

## Rick Rigdon

701 W. Los Altos Rd

Tucson, AZ 85704

Phone: (520) 909-4681 (cell)

E-mail: [rrigdon@mysticalbear.com](mailto:rrigdon@mysticalbear.com)

Web Site: [www.mysticalbear.com](http://www.mysticalbear.com)

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<b>Objective</b>	<b>A challenging position in a progressive organization utilizing proven skills, organizational abilities and creativity.</b>
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<b>Qualifications</b>	<b>Graphic Design, Web Design and Development</b>
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- ◆ Designed and developed the following Web-based systems, analyzing management and user requirements:
  - Prototype for Hospital Contracts Inventory, Medical Plan Provider Directory, Hospital-wide Project Inventory, IM Service Requests, System Security, BNI Visitor Tracking, IM Documentation System (*St. Joseph's Hospital*)
  - TallisMan Creations Main Web site and TallisMan Creations Administrative Web Site (*TallisMan Creations*)
- ◆ Developed User Specification Documents for the following web-based systems, based on information received during meetings with Management and users:
  - Master Facility Site Plan, Catering Request system, BNI Visitor Tracking (*St. Joseph's Hospital*)
- ◆ Developed standardized formats for User Specification and Design Documents (*St. Joe's Hospital & Mystical Bear Designs*).
- ◆ Designed architecture and look and feel for revision 3 of St. Joe's Net – the St. Joseph's Hospital Intranet (*St. Joseph's Hospital*).
- ◆ Managed team projects, overseeing the work of 4 other web-team staff (*St. Joseph's Hospital*).
- ◆ Developed the following web sites, based on user specifications:
  - Crosswalk America ([www.crosswalkamerica.org](http://www.crosswalkamerica.org))
  - The Mindful Way ([www.themindfulway.cc](http://www.themindfulway.cc))
  - Something Real ([www.somethingrealmagazine.com](http://www.somethingrealmagazine.com))
  - McCarthy Lodge ([www.mccarthyloodge.com](http://www.mccarthyloodge.com))
- ◆ Web site maintenance on the following sites:
  - No Longer Silent ([www.nolongersilent.org](http://www.nolongersilent.org))
  - Living the Questions ([www.livingthequestions.com](http://www.livingthequestions.com))
- ◆ Graphic design duties (flyers, logo creation, business card design, etc.) – (*Mystical Bear Designs, McCarthy Lodge, TallisMan Creations*)

### Systems Analysis and Programming

- ◆ Researched payroll systems for small companies, selected most appropriate for the needs of the company, then designed reports based on data entered and generated from the system that were not readily available (*McCarthy Ventures*).
- ◆ Designed and developed the following systems, based on analysis of management and user requirements:
  - Contract tracking, Incentive Compensation Tool, Sales Contact Tracking, Secondary Stoploss Calculator (*St. Joseph's Hospital, Managed Care*); Duplicate Claim Verification, Insured Eligibility Verification, (*St. Joseph's PHO*); Patient Information and Service Tracking (*St. Joseph's Hospital, Wellness on Wheels program*).
  - Incident and Support Call Tracking (*Network Systems*).
  - Staff Scheduling, Service Verification, Payroll, Billing, Travel Time Reimbursement, Human Resources, and Service Evaluation (*The Nursing Connection*).

## Qualifications (Cont.)

- Treatment Planning, Staff Development, Help Desk Call Tracking, Human Resources, Donation Tracking, Centralized Scheduling, Accounts Receivable, Management Statistics, Maintenance Department Work Order Tracking, Automated Psych Test Scoring (*Park Center*).
- ◆ Converted and scrubbed data from various formats (including EDI, standard ASCII text files, and various standard database formats). This data was used to populate new systems (*Network Systems and St. Joseph's Information Management*) or to provide statistical information for further analysis (*St. Joseph's PHO*).
- ◆ Evaluated and selected software based on specifications provided by management and department goals (*Park Center, The Nursing Connection, St. Joseph's Hospital - PHO and Information Management*).

## Technical Support

- ◆ Provided telephone and face-to-face support to a variety of user populations: 350+ sites (*Network Systems*), 15 PC users (*The Nursing Connection and St. Joseph's Hospital*), Unix-based OPN system administrators at 50+ major corporations and government agencies (*OPN*), and approximately 100 PC and Wang computer users (*Park Center*).
- ◆ Developed proposal for the creation of a Help Desk, then designed and implemented procedures upon its approval (*Park Center*).
- ◆ Actively sought to increase customer satisfaction through surveys and statistics regarding support provided (*Park Center, The Nursing Connection*).

