



# Sheryl D. Richardson

Phone: (407)-221-2138 • Email: srichardson@sdtrconsulting.com • Lake Mary Florida

## Key Skills

Project Management

Proven Quality

Reliability

Effective Results

Software Configuration

Report Development

Professionalism

Data Analyst

## Education:

DePaul University, Chicago  
IL

**Masters of Computer  
Science** (Prereq)

University of Central  
Florida, Orlando Florida

**B. S - Information Systems  
Technologies**, April 30,  
2004

Seminole State College  
Sanford, Florida

**A.S Degree - Network  
Engineering Technology**,  
1999-2001

**A.A Degree -General  
Education** 2001-2002

## Additional Training

Crystal Reports  
Intermediate

Crystal Reports Advanced  
Crystal Reports XI

## ISTQB

Certified Tester Foundation  
Level

## SENIOR CRYSTAL REPORTS DEVELOPER

*Proven Technical, Leadership & Organization Expertise*

**Over 18 years of IT experience, 14 years specializing in crystal reports.**

**Meticulous professional experienced in computer technology and business structures, processes and practices. Comprehensive knowledge in business management; complimented by an extensive technical background. Strong leadership skills integrated with “hands-on” implementation techniques to promote business quality. Qualifications include degrees in Information Systems Technology and Networking Technology. Additional assets: Articulate, Self-Starter, Highly Enthusiastic, Responsible, Independent, Ethical, and Confident.**

## Skill Summary

|                           |  |
|---------------------------|--|
| <b>Databases</b>          | Oracle, Informix, SQL Server, DB2, Access, MySql, Sage ,Masterbuilder, Sage Peachtree, Sage Business Vision, Sybase, MAS90 |
| <b>Web Servers</b>        | Apache, IIS  |
| <b>Programming</b>        | Java, C++, Visual Basic.Net, HTML,CSS, ASP.Net, PHP, JavaScript, C#, Delphi 7 and 2007,Flash,XML                           |
| <b>Software</b>           | HP Quality Center, Office(Word,Excel,Outlook,Access,PowerPoint),   |
| <b>Reporting Software</b> | Crystal Reports, SQL Reporting Services(SSRS), Crystal Reports for Peachtree, Cognos                                       |
| <b>Other</b>              | Project Management   |

## Professional Experience

|   |   |
|---|---|
| Village of Niles<br>Illinois Client       | Crystal Reports 2016 using SQL Server 2016(Energov)<br>(11-2019 to present) |
| Town of Jupiter<br>Jupiter Florida        | Crystal Reports 2016 using SQL Server 2012(Energov)<br>(3-2016- present)    |
| City of Boulder<br>Boulder Colorado       | Crystal Reports 2016 using SQL Server 2012(Energov)<br>(7-2016-7-2018)      |
| City of Henderson<br>Henderson Nevada     | Crystal Reports 2013 using SQL 2008 (Energov)<br>(3-23-2015 to 6-30-2016)   |
| SunGard Public Sector<br>Florida Client   | Crystal Reports XI Trainer<br>12-1-2015 to 4-1-2016                         |
| Ebrooks Consulting Inc.<br>Florida Client | Senior Crystal Reports Developer<br>3-1-2016 to 5-1-2016                    |
| Pioneer Technology<br>Florida Client      | Report Developer using SQL and Benchmark Software<br>(6/2012 to 3/2014)     |
| Calypso Cay<br>Orlando Florida Client     | Crystal Reports using SQL Server<br>(2/2014 to 4/2014)                      |
| Benada Alluminum<br>Florida Client        | Crystal Reports using SQL Epics Software<br>(9/2013 to 12/2013)             |
| Rouse Consulting<br>Massachusetts Client  | Crystal Reports using SQL<br>(8/2013 to 12/2013)                            |
| Midtown Printing<br>Incorporated          | Crystal Report Developer using Excel<br>(7/2013 to 7/2013)                  |
| Arizona College<br>Arizona Client         | Crystal Reports Developer using CampusVue database<br>(9/2012 to 12/2012)   |



