



Bradley V. Milbrand MBA

Career Summary:

Technical manager with experience in project leadership of technical and nontechnical onshore and near shore teams. Experience in all levels of the System Life Cycle, from meeting with clients to gather requirements through implementation. Proficient with verbal and written communication and customer service skills. Twenty-three years owning and operating a service business with direct customer interactions.

Technical Skills:

C#.net, ASP.net, VB.net	SQL Server / mySQL / Oracle	Objective-C
.net Web Services	.net Windows Services	AJAX
Java, Visual J++, Java Script	C, C++, Visual C++	HTML
Embedded Visual Basic & Embedded Visual C++		PHP 4
Adobe Photoshop CS5	Adobe Illustrator CS5	

Work Experience:

Computer Aid Inc – Harrisburg, PA **August 2013 – Present**
Team Lead / Manager on PennDOT Account **August 2013 – Present**

- Oversaw the development and maintenance of over 25 applications spread across 4 teams at the client site.
 - Directly supervised 22 developers and business analysts.
 - Worked with multiple clients concurrently to manage planned releases and maintenance requests and ensure schedules and quality of work is adhered to.
- Improved the team performance and consistently operate well within the Service Level Agreements of the contract.

e&e IT Consulting – Harrisburg, PA **January 2013 – August 2013**
Consultant **January 2013 – August 2013**

- Team Lead / Manager on the Penn DOT account.
- Lead a team of 18 developers and analysts.
- Oversaw the maintenance and enhancement of over 25 applications ranging in technologies from .NET, Domino, Java, Electronic Document Management System, SQL Server, and Oracle.
- Lead the development of multiple projects and directly interacting with the client on a daily basis.

Hewlett-Packard – Camp Hill, PA **October 2011 – January 2013**
Systems Information Developer III **October 2011 – January 2013**

- Assumed manager responsibilities with team scheduling, project management, ensuring processes are followed, and providing technical leadership when manager resigned.
- Mentored a new developer to move from a business analyst to developer role
- Led the internet team on the ICD-10 coding upgrade
- Worked on a team to design and convert classic asp applications to .NET (PROMISe™ & LIHEAP)
- Continued duties from JFC Global as a full time employee to Hewlett-Packard

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JFC Global – Camp Hill, PA
Contractor

March 2011 – October 2011
March 2011 – October 2011

- Designed the server architecture and lead the installation and deployment of the Medical Application Provider Incentive Repository (MAPIR) application
- Technical lead of a project to build a custom interface for the MAPIR application
- Worked on a team to develop a Claims Inquiry page for a 5010 Claims application
- Architected and developed a web based 5010 Certification application in a 3 tier environment

Silver Disc Productions, LLC – Enola, PA
Owner

June 1991 – Present
June 1991 – Present

- Provide sound and lighting entertainment to customers. Skills include planning and organizing events with direct customer interactions requiring strong written and verbal communications
- Maintained over 99% customer satisfaction rating

Milbrand Enterprises – Enola, PA
Business Partner

August 1999 – Present
August 1999 – Present

- Created and maintained a web based car show registration system for multiple clients across North America
- Created mobile applications for the iPad and iPhone platform
- Met with clients to gather requirements
- Developed prototype models
- Architected, developed, and tested a Contract, Invoicing, and Accounts Receivable System
- Enhanced medical prescription system for deployment over the internet
- Provide web hosting for multiple clients

Quality Builders Warranty – Wormleysburg, PA
Web Developer / Programmer

December 2005 – March 2011
December 2005 – March 2011

- Subject Matter Expert providing technical support to the employees and outside customers on QBW Direct (warranty enrollment application), Join QBW, and other systems
- System architect and technical team lead for the redesigning of QBW's core application, allowing current customers to request home enrollment services electronically
- Technical team lead in designing and developing an online application system to allow potential customers to apply for membership and pay online
- Designed and developed an email application that automatically sends and receive emails and processes received attachments into a Document Management System
- Designed and developed web based video training and knowledge testing system
- Architected a security application to manage user security across all newly developed applications

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- Managed both technical and non-technical miscellaneous projects to support business demands (Document Management System implementation, VOIP Phone system implementation, Web Video Conferencing implementation, and automation of current business processes)
- Created and Maintained graphic and video files for marketing publications

Penske Logistics – Beachwood, OH **Senior Programmer Analyst**

April 2001 – December 2005
December 2004 – December 2005

- Continued Programmer Analysts duties
- Designed and developed a User Web Interface to transfer data between a legacy mainframe system, Java enabled Cell Phone, and an Oracle Database utilizing mapping software to track mobile devices via GPS and Cellular Communications.

Programmer Analyst

April 2001 – December 2004

- Lead and coordinated six onshore, near shore, and off shore teams in the implementation of a Driver Log, State Fuel Tax and Truck monitoring system (Xata - OpCenter)
- Led the turnover of development and support of the Multiple Order Tracking System (MOTS) to Softtek (near shore team).
- Researched RFID and possible implementation plans for RFID with existing clients
- Developed and supported the Multiple Order Tracking System (MOTS) application running on a handheld pocket PC
- Developed wireless connectivity programs using Radio Frequency and Inferred communications
- Enhanced and maintained the Logistics Inbound Material and Inventory Tracking (Extended) system (LIMITE)

Ernst & Young – Cleveland, OH **Senior I**

January 2000 – March 2001
October 2000 – March 2001

- Continued data analysis, database development and system administration for a Fortune 100 company and provided leadership to several team members in learning new technologies
- Developed a business proposal for new business

Staff II

January 2000 – September 2000

- Performed data analysis, database development and system administration for a Fortune 100 company
- Developed Tax Forecasting Tool (TFT) for a Fortune 100 company
- Developed several internal task tracking databases (Proposals and ITPCRs)
- Analyzed dormant accounts for a retail company

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EDS – Camp Hill, PA

May 1997 – January 2000

Information Analyst

May 1998 – January 2000

- Developed Customer Care for MCI/WorldCom billing system
- Developed knowledge of Customer Care and Telephony industry
- Tested year 2000 compliance of GTE's billing application
- Designed and maintained a change management system
- Created and presented a mail room proposal for the center

Student Intern

May 1997 – May 1998

- Documented coding changes to a COBOL system and created the C like pseudo code for the new edits
- Maintained PC hardware and software
- Designed, developed and tested a web front end PreOrder Application for AT&T Communications
- Designed and developed a change management / time card tracking system
- Tested and documented National Geographic Society Kids Network system

Education:

Eastern University – Harrisburg, PA

Masters of Business Administration in Management (GPA 4.0)

Delta Mu Delta – International Honors Society in Business

Pennsylvania State University – Middletown, PA

Bachelor of Science, Information Systems

Harrisburg Area Community College – Harrisburg, PA

Associate in Arts, Business Administration

Accomplishments:

- President of Bradford Woods Homeowners Association
- Vice President of Bradford Park Community Association
- Tutored 15 students in C++ Programming at Pennsylvania State University
- Leadership and communication skills:
 - Participated in Education Outreach by teaching HTML and Java to a class of students and teachers at Eagle View Middle School in Mechanicsburg
 - Prepared and lead technical training presentations for peer groups
- Obtained Eagle Boy Scout rank at age 14

References:

Business and personal references are available upon request

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