

Ms. Michelle L. Southworth-Peterick

<http://www.peterick-michelle.org>

peterick.michelle@aol.com

michelle.peterick@earthlink.net

<https://www.inquiry-studios.net>

320-402-9876

Experience:

- Peterick Programming Since 2010.
- Peterick Studios Since 2010.
- Saint Cloud Mensa Games SIG Coordinator.
- 3rd Generation Military.
- Learning German in Babble
- Working on my Master's of Social Work LICSW at Capella University.
- Member of the National Society of Leadership and Success Honor Society, University of Phoenix & Capella University.
- Member Phi Alpha Tau Social Workers Honor Society.

Saint Cloud State University Professor of Computer Science, Adjunct

09/01/2022-05/01/2023

Left due to lack of students

Anne Marie's Battered Women Shelter 9/1/2010 – Volunteered as a mental health counselor and computer mentor to assist the residents in a smooth transition to community and functional life.

Place of Hope Ministries 5/1/2010 -9/1/2010 - Volunteering as an intake person for the homeless Shelter once a week, feeding meals and counseling, advising them on mental illness, and helping keep them stable for another day. Also connecting them with services in the community.

- **Microsoft Publisher 2010**

- **Microsoft Word 2010**
- **Microsoft Access 2010** □ **Microsoft Excel 2010**
- Carbonite use and maintain for my laptop and desktop system in the cloud.

Developed an e-commerce web site through much different iteration to include forums, book sales and miva e-commerce.

- **Cbuilder6**
- **MySQL**
- **Cold Fusion MX**
- **Sql**
- **Php**
- **Call XML which includes XML scripting for IVR/Web generation of ACD/IVR scripts, www.voxeo.com**
- **Perl/CGI scripts for basic counters and background routines.**

Grandview Nursing Home Cambridge, Minnesota 6/15/2003

Volunteers to assist seniors in there stay.

Project Shy Technologies

09/15/2002

Developed an e-commerce and database intensive site that would download to a spreadsheet for an address update for the Neways line of products.

- **MySQL**
- **Php**
- **Java, Visual Café AWT, SWING, Applets and OOP.**
- **Cold Fusion MX**

09/20/98 to 04/30/2002

CTI Programmer in VB, C++, Cold Fusion, Java, and other controls.

Company: BMC Software, Houston, Texas.

(2 Years)

Hired as a programmer/analyst, primarily due to CTI skills from a previous position. BMC was interested in possibly deploying a CTI application within the Customer Support Center (CRC). Learned, and developed applications using, cold Fusion Enterprise 4.51 and JavaScript.

- Primarily responsible for developing a Cold Fusion/Java Script database interface application, which served as a front-end to an IVR based Outbound Call Management System. This system was developed for Customer Support, and used as the primary method by which customer calls were escalated to after-hours support personnel. Using OCMS, the Customer Support technician managed personal data and the Manager managed group data. Group data included current and future group rotations, product/group associations and group member detail. The Customer Response Center would use the front-end application to identify the appropriate group number then use the phone to initiate a support call. The IVR would then begin dialing the predetermined call rotation. Upon reaching a support technician, the system would provide customer information and connect the technician to the customer. The IVR was a Lucent Conversant. Also involved in the maintenance of such. Traveled and installed OCMS on site to San Jose, Austin, Boston, EMEA, ASIAPAC, Georgia, and other sites.
- Had responsibility for ICM (Inbound Call Management) on the skills that we set forth on the Genesys products off the switch, Lucent Counterview and CME. This involved the use of C++ and Visual Basic to create Computer Telephony programs on a Lucent G3R switch.
- Additional projects included implementation of Witness Systems' call monitoring software.

