FRANK J. SHEELEN
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PROFESSIONAL EXPERIENCE

Steward Health Care System   Dorchester, MA

Senior Application Analyst: SharePoint   *10/21 – Present*
Technical Lead of small team responsible for administering, maintaining, developing, training, and providing technical support in multiple SharePoint environments: SharePoint 2003 and 2010 On Prem, 2016 Classic and 2019 Modern Online. Support approximately 55K users across roughly 50 locations nationwide. Review, configure, and update any and all settings in the SharePoint Admin Center to optimize the SharePoint environment to match business requirements. Coordinate the migration of approximately 750 SharePoint 2003 Sites into the SharePoint Online tenant utilizing ShareGate and PowerShell. Work with the Project Management Team consolidating Intranet content as various hospitals and practices are acquired and integrated into the Steward infrastructure; includes building out Site structure as well as providing users with training on the SharePoint platform. Collaborate with top level executives on a desired Intranet Redesign project; which includes planning complete overhaul of the SharePoint Online environment to improve information architecture, transform four levels of nested subsites to all Top Level Sites, convert Sites from Classic to Modern experience, and implement M365 Groups. Combine efforts other appropriate teams for the development of Governance requirements and procedures in the M365 environment. Assist fellow M365 Team members in the development of PowerApps as well as setting policies on how to administer the platform enterprise wide. Coordinate efforts with the a third-party consultant to convert Infopath 2013 Forms and SharePoint 2013 Workflows into PowerApps solutions. Engage Microsoft directly for guidance on configuring a guest and cross tenant access solution.   Handle tickets to support any issues related to SharePoint and work closely with rest of the M365 Team to assist in problem resolution as needed. This can include utilizing any of the M365 Admin Centers, Graph API, SharePoint Management Shell, or a variety of other tools to troubleshoot a wide variety of situations.

Yokohama Off-Highway Tires America, Inc.   Wakefield, MA
Contract Position

Operations Support   *5/21 – 8/21*
Member of the Logistics Team where my primary responsibilities were tracking shipments, processing the payments of ocean freight and drayage invoices, and contributing to the invoice automated process redesign effort. Manually monitored multiple email inboxes, cross referenced reports and systems, and manually submitted Accounts Payable requests on a daily basis. Assisted in trouble shooting issues with existing MS Excel, MS Access, ActivePDF, and UI-Path solutions. Reviewed existing solution with goal of streamlining the process and promote user acceptance of a more centralized, robust database solution. Supported the Logistics Team on any individual tasks as assigned.

Nationwide IT Services   Fairfax, VA
Assigned to the Volpe National Transportation Systems Center   Cambridge, MA

Senior Computer Systems Analyst   *9/19 – 10/20*
Member of IT Technology Assessment and Integration Team that dictated the path of enterprise-wide applications and systems. Researched, analyzed, designed, and implemented computer and data solutions for complex challenges addressing applications, system administration, and network concerns. Performed systems administration functionality as well as reviewed and improved existing system capabilities and workflow. Enacted security for all endpoints in the 'Common Operating Environment' to ensure compliance with the latest DISA recommendations utilizing Active Directory group policy objects. Defined process and customizations for upgrading enterprise wide applications, including creation of PowerShell scripts to work in conjunction with SCCM. Built, updated, and maintained customized Windows 10 image repository for enterprise-wide deployment as well as testing in Hyper-V and vSphere environments. Researched and created plans for enterprise-wide upgrade to O365. Researched design options for a hybrid Azure solution to provide single authentication to all Cloud and On Prem resources. Used Dell Command Configure to create customized BIOS installation options. Lead technology refresh to replace IronKey encrypted USB drives / EMS backend system to DataLocker SentryOne drives / SafeConsole. Built multiple Windows Server 2019 servers for testing purpose including independent test domain. Provided subject matter expertise technical assistance to computer users as well as Tier 3 helpdesk support in person, via telephone, and electronically.

ActioNet, Inc.   Vienna, VA
Assigned to the Volpe National Transportation Systems Center   Cambridge, MA

SharePoint / WebDev Team Lead   *10/09 – 9/19*
Technical team lead for the implementation, development, and support of six SharePoint Farms with approximately 1200 users. Collaborated with upper management to conceive architecture and delivery strategy as well as work with end users to build project specific requirements. Lead a team of three in hands on role to perform administration and maintenance in Central Administration, server patching and troubleshooting, as well as designing and implementing branded solutions with custom Master Pages, Page Layouts, CSS, and XSL. Built a six server SharePoint 2016 High Availability MinRole Farm. Deployed and implemented Nintex Forms and Workflows solutions. Lead developers in the creation of dozens of Nintex Forms with associated Workflows to replace an outdated Infopath based solution. Migrated content from SharePoint 2007 to 2010 with third party tools. Trained users on creating sites, document libraries, lists as well as assigning permissions. Occasional Microsoft SQL Server development including design and creation of schemas, coding to automate reporting and business rules administration using tables, views, stored procedures, functions, and triggers. Web application architecture design, project planning, implementation, developing and technical support. Support and maintenance of custom .NET Web Applications (C#). Performed web application server administration in IIS 8.5. Supported HTML, scripting, CSS, and graphic design. Installed/supported miscellaneous commercial applications that support Web Development efforts and have similar components. Supported end-users through phone and helpdesk tickets on a wide variety of topics. Mentored team members.

