

# Aaron Luffman

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**Objective:** Utilize project management and leadership experience to see top-level projects through to timely completion.

**Work Experience:** **Manager of Information Systems**, Heartland Financial Group 3/2000 - Present

- Oversee development of business critical applications
- Create and implement product development and maintenance lifecycle
- Oversee network upgrade to Windows 2000 Server and Windows 2000 desktops
- Administer office LAN/WAN
- Research and authorize purchase of off the shelf software
- Manage all levels of product development lifecycle
- Supervise and approve purchasing
- Develop and implementation of network architecture
- Normalization of existing MS Access databases
- Facilitate team and company wide meetings
- Facilitate training sessions
- Oversee user acceptance testing
- Develop yearly IT budget
- Install and maintain Exchange 2000 Server
- Manage and budget outsourced development
- Integrate Crystal Reports and MS Access
- Develop database backed web applications
- Develop and implement training materials

**Senior Test Analyst, Andersen Consulting** at Sprint PCS 6/1998- 3/2000

- Developed and executed User Acceptance (end to end or quality assurance) test plans which included test scripts, cycle definitions, detailed test conditions (test cases), input data, expected results, actual results, and functional requirements specifications
- Developed intimate knowledge of all systems at Sprint PCS, including: billing, fraud management, telephony, Cellular Telephony Integration (CTI), Interactive Voice Response Unit (ITRU), GeoTell Intelligent Call Router, communications and networking systems, intranet, problem tracking system (Clarify and Remedy), Automated Call Distributor (ACD), CDR distribution systems
- Managed long and short term projects
- Facilitated and organized meetings
- Worked in high paced dynamic team environment
- Installed and maintained client applications in test environment
- Tracked defects using automated defect tracking system (Remedy)
- Developed and executed WinRunner automated test scripts
- As Cell Coordinator I coordinated a team of 4-6 and developed regular status reports
- Adopted leadership roll for Y2K testing
- Extensive troubleshooting

**Computer Help Desk Technician**, Information Technology Services, Graceland College 9/1995- 5/1998

- Offered computer support (hardware and software) to students and faculty
- Worked with clients to troubleshoot networking and application related problems
- Documented and tracked phone conversations and trouble tickets
- Operated and managed student and faculty computer lab

**Technical Skills:** Experience with all operating systems and office applications, PhotoShop, Illustrator, PageMaker, Dream Weaver, Flash, FrontPage, Visual Basic, Visual Basic for Applications, HTML, Crystal Reports, SQL, Access, InterDev, Clarify, Remedy, Documentum, WinRunner, Astra, MS Project

- Installing, replacing, and servicing hardware
- Vast Telephony knowledge and experience
- Interactive Voice Response Unit (IVRU) development and testing
- Switch translations development and troubleshooting

**Education:** **Bachelor of Arts Degree** in Liberal Studies May 1998  
Graceland College, Lamoni, Iowa Major: Interdisciplinary Studies  
**Honors:** President's List, Dean's List GPA: 3.32

**Volunteer Work:** **Habitat for Humanity**

- Lived and worked with native Hondurans
- Built homes for underprivileged families

**Head of Graceland Student Government Finance Committee**

- Ran Senate appropriation hearings and made recommendations for allocating money

**Liberal Studies Committee/ Extra Institutional Review Committee**

- Reviewed applications and recommended approval or rejection

**Foreign Travel:** Honduras, India, Germany, Belgium, Luxembourg, Switzerland, Austria, Hungary, and Italy

**References:** Available upon request