- Development of a “virtual queue” which would route incoming calls to the first available extension.
- These projects required the use of Genesys 5.1 ActiveX controls and a Lucent G3R switch. We used T-Server, Siebel applications as well as Genesys routing and Web Chat. The OCMS product used the Lucent Conversant IVR written in scriptwriter and Pro C. We tightly interfaced with lucent switches. All Genesys programs were written in Visual Basic 6.0 and ActiveX controls.
- Created ActiveX dll's and exe's in Microsoft Visual C++ 6.0/5.0 and Microsoft Visual Basic 6.0/5.0 under NT 4.0 SP 1,2,3,4 as well as 2000 and UNIX.
- Wrote Oracle triggers, Sql, and scripts as well as Foxpro, Access, Ms Sql.
- Used Genesys software with a Lucent G3R switch with Cisco hardware across the ASAI link. Programmed in C++ and Visual Basic.
- Created total overall CRM solution using *Genesys 6.1* and Vantive on the customer service side and Seibel on the sales side for a multi-tiered application that integrates with an Oracle database and has multiple pathways to tiered clients such as tech support and multiple level customer support. Functions included 16K transfer w/data, forward, conference and hold as well as complete Witness recording capabilities. This was applied both for sales and customer support. ADO Database Connections.
- Wrote Java programs in Visual Café 4.0 and Servlets with the New Atlanta engine for the WML base code for the OCMS project using the Oracle database.
- ICM scripting in Genesys and Vantive as well as creating CISCO login and ACD scripts for call center operation for world-wide call center operation on data dips to a Vantive/Oracle database. □ Perl/CGI scripting of web login and automation pages for OCMS (On Call Management System) on UNIX system conversant with Oracle database.
- Developed Servlets in conjunction with OCMS and the New Atlanta engine with windsock interface to the Genesys 5.1 TServer for the monitoring of active connection across the switch. This

was done for route trace analysis in Java Visual Café Expert Edition. □ Counseling and Training experience to CEO/CFO/CIO.

September 1994 to September 1998

CTI Programmer in VB, C++ and I am a Genesys Certified Engineer.

Company: TeleTech, Denver, Colorado. (4 Years)

- Achieved Genesys Software Engineer certification through training provided by Genesys Telecommunications Labs.
- Developed CTI applications using VB and Microsoft Visual C++ with ActiveX controls. This utilized the ActiveX plugins and the DDE components that you can insert into and make part of CTI program or ActiveX executable or DLL, further you can use C to use the supplied the header files for an implementation of the said files. I wrote numerous examples of this were my job. We created CTI components after mapping them out in Rational Rose then once compiled we gave the object to the application programmers that were writing the scripts for the call center campaign.
- Completed parts one and two of the MCSD coursework for VB 5.0.
- Had ICM responsibility for Thornton and worked with the people at the site to have it under control 24/7.
- The C++ programming directly interfaced with the Genesys header files the tlib.h and the tlibrary.h to perform the non-standard function of monitoring DN's and changing their state, then seeing the change in Call Center Pulse.
- Wrote soft phones for test environments. Traveled to Mexico City and Australia for software installations.

- Projects were the VB 5.0 code for the “Alestra” campaign in Mexico City, the VB Code for the Campaign Manager/Oracle DB Interface Integrity Check and the C code for the projects that checks registered/unregistered lines on the Lucent G3R phone switch in Thornton, Colorado.
- We used Genesys Routing, E-Mail, VoIP, Web Chat as well as Web Line Web Chat.
- Attended a Seminar on UML and Rational Rose in Denver.
- Created “Global System Status Monitor Program” in C++ with the tlib.h header files and the tlibrary.h files to register DN’s off of a switch and drop them and monitor the status of the pool.
- Used Windows 95 Platforms, 3.1 and Windows NT.
- Oracle & Ms Sql Server
- Used Genesys software with a Lucent G3R switch with Cisco hardware across the ASAI link. Programmed in C++ and Visual Basic.
- ADO Database Connections.
- Oracle 7.3.1 on RISC 6000/AIX servers used in conjunction with Genesys software and objects and tools.
- Genesys scripting for ACD login scripts and data dip scripts in reference to the “Alestra” AT&T Mexico long distance application routines.
- CISCO hardware and software installation and script generation with Genesys integration.

July 1993 to August 1994

Instructor in Computer Science, taught VB, C++, Access, COBOL, and others. Certified to teach Computer Programming in Colorado.

