hired departmental technical support staff. Taught training courses and seminars on e-mail, internet access, statistical software, and bibliographic software. Purchased equipment. Designed and physically setup lab network connections and hub. Maintained hardware and software. Provided support in-person, and via e-mail, telephone, and computer lab logs.

1991-95 Researcher, Sociology, Behavioral Sciences, & Graduate School of Mgmt, UC Davis, Davis, CA

- Worked on five different research projects focused on linking economic and organizational analysis to technological development.
- Projects included: socio-technical workplace design, standardization of computer and office equipment, how employees decide on computer equipment purchases, informal finance organizations and rotating savings and credit associations, and savings and wealth patterns.

Chronological Experience *continued*

- 1993-95 Teaching Assistant, Sociology Dept., UC Davis, Davis, CA**
 Developed course materials, taught classes, and advised undergraduate students for several classes: social science statistics, complex organizations, corporations and society, and social problems.
- 1993, 94 Research Assistant, Recidivism Study, California Youth Authority, Sacramento, CA**
Summers Conducted data analysis of recidivism rates of 2,000 juvenile delinquents released from the California Youth Authority. Managed a large data set (over 2,000 fields for each of over 2,000 records), imported and cleaned keypunch data. Conducted statistical analyses using SPSS, wrote codebook, and prepared data and reports for public distribution.
- 1992 Team Leader For Customer Phone Survey, Evaluation Research Class, UC Davis, Davis, CA**
 Worked with 16 undergraduate students to design, execute, and analyze a customer satisfaction evaluation with the UCD campus box office using a telephone survey as the evaluation tool. Participative style generated buy-in by team members, creating a true team effort. Oversaw statistical analysis of data, written report, and presentation of results to stakeholders.
- 1990-91 NeXT Campus Computer Consultant, Davis, CA**
 Provided technical and sales support to NeXT users on the UC Davis campus and the surrounding Sacramento area. Designed advertising program, conducted demonstrations, made presentations, and conducted trainings. Established a NeXT users group. Provided technical and programming support to campus and regional users including: Unix scripting and NextStep programming, system configuration, network setup, and telephone, on-line, and in-person support.
- 1989-90 Computer Programmer, MECC (Now part of The Learning Company), St. Paul, MN**
 Developed commercial educational software on the Macintosh including *Oregon Trail*, *Wagon Train 1848*, *Number Munchers*, and *Word Munchers*. Member of the company-wide quality group. Worked with marketing team. Development was in C using the Macintosh Programmers Workshop, a Unix-like development environment.
- 1987-89, Computer Programmer, Cornell University Education Dept., Ithaca, New York**
1986 Software designer and programmer for research in math education funded by the National Science Foundation and Apple Computer. Project comprised of algebraic manipulation, calculator, table, and graphing environments. *Function Probe* and *Function Finder* software was used to explore students acquisition of mathematical concepts, different learning styles, and discovery learning in pre-calculus courses. Software developed in Object Pascal and the MacAp object oriented framework; largest program was over 60,000 lines of code. Helped hire and supervised several members of the programming team. Selected software tools, managed project timelines and schedules. Observed students and solicited feedback from users about prototype software; used feedback to make it a more effective teaching tool to achieve the desired educational objectives.
- 1987 Computer Programmer, Cornell University Meteorology Dept. Ithaca, New York**
 Directed development of educational software, *the Weather Modeling Kit*, on the Macintosh for students to experiment with weather models for data from famous historic storms. Used Pascal and FORTRAN. Supervised two programmers. Responsible for overall project flow and design.
- 1985-89 Instructor, Cornell University Outdoor Education, Ithaca, New York**
 Head instructor for more than 8 courses. Taught instructors' course. Interviewed, hired, and trained instructors. Coordinated and edited rock climbing instructors' hand book. Designed and taught courses. Taught assertiveness workshops. Attended four-week outdoor leadership course in Wyoming. Member of advisory board that oversaw 40 instructors; directly supervised three instructors.
- 1984-86 Carpenter, Cleveland Avenue Associates, Ithaca, New York**
- 1982-84 Cabinetmaker/Carpenter, Taylor Construction Company, Tappan New York**
- 1982 Computer Programmer, Case Institute of Technology, Cleveland, Ohio**
 Designed and implemented software for faculty advisors to track student records. Developed a C-like portable I/O library in Pascal to make porting program easier.