KAREN S. PALMER

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Software Developer | Application Developer | Business Systems Analyst

Dynamic, detail-oriented, and accomplished professional with significant experience in application programming, all phases of system development life cycle, and project leadership. A self-starter who thrives in collaborative, team-oriented environments and works independently with equal success.

• Leadership of 5-person application development team for medium project yielded $6M+ return on investment within first year of implementation.
• Collaboration with IT Security led to development of Sarbanes/Oxley compliance policies for SAP ERP project.
• As Systems Development Manager, in first year of Global Sourcing Initiative, directed team of ~15 mainframe COBOL programmers (on- and off-shore) that completed 193 fixes and enhancements with 97.4% success rate.

Areas of Expertise

• Software Development: Cobol, Java	• Project Management	• Systems Analysis
• Training & Mentoring	• Team Leadership & Management	• SDLC & Agile Methodology

Technical Assessment

OO: Java, JDBC, Eclipse, HTML, PHP, CSS, MySQL, Oracle DB (including SQL Developer), Python, PyCharm

MAINFRAME: Cobol, IBM 370 Assembler Language, CA EZTRIEVE, JCL, CICS, z/OS, MVS, VSAM, IMS, SYNCSORT, ESP, TSO/ISPF, Jobtrac, FileAid, Xpediter, AbendAid, DataVantage, ChangeMan, CA AutoSys

Office 365: Word, Excel, PowerPoint, Outlook; also MS Project, Visio, OneDrive

Professional Experience

THE TJX COMPANIES, MARLBOROUGH, MA   **2019 – PRESENT**
SOLUTION DEVELOPER II
- Code, test, implement solutions in the Merchandising, Allocations, and Supply Chain systems
- Mainframe COBOL, z/OS, z/OS Connect, DB2, IMS/DC, IMS/DB, CICS, Batch, TSO/ISPF, ChangeMan, FileAid, JCL
- SAFe Agile Framework

BOSTON UNIVERSITY, BOSTON, MA   **2015 – PRESENT**
ADJUNCT FACILITATOR FOR ONLINE COMPUTER SCIENCE GRADUATE CLASSES, 2019 - PRESENT
- Present weekly online classes for a 15-student section, discussing class material, assignments, and Q&A
- Encourage online participation, correct all assignments, and communicate grades with instructor
- Data Structures and Algorithms using Java; Information Structures using Python; Data Science using Python

TEACHING ASSISTANT, 2015 - PRESENT
- Correct programming projects submitted in Java, C, C++, Python, and other languages
- Classes include Systems Analysis and Design (CS682) and Computer Architecture (CS472)

PAZIEN, INC. (WHOLLY OWNED SUBSIDIARY OF FIS), NEWTON UPPER FALLS, MA   **2019**
PLATFORM SOFTWARE ENGINEER
- Enhanced and supported Payment Processing system
- Python 3.7; MongoDB; Git; Agile Methodology; SCRUM (two week sprints)

COMMONWEALTH OF MASSACHUSETTS, DYS, BOSTON**,** MA   **2016 - 2019**
SOFTWARE DEVELOPER (JAVA), CONTRACTOR
- Worked within the Software Development Life Cycle; prepared for and participated in required life cycle meetings
- Designed, coded, tested, implemented system enhancements and required system maintenance in collaboration with Business Systems Analysts and Business colleagues in the Department of Youth Services (Java and Conduent Maven)
- Utilized Oracle SQL to answer data questions; provided real time data fixes (XML) to support the users of the system

BJ's WHOLESALE CLUB, INC., WESTBOROUGH, MA   **2004– 2016**
SAP PROJECT CORE TEAM MEMBER, LEAD APPLICATION DEVELOPER, 2012-2016
- Recognized for significant contribution to project transferring finance and merchandising systems from mainframe to SAP ERP
- Transformed mainframe data using COBOL, SyncSort, DataVantage, FileAid, and Excel for data analysis
- Managed projects to implement tools software, keeping them on time and within scope and budget
- Defined, trained and implemented policies for new tools: CA AutoSys, Basis Technology's Transport Express
- Collaborated with IT Security to develop Sarbanes/Oxley compliance policies for SAP
- Resolved internal and external Audit Requests in partnership with SAP tech teams and corporate audit teams
- System Administrator for CA-AutoSys in Quality environment; managed 1000+ batch jobs in production and QA

SYSTEMS DEVELOPMENT MANAGER, 2009-2012
- Managed 5 senior mainframe programmer/analysts and up to 10 on-shore/off-shore contract programmers in daily support and enhancement of mainframe (mainly COBOL) software supporting Merchandising and Logistics initiatives for $10B retailer; in first year, team completed 193 fixes and enhancements with 97.4% success rate
- Slashed IT costs and enabled greater departmental focus on providing strategic projects to support the business as a member of strategic planning leadership group on Global Sourcing Initiative

PROJECT LEADER, 2006-2009
- Championed first Perishables project with return on investment of $6M+ within first year after implementation; demonstrated technical leadership and full programming participation
- Led project group from cross-functional mainframe teams to implement multiple operating system and enterprise-wide software upgrades; reduced costs by eliminating extended support for retired versions

SENIOR AND LEAD PROGRAMMER/ANALYST, 2004-2006
- Saved more than 10 hours of work per week in **each** of 188 clubs through business requirement collection, design, development, and training of scanning solution for purchase order receiving
- Implemented multiple fixes and enhancements per business partner request in Cobol, IMS, z/OS mainframe systems

Comprehensive list of all professional positions available on LinkedIn at **www.linkedin.com/in/kspalmer**

Education and Certification

Master of Science, Software Development, Boston University, Boston, MA*, 2019*
Recipient of Excellence in Graduate Studies Award

Bachelor of Science, Computer Science, Boston University, Boston, MA, *2014*
3.9 GPA, Summa Cum Laude, Dean's List, Alpha Sigma Lambda Honor Society; attended full time while working full time

Associate of Science, Business Administration, MassBay Community College, Wellesley Hills, MA, *2012*
4.0 GPA, Graduated with Highest Honors, Phi Theta Kappa International Honor Society,
Alpha Beta Gamma International Business Honor Society

Certified, ITIL Version 3 Foundations