Bowhead Information Technology Service   Alexandria, VA
Assigned to the Volpe National Transportation Systems Center   Cambridge, MA

Web Software Developer III / Web Architect   *12/08 – 10/09*
Microsoft SharePoint development and application administration. Web application development in an Oracle 9i and 9iAS environment on a Unix Solaris platform, programming in PL/SQL. Data design, table design and implementation, data mapping, triggers, packages and procedures. Supported HTML, CGI/Perl development, and graphic design as workload requires. Produce web site usage reports. Perform web application server administration. Researched and evaluated products and trends. Participated in planning and implementation of upgrades and migrations.

P3I, Incorporated.   Hopkinton, MA
Assigned to the Volpe National Transportation Systems Center   Cambridge, MA

Web Software Developer III / Web Architect   *10/08 – 12/08*
Microsoft SharePoint development and application administration. Web application development in an Oracle 9i and 9iAS environment on a Unix Solaris platform, programming in PL/SQL. Data design, table design and implementation, data mapping, triggers, packages and procedures. Supported HTML, CGI/Perl development, and graphic design as workload requires. Produced web site usage reports. Performed web application server administration. Researched and evaluated products and trends. Participated in planning and implementation of upgrades and migrations.

Great Garage & Closets   Needham, MA

Installation and Warehouse Supervisor; Designer-Sales Consultant   *04/06 – 05/08*
Performed installation of closet, garage, and other storage systems; including finish-grade carpentry. Was lead interface during the scheduling, installation, and follow-up stages of customer relationship. Managed and trained other installers. Identified and implemented improvements in the design and installation processes. Met with customers for in-home design consultations, designed custom solutions in CAD software, and prepared and delivered proposals.

RA Orsino Construction   Cohasset, MA

Carpenter   *06/04 – 04/06*
Handled a large variety of projects as a member of two-man team. Inspected, repaired, installed, modified, rebuilt, constructed, and maintained woodwork and other related structures. Worked in both outdoor settings for additions, decks, repairs as well as shop setting for cabinetry, mill work, and furniture. Performed interior and exterior finishing. Interacted with customers to review and refine project specifications.

WT Chen & Company, Inc. Maynard, MA
Assigned to the Volpe National Transportation Systems Center Cambridge, MA

Senior Programmer Analyst *05/93 – 06/03*
Developed and maintained internet and intranet sites by coding XHTML, Javascript, and Perl as well as occasional graphics work. Performed server administration in Microsoft and Unix environments and coordinated with System Administrators on more complex tasks. Developed custom solutions using Visual Basic, VBScript, Active X, COM, ADODB and SQL server. Created and maintained documentation for critical systems and procedures. Was responsible for keeping abreast of technological advances and advising clients as to the relevance to their business and information technology goals. Performed basic hardware and software technical support for the development group I was assigned to. Supported both short-term (less than one year) and long-term (multi-year) projects in a variety of areas. Managed projects throughout complete software development life cycle process.

Brookline Adult & Community Education Brookline, MA

Visual Basic Course Instructor *05/01 – 06/03*
Taught a fourteen-hour course offered quarterly as an introduction overview to the Visual Basic programming language in an interactive lab setting. Comfortably and successfully interacted with students of all ages and from diverse backgrounds. Received consistently high evaluation scores from students as well as administrators.

COMPUTER SKILL HIGHLIGHTS

Platforms: Microsoft SharePoint Online 2019 / 2016, Microsoft SharePoint (OnPrem) 2013 / 2010 / 2007 / 2003

Software: ShareGate Migration 17.2.1, InfoPath 2013, Microsoft SharePoint Designer, Nintex Forms, Nintex Workflows, Microsoft SQL Server Management Studio 2016, Microsoft IIS 6/7/8.5, SysKit SPDocKit 9, Metalogix ControlPoint 6.2, Visual Studio 2015, Microsoft Office Professional 19/16/13/10, Adobe PhotoShop 2020, Toad for Oracle, Oracle SQL Plus, SQL-Programmer, SQL Plus, Adobe Acrobat DC/17/11, Sawmill 8.8, IronKey EMS, Datalocker SafeConsole, Dell Command Configure

Programming Languages: PowerShell, Graph API, JSON, XHTML, XML, XSL, PHP, T-SQL, PL-SQL, CSS, Javascript, jQuery, C#, Visual Basic 6.0, VBScript

Databases: SQL Server 17 /14 / 12R2 / 08R2 / 05, Oracle 9i, MS Access

Operating Systems: Windows 10 /7 / XP / NT / 00 / 9X, Windows Server 19 / 16 / 12R2 / 08R2 / 03, UNIX, DOS

EDUCATION

Roger Williams University, 1989 -- 1993, Major: Computer Science, Minor: Studio Art.

VOLUNTEER

Hingham Citizens Police Academy Alumni

Chairman of the Board
The Hingham Citizens Police Academy is a 10-week classroom course on a variety of topics that the police department deals with on a regular basis. Upon completion of the class members can join the Hingham Citizens Police Academy Alumni, an association that focuses on the relationship between the community and the Hingham Police Department.

Hingham CERT Team

The Community Emergency Response Team is comprised of volunteers who have received specialized training to assist in large scale incidents or emergency management situations.

Hingham K-9 Foundation

President
The Hingham K-9 Foundation is a non-profit organization established to provide support to the Hingham Police Department's K-9 Unit. The Foundation is an educational resource to promote the K-9 Unit as well as a vehicle to allow area businesses and community members opportunities to support the K-9 Unit through donations.

INTERESTS

Photography, woodworking, cooking, motorcycling, and the appreciation of arts & music.

References available upon request.