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|   |  |
|---|--|
| Performance Validation<br>Indiana Client          | Crystal Reports Developer using XML Data<br>(9/2012 to 11/2012)  |
| Florence Filter LLC<br>California Client          | Crystal Reports 2008 using MAS90 Database<br>(4/2012 to 4/2012)  |
| Ken Pat LLC<br>Florida Client                     | Crystal Reports v.10 Developer Consultant using SQL Server and<br>Microsoft Dynamic SL(Solomon) (1-2012 to 7-2012) |
| Blue Green Tech LLC<br>Vermont Client             | Crystal Reports v.10 Developer Consultant using SQL Server<br>(1-2012 to 1-2012)                                   |
| Allied Equipment Inc<br>Texas Client              | Crystal Reports Developer Consultant using custom database<br>(12-2011 to 1-2012)                                  |
| OMEGABYTE Computer<br>Corporation Texas Client    | Crystal Reports Developer Consultant using SQL<br>(12-2012 to 12-2012)   |
| Bruder Toys America Inc.<br>Los Angeles Client    | Crystal Reports Developer Consultant using SAP Business One<br>(Financial Module)<br>(10-2011 to 12-2011)          |
| CJW Consulting & Services,<br>Inc. Chicago Client | Crystal Reports Developer Consultant using Access Database<br>(10-2011 to 11-2011)                                 |
| Sales Achiever –<br>LA Client                     | Crystal Reports Developer Consultant (using Sybase Database)<br>(8-2011 to 10-2011)                                |
| United Kingdom Client                             | Crystal Reports Developer Consultant(using SAGE BusinessVision)<br>(8-2011 to 10-2011)                             |
| Private Client(W Wong)                            | Crystal Reports Developer Consultant<br>(7-2011 to 7-2011)   |
| Private Client(C.Henderson)                       | Crystal Reports Developer Consultant (SQL 2008)<br>(4-2011 to 7-2011)  |
| Canada  | Crystal Report Developer Consultant (using SAGE Master Builder)<br>(2-2011-3-2011)                                 |
| MetroCorp St. Paul                                | Crystal Reports Expert /Developer Consultant<br>(2-2011 to 2-2011)   |
| Minnesota client                                  | Crystal Reports for Peachtree Developer Consultant<br>(12-2010 – 12-2010)  |
| AAvex Technology<br>Corporation Chicago,IL        | Crystal Reports Developer consultant<br>(10-2010 to-11-2010)   |
| Little Fish Technologies<br>Indonesia client      | Crystal Reports Developer consultant<br>(5-2010 to10-2010)   |
| Pacific Aqua Farms<br>LA client                   | Programmer Analyst III / Cognos Developer /Crystal Reports/SSRS<br>Developer<br>(2/2005 to 6-2008)                 |
| Omnigon<br>NY client                              | Database Intern/ Crystal Reports Developer<br>(4/2004 to 11/2004)  |
| Oxford Healthcare LA Client                       |  |
| ASRC Aerospace , Kennedy<br>Space Center, Fl      |  |
| Orange County Fire Rescue,<br>Winter Park Florida |  |

April 2004 to present

Several Contracts - Crystal Reports Developer onsite and offsite:

- Generated thousands of reports during consulting engagements.
- Generated 600 Crystal Reports using SQL Server 2008 and 2012(Tyler Energov software for permitting and licensing: report generation for fire, inspections, business license, plans, permits, code case, cashier modules)
- Generated Energov review reports utilizing EReview and GIS linked EPortal.
- Created Borders utilizing crystals reports underlay following section feature.
- Parsed data to create pictures in crystal reports utilizing server files and SQL Server Database connection