Institution: CollegeAmerica Denver, Colorado.

(1 Year)

Taught in a highly competitive technical school a variety of languages including Access, C++ (Borland, and Microsoft), COBOL (Micro Focus), Java 1.1, IBM Assembler, and Visual Basic 5.0.

This environment offered a great deal of satisfaction and the students were extraordinary. Student education level varied from high school to graduates of the Colorado School of Mines at the Master's level.

- Used Microsoft Visual C++/Visual Basic 5.0 and Borland C++ 3.51 as well as Borland C++ 4.51 OWL
- Windows 95
- Windows NT
- Borland Suite
- Novell
- CISCO
- Sun Java 1.1 Applets, AWT. □ Counseling to students as well.

August 1991 to July 1993

Contract Position in VB from Command Staffing, Denver Colorado.

(3 Years)

Was contracted out to AMS in Golden, Colorado to write simple interfaces in VB in Excel to use the graphing capabilities of Excel and the power of VB to report on the data in question, which came from this nest of 24 servers that served the company's overseas locations with Lotus Notes.

- Lotus Notes/Excel Integration, to graphically represent the Lotus Notes data in the VBA of Excel.
- Windows 95 & Windows NT

November 1989 to July 1991

Vectra Bank, COBOL Programmer, Denver Colorado.

(2 Years)

Part time programmer and operator on an NCR platform. Migrated the release of one platform to another ran in UNIX and Programmed in COBOL (Micro focus).

- Optical Disk.
- VRU

August 1988 to November 1989

Bankline MidAmerican, Pick Basic Programmer, Denver Colorado.

(1 Year)

Operator/Programmer in PICK Basic on a RISC 6000 in UNIX and using a Universe Database. We were a service center for banks (6) we supported them via ISDN direct to their dumb terminals.

- Some minor utilities were written in C++ and PICK Basic. This was a service center and I mostly wrote utilities that would interface with the Universe Database and the Unix OS, lots of fun and you could not ask for a better bunch of people. We connected to the branches by concentrators and Micom Statistical Multiplexes and maintained the small network of links to the banks. We used Bank Line Software for bank processing. This service center was closed down after two years, PICK is not object orientated programming and is very easy to program; at least I found it easy.
- Disk Utilities for Integration with the Database.
- ACH transmission program.
- Various Batch Files.

May 1986 to July 1988

North Hennepin Community College, Programmer in Dbase III and C.

- (3 Years) □ As a student, worked with Financial Aid to develop a Dbase III+ program to track student loans and compare them against the database.
- Financial Aid program in IBM System 36 Basic for managing financial aid transactions in real time.

July 1980 to May 1989

The United States Air Force, Flight Engineer UH1N, Honorably Discharged, Highly Decorated Veteran.

Entered the United States Air Force in 1979 and was enlisted as a 462 (munitions). First duty station was Clark AB, Philippines. Learned to SCUBA dive and got my Dive Masters certification.

Next duty station was Hill AFB, Utah 4th TFS part of the RDF, went to locations in Norway and Egypt. I was also served in the Honor Guard. Cross-Trained in 113 Helicopter Flight Engineer I was sent to survival school and flight training and approximately six other places. Finally ended up in Homestead AFB, Florida where we supported the 20th Special Operations Wing under the 48th ARRS in flying over the Bahamas for drug smugglers. We flew at night on NVG's and at tree top level. Training was done in the everglades in conjunction with the Delta Force a few times and always the Para rescue personnel. Top Secret Clearance while in the military. WAIS IQ tested while in the military at 132. Joined American Mensa.

July 1979 to May 1980

University of Wisconsin at Green Bay while in the CIS degree program was hired in the computer center for programming on a Xerox Sigma Six under CPV

□ Did FORTRAN 77 Land Sat Programming, for Dr. David McIntosh., Dr David Jowett

Sept 1978 to May 1979

Courses in Medical Microbiology at Saint Cloud State University as part of an independent study while in high school.

Education:

Working on my Master's of Social Work at Capella University.