## Training

- ◆ Created written training materials on systems developed while there and trained owner how to maintain the systems after I left (*McCarthy Ventures*).
- ◆ Provided training to site owners on maintaining database-driven portions of their sites (*The Mindful Way, CrossWalk America, & McCarthy Ventures*).
- ◆ Provided ongoing training to approximately 75 PC users on a variety of software, developing own training materials much of the time (*Park Center*).
- ◆ Demonstrated ability to learn new software quickly and impart that knowledge on to users.
- ◆ Developed newsletter for users to provide information, updates, tips, etc. (*Park Center, The Nursing Connection*)

## Networking

- ◆ Installed, configured, and administered Windows XP network of 5 hardwired PC's and a multitude of wireless devices used by guests of the hotels. Also set up shared internet for guests and staff, interfacing network with Starband satellite system. Finally, oversaw purchase of network hardware and installation of equipment for POS network. (*McCarthy Ventures*)
- ◆ Installed, configured, and administered Novell 4.1 network for 15 PC users (*The Nursing Connection*); Administered Novell 3.12 network for approximately 75 PC users (*Park Center*).
- ◆ Installed and configured Windows for Workgroups network for 8 PC users (*The Nursing Connection*)
- ◆ Researched and purchased various network hardware including hubs, 10-base T Ethernet cards, tape drives, and printers (*The Nursing Connection*).

## Miscellaneous

- ◆ Completed payroll for approximately 25-30 staff and contractors. (*McCarthy Ventures*)

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<b>Computer Experience</b>	<b>Machines:</b> IBM compatible PC's and laptops (XT's – Pentium IV's); Wang VS-65 minicomputer; IBM and HP Unix systems
	<b>Languages:</b> ASP, PHP (some), JavaScript, VBScript, A variety of 4GL's including Speed II (for Wang systems), Paradox, and xBase. Microsoft Access (versions 1.0 through Access XP). Also Delphi (versions 1 through 4), Visual Basic 5 and 6, Visual Basic for Applications, and some COBOL.
	<b>Software:</b> Macromedia Dreamweaver, InterAkt Extensions for Dreamweaver, WebAssist Extensions for Dreamweaver, Macromedia Fireworks, Microsoft Visual InterDev 6, Microsoft FrontPage 2000, DrumBeat 2000, Microsoft Office, Microsoft Project 98, Corel Photo Paint 9, DataImport for Windows, Timeline, Visio, Adobe Photoshop, Adobe Acrobat 4 & 5, Adobe InDesign, HEAT (Help Desk Software), cc:Mail, America Online, Netscape Navigator, Microsoft Internet Explorer, ReportSmith, Microsoft Windows XP, Windows for Workgroups, Windows 95, Windows 98, Windows NT 4, Novell 4.1 and 3.12.

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<b>Work History</b>	<b>McCarthy Ventures, McCarthy, AK</b> Title: Systems Analyst 4/06 – 9/06
	<b>Mystical Bear Designs, Phoenix, AZ</b> Title: Web Designer/Developer (self-employed) 1/05 - Present
	<b>TallisMan Creations, Scottsdale, AZ</b> Title: Gallery and Shop Co-Owner, Artist (self-employed) 7/01 – 1/05
	<b>St. Joseph's Hospital, Phoenix, AZ</b> Title: Senior Systems Analyst (Web Team Lead), Information Management 1/00 – 6/01 Title: Senior Systems Analyst, Managed Care 2/97 – 1/00 Title: Systems Analyst, CRS 12/96 – 2/97
	<b>Network Systems, Phoenix, AZ</b> Title: Programmer, Support 5/96 – 12/96
	<b>The Nursing Connection, Fort Wayne, IN</b> Title: Systems Analyst 12/94 – 5/96
	<b>OPN Systems, Fort Wayne, IN</b> Title: Technical Support Analyst 3/94 – 10/94
	<b>Park Center, Fort Wayne, IN</b> Title: Trainer/Help Desk Facilitator/PC Systems Analyst 1/92 – 3/94 Title: Systems Analyst/Programmer 6/86 – 1/92 Title: Secretary, Testing Department 10/84 – 6/86

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<b>Education</b>	<b>Ball State University, Muncie, IN; Fort Wayne Bible College, Fort Wayne, IN</b> Major: Religious Studies 9/76 – 5/80  Completed requirements for Honors Program at Ball State; made Dean's list several semesters at FWBC.  <b>Angola High School, Angola, IN</b> Graduated: 5/76 Graduated 5 <sup>th</sup> in a class of approximately 200 students.
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