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- Mentor city staff. Conversion from Oracle Reports to Crystal Reports
- Gather report requirements to create or modify for UAT and Go-Live
- T-SQL Programming: create unions, joins, max rows of multiple datasets rows, do-while-loops, coalesce statements to join multiple tables into one row, eliminate duplicate records, etc.
- Created complex dynamic SQL to pivot and un-pivot data to display on reports
- Created functions to be used in stored procedures as well as stored procedure within stored procedures to populate temp tables
- Created parameterized reports via add command for stored procedure dates
- Created parameterized reports with dynamic or static drop-down values
- Created sub-reports, groups, complex formulas, running totals, parameters, summaries, crosstabs, graphs, arrays, strings, local and shared variables
- Created ODBC connections to various databases and applications - SQL Server (2000, 2005, and 2008), Btrieve, Pervasive, Excel, Outlook, etc.
- Created reports with multiple versions of Crystal Reports- 8,9,10,XI(2008),2013
- Publish reports using Crystal Enterprise and assistance with creation of custom interface using Visual Basic
- Analyze Cold Fusion code to create Crystal Reports
- Created reports with different software including SAGE Peachtree Accounting Master builder, Business Vision, MAS90
- Accessed diverse data including financial, managerial, inventory, healthcare, public and private sector, etc.
- Specialized in creating commands, and complex code in crystal reports
- Configured custom application to view finished reports  
Remote connection : GotomyPc, VPN, Gotomeeting, Remote Desktop Connection
- Generate Crystal Reports using XML data
- Generate Crystal Reports via Campus View Database
- Generate Crystal Reports using courthouse data(civil and criminal divisions) various counties (orders, summons, labels, judgments, etc)—over 600+ reports
- Integrated Crystal Reports into company custom software product(Benchmark)
- Converted Crystal Reports to Cognos Reports

#### Other duties:

- Spitfire Software – create Document Template using Microsoft Word and database for notifications; create SOV for multiple jobs under one project.
- Microsoft Dynamics SL – Modify interface with customization (adding fields)
- Create Word documents using Benchmark data (SQL Database (Word Merge))
- Installation and Configured Cognos v 8.4 on windows 2003 Server
- Create Cognos Impromptu Reports through portal (data extraction/integration)
- Convert Crystal Reports to SSRS

#### Database Administration

- Install and maintain SQL Server 2008
- Utilized DML, DDL, and DCL
- Backup and restore databases

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## Project Manager – SDTR Consulting LLC (10-2010 to present)

- Establish a communication schedule to update stakeholders including appropriate staff in the organization on the progress of the project
- Prepare financial reports and supporting documentation for funders as outlined in funding agreements.
  - Define the scope of the project
  - Locate applicable personnel for projects
  - oversees the planning, implementation, and tracking of a projects
  - Determine the resources (time, money, equipment, etc) required to complete the project
  - Develop a schedule for project completion that effectively allocates the resources to the activities
  - Review the project schedule with lead developers and all other staff that will be affected by the project activities; revise the schedule as required
  - Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards
  - Monitor and approve all budgeted project expenditures

## Davita Healthcare (6-2008 to 5-2010)

### Software Quality Assurance:

- Lead testing efforts including the development of test strategies, software test plans, test execution management.
- Tested many projects and independently created, validated and executed the appropriate test plans, test strategies, test cases/scripts Documented using HP Quality Center 9.2
- Utilized white box testing and black box testing.
- Analyzed Delphi 7 and 2007, C#, and SQL code to create test cases if requirements are not provided (for Data movement Development Team)
- Analyze processes and verify they are working correctly (event viewer, program control table, windows services, log files, etc.) and determine appropriate action to take to fix errors.
- Performed performance/stress testing/regression testing/acceptance testing. Strong understanding of SDLC-concepts and have a good understanding of all phases/types of software quality testing.
- Prioritize, and organize/balance workloads to complete multiple, simultaneous tasks both for self and others. Familiar with Agile Software Development Methodologies (work closely with development with iterative releases)
- Create SQL scripts to analyze data correctness (checksums and counts of schema (triggers, procedures, constraints, indexes, table rows, data, etc.))

## Maryanne Morse Clerk of Court (12/1996-1-2004)

### Lead Computer Operator

- Primary contact for contracts and service issues
- Maintain Server Systems, Network, Printers, and PC support
- Provide troubleshooting principles and administrator duties, which includes,
- Establishing, accounts and setting permissions, for more than 1500+ users
- Perform and monitor mandatory backups for all HP Servers



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- Manage daily operations of Information Services
- Monitor and Resolve any conflicts on the servers
- Generated monthly and yearly reports using UNIX scripts
- Analyzed Data to prevent system crashes

## Arrestment Clerk

- Gather court files/documents in preparation of court
- Prepare court files (missing documents/files/etc for upcoming week)
- Barcode court minutes during court proceeding
- Dispose of court files preceding court sessions
- Dispose of Traffic Citations & Attach document to file in preparation for the input department

Available for Hire • Flexible Schedule • Remote or onsite