Webster University Master of Arts in Computer and Information Systems.

Colorado Christian University, B.A. Pre Law

North Hennepin Community College, A.A. Photo Journalism

American Mensa IO 132 WAIS IQ Test On File.

Memberships:

AAAS, IEEE, Visual Basic Journal, Cold Fusion Journal, Voxeo, Visual Studio, Popular Communications, and Doctor Dobbs Journal, American Mensa, NAMI, ACA, Genesys
PPA (Professional Photographers of America)

Journals

[AAAS](#)

[Nature](#)

[Psychology Today](#)

[Social Work Today](#)

Letter of reference #1

Lloyd McBride

Subject: Reference letter for Michelle Southworth

To Whom It May Concern,

I directly supervised Michelle Southworth while working for BMC Software, Inc. During her tenure there, she worked as a Programmer/Analyst where she was responsible for consulting with various business units, gathering user and departmental requirements, writing technical specification documentation, developing software solutions, implementing those solutions, and then training users on the daily tasks associated with the use of the developed solutions.

Michelle was asked to work closely with those she developed software for so that she could thoroughly understand their personal and business requirements, and preferences for look, feel and actions associated with the applications she produced. The largest application Michelle developed, and the one we were all most proud of our association with, automated the task of contacting support personnel when a customer called in to escalate a support issue. Michelle placed the utmost importance, and took the utmost care to translate the needs of her business users into a workable, usable graphical user interface, to provide the most natural and easiest transfer of skills between the rigorous manual process that was previously used, and the newly designed and deployed automated solution. Michelle developed close working relationships with her user community and quickly accepted the role as a “Trusted Advisor” who truly took the best interest of the business unit and its users to heart.

After the first iteration of the application was completed, the front-end, Michelle discovered that the same care must be taken to support the back-end users as well. She developed the back-end of the application to exacting user standards, which she completely understood through the many consulting sessions with this second group. This group too quickly adopted Michelle as a “Trusted Advisor” and the rollout of the completed project was widely accepted and is still in use today. Michelle’s care in

training both user communities (hundreds of employees in 7 different major metropolitan areas) on this system was a critical success factor in its adoption.

I am thankful to have had the opportunity to work with Michelle, and wish her the best in all her future endeavors. If you have any questions, you may contact me via the methods listed above. Thank you for your kind consideration.

Sincerely,

Lloyd W. McBride Jr.

Letter of Reference #2

April 3, 2010

RE: Michelle L. Peterick Southworth

Dear Sirs,

Michelle Southworth was a student of mine at Webster University Graduate School – Denver Site in 1997. I found Michelle to be a dedicated focused student. The class she took from me was budgeting which can be a challenging class where one does not have a previous background in “numbers”. Michelle faithfully did required homework, participated in class discussions and did well on quizzes and exams.

I would recommend her highly to your program. My sense is that she will do well and make a definite contribution to her classes.

Sincerely,

James S. Wright, MBA, CPA, FHFMA

Adjunct Professor
Webster University – Denver Site

12 December, 2011

Lloyd W. McBride, Jr.

University of Phoenix
School of Advanced Studies
4025 S. River Point Pkwy
AA-L201
Phoenix, AZ 85040

To Whom It May Concern,

I have Known Michelle Southworth-Peterick for many years, and have always admired her commitment, dedication and work ethic. She served as a direct report to me at BMC Software. During that time, she demonstrated extreme focus and determination to any and all assigned tasks.

Michelle is also a consummate student, always wanting to grow through increased knowledge and understanding.

Michelle is a joy and a blessing to all who know her, and would be an excellent doctoral candidate for any institution of higher learning. I am happy to recommend that Michelle be given the opportunity for personal growth that your program can afford her. I am quite certain that Michelle would be an asset to your or anyone else's organization.

Sincerely,
Lloyd W. McBride, Jr
Systems Analyst III

New York Institute of Photography

Certificate in the following:

Wedding Photography
Portrait Photography
Photoshop
Business of Photography
Digital Photography
Complete Photography
Landscape Photography
Photojournalism