

Jim Testerman

9220 Wyandotte, Kansas City, MO 64114
816-363-2271 • 816-678-5356 • jtesterman@kc.rr.com
www.jimtesterman.com

OBJECTIVE

Seeking a .NET developer position where I can utilize my technical knowledge and creative abilities to design and develop improved web applications.

SUMMARY OF QUALIFICATIONS

- Microsoft Certified Technology Specialist (MCTS): 2.0 .NET Framework Web Applications (*completion expected by 2/2009*).
- Proficient in designing and developing web applications using .NET framework.
- 20 years experience in challenging customer service environments.
- Experienced professional in problem-solving, decision making, and working under deadlines.

TECHNICAL SKILLS

Visual Studio 2005, C#.NET 2.0, ASP.NET, ADO.NET, SQL Server, XHTML, JavaScript, CSS, MS Access, MS Word, MS Excel, MS PowerPoint, MS Windows 95/98/2000/XP.

TECHNICAL TRAINING

Centriq Training, Leawood, KS 10/2008 – Present
Application Developer in C#.NET Program

- Technical Competencies: C# Fundamentals, Developing .NET Web Applications, Transact SQL, ADO.NET, Building Websites with HTML & CSS, ASP.NET, Advanced C#.NET.
- Professional IT Project Experience: Created a multi-tier classroom project that included requirement gathering, data tier design, programmatic data access layer incorporated with data access objects, and presentation in a rich web-based front end.
- Soft Skills Training: Customer Care & Effective Communication.
- Certifications: Microsoft Certified Technology Specialist (MCTS) - 2.0 .NET Framework Web Applications (*expected 2/2009*).

PROFESSIONAL EXPERIENCE

Applebee's International, Overland Park, KS 7/1996 – 7/2007
General Manager

- Responsible for the hiring, training, and development of over 70 associates as well as the training and development of assistant managers.
- Developed and implemented training and incentive programs.
- Operated at above budgeted sales and profit, showing positive growth and establishing new records for both.
- Sales leader in the Kansas City Region.
- Accountable for all aspects of a \$3 million/year business.
- Member of A.I.I. Operations Council.
- Tested new menu items, POS systems, training programs, and food cost software.

Eateries, Inc, Oklahoma City, OK
Area Director of Operations

9/1987 – 7/1996

- Responsible for all aspects of the restaurant business, including the following tasks: employee training and development, management information systems, purchasing, profit/loss statements, and payroll.
- Designed and implemented training and procedure manuals.
- Consistently operated at or above budgeted sales and profits.
- Managed and developed over 350 associates and 30 managers at nine regional locations.
- Researched, evaluated, tested, and implemented POS systems, store reporting programs, and training tools.
- Analyzed data from focus groups and integrated those findings into the restaurant system.
- Coordinated the opening of ten new units.

EDUCATION

Missouri Southern State University, Joplin, MO

9/1980 – 5/1987

- B.S. program, Psychology
- Psi Chi
- Student Senate
- Kappa Alpha