



JMarc Technologies, LLC

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<i>Name & Title</i>	Richard Andrews Chief Technical Officer
<i>Summary</i>	Rich is a partner in JMarc Technologies and is responsible for several development teams who designed, implemented, and supported projects such as a Vantive/Oracle/Documentum call center, SQL Server projects, and web development projects. Rich has also invented, designed, developed and implemented products such as Web Admin and EZOnlineDocuments automation processes. Rich has fifteen years of experience in pharmaceutical companies working in both centralized and decentralized technology groups.
<i>Key Skills</i>	Project management, business analysis, SQL Server, Visual Basic.NET, IIS, ASP.NET, ASP, Vantive 7, desktop modeling, office automation, web technologies, Windows, Unix, server infrastructure, strong communication skills

I. Professional Experience

4/99 – present JMarc Technologies, LLC, Madison, NJ
Chief Technical Officer, Madison, NJ

Inventor and developer of the EZOnlineDocuments.com automated document process that services companies such as American Express, Merrill Lynch, PSE&G, Ralston Purina, etc. Inventor and developer of our Web Admin group web management tool which is built on SQL Server/ASP technology and currently handles over three million page views a month in a fully database-driven website managed by fifty webmasters.

Technical Leader/Project Manager, Roche Laboratories, Medical Affairs, Nutley, NJ

Technical Leader of the Clinical Forecasting And Reporting (CFAR) system. CFAR was developed to track payments and project information for clinical trials for Medical Affairs and replaced several legacy systems. CFAR provides milestone tracking, trial forecasting, customer tracking, and trial reporting. Also delivered CFAR Strategic Customer Relationships (CFAR SCORE) to enable the Clinical Liaisons to track thought leaders and potential investigators.

Project Manager, ARMP, University of Florida, Gainseville, FL

Designed, implemented, and supported an online database that tracks resistance data for institutions in the US. This system provides data entry and data analysis/reporting. Hosted this solution for the University of Florida and provided maintenance, support, and development services.

11/96 – 3/99 Andrews Systems Consulting, New Providence, NJ
Technical Leader/Project Manager, Roche Laboratories, Medical Affairs, Nutley, NJ

Technical Leader for the Roche Pharmaceutical Service Center (RPSC) call center and was responsible for the design and development of the Vantive/Oracle system. The first release of the call center was completed in four short months and became the single point of entry for all customer inquiries in December 1998. RPSC provides instant access to product-related information and customer relationship management information. The system is used by multiple departments and involves significant customization to support business processes.

Developed Windows 95 model for remotely supported Clinical Liaisons including remote control technologies, automated software distribution methodologies, automated backup solutions, and specific application installation standards.

Evaluated and implemented Ovid technology for information retrieval within Roche including sources such as Medline, Biomedical collections, and Cancerlit. Developed the Medical Affairs website and was involved in many other Medical Affairs specific projects.

6/91 – 11/96

Merck & Co., Inc., Whitehouse Station, NJ

Research and Development, IT Architecture (11/95 – 11/96)

Responsible for identifying and developing new technologies for use throughout Merck. Performed the role of project leader for the Desktop/Laptop Standards project that evaluated and selected standard desktop & laptop hardware for the company. Developed automated software deployment standards for Windows NT systems that reduced a 300 step/2 hour process to 20 steps/45 minutes. Implemented new technologies such as WinINSTALL, @mezzanine, Microsoft's Internet Information Server, Java & JavaScript, and HTML Transit.

Implemented Intranet Infrastructure for Merck-wide use. Trained, developed content, and established procedures for a dozen Merck business areas to use the Intranet Infrastructure.

Corporate Computer Security (7/95 – 11/95)

Started and completed corporate NT Security Standards for use throughout Merck. Instituted procedures to recover from a massive infection of the Word Concept macro virus. Developed disaster recovery procedures for Windows NT servers and desktops.

Created Web site for Corporate Computer Resources and acted as the webmaster. Tasks included: conversion of information to HTML, creating design standards for all documents, writing HTML forms and Perl scripts, writing Visual Basic macros in Excel to automatically create HTML pages, training staff on HTML authoring, and building & supporting the web server (Windows NT-based).

Account Manager, Desktop Services & Strategies, HQ Human Health (1/94 – 7/95)

Directed support staff of seven. Managed projects including central distribution of software from the LAN, rollout of a document management system, and implementation of several AS/400 gateways. Acted as the liaison to DSS for HQ Human Health by matching business needs with computer technology, reviewing budget information, hiring & managing contractors, and ensuring that the service provided met expected levels.

Systems Analyst & Systems Specialist, MHHD HQ Customer Services (5/92 – 12/93)

Designed and implemented a Windows-based desktop environment, centrally managed from the LAN servers. Evaluated and implemented new technologies such as fault tolerant drive arrays (RAID systems) and Norton Desktop 2.2 and 3.0. Created dual-site, seamless LAN access during corporate move from Rahway to Whitehouse Station. Migrated 320 Microsoft

Mail users from divisional LAN servers to corporate-sponsored electronic mail servers. Administrated the LAN environment (system availability exceeded 99.95%) and provided second-line technical support for MHHD.

Systems Technician, MHHD HQ Customer Services (6/91 – 4/92)

Evaluated, implemented, and administrated a NetWare LAN for 400 LAN clients. First-line technical support representative for 70 clients supporting the standard suite of PC applications, PC hardware, and mainframe/VAX connectivity. Developed centrally managed DOS environment to minimize workstation "visits." Installed and administrated Microsoft Mail.

6/90 – 5/91

Ciba-Geigy Corporation, Summit, NJ

Technical Support, Office Systems, Drug Development Department

First-line technical support representative for 500 clients. Installed and maintained hardware, software, NetWare LAN and coax mainframe connections. Assisted in the orientation and training of two new Office Systems interns. Contributed to *DIS News* newsletter and developed detailed training manual for new interns.

II. Computer Related Skills

Internet: Active Server Pages (ASP), ASP.NET, Microsoft IIS, HTML, DHTML, Perl Scripting, CGI process creation, JavaScript, Animation technologies, SQL & Oracle connectivity, and Document Management integration.

Languages: Visual Basic.NET, VB Script, PHP, C, Perl, Access/Excel/Word VBA, SQL, Superbase, Assembler, Pascal.

Software: Vantive, ERWin, Microsoft Office 97/2000/XP (Word, Excel, PowerPoint, Access), Microsoft Exchange, PC DOCS, Norton Administrator for Networks, Photoshop 4/5/6, Lotus Notes, Reflections, WinINSTALL, Superbase, WordPerfect, Lotus 1-2-3, PageMaker, CorelDRAW, Freehand, WinFAXPro, and other Medical Affairs specialized applications

Operating systems: Windows NT 4.0/2000/XP, Windows 95/98/ME, Windows NT 3.51, Windows for Workgroups, DOS, NetWare 3.11, OS/2, Linux, MacOS, SunOS, HPUX

Hardware: Compaq & Dell laptops/desktops, Compaq & Dell servers, Sun workstation, Macintosh, Amiga

III. Education and Training

Education

Rutgers University, New Brunswick, NJ
1991, Computer Science and Philosophy (double major), BA, G.P.A. 3.6/4.0

Certifications

1993, Lotus Notes Technical User
1993, Novell Certified Network Engineer (CNE)