

# Tim O'Keefe

## **Data Specialist**

Northglenn, CO 80233

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303.255.0426

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Wine Associate**

Total Beverage - Thornton, CO

April 2018 to Present

Stock & sell wines and run the cashier and any other duties per management.

### **Owner/Pilot In Command**

North Metro Drone Videography LLC - Denver, CO

January 2017 to Present

Experience and Skills:

Operation of a sUAS with camera and photographic experience using:

DJI Phantom 4 Pro plus

DJI Spark

DJI Mavic Pro

Professional Aerial videography and photography for WEDDINGS and EVENTS.

Virtual Aerial displays of REAL ESTATE including interior.

Operation of videography at post production for stunning aerial views including original music

Operation of computers and software to develop 2D and 3D imaging products for mapping sites for FARMING, CONSTRUCTION, BUSINESS CORPORATIONS and SURVEYING or SEARCH and RESCUE.

Compliant with FAA rules for Safety, Air Traffic Control and Airspace.

Ability to extract data and communicate to clients to get desired results.

Certified Dardrone Trained Operator

FAA Part 107 Certification for UAS Pilot (In command)

### **Lead Distribution**

Hospital Cooperative Laundry - Denver, CO

August 2016 to September 2017

Order, inventory and delivery onsite linen for various hospitals in the North Metro area including St. Anthony's North Campus in Westminster, Good Samaritan in Lafayette, Foothills in Boulder and Longmont. Work as liaison with hospital administrative and environmental services. Have knowledge of state and Joint Commissions standards. Monitor employee schedule that it is being followed and proper coverage is being maintained for hospitals. Document all tardies, call offs and employee incidents that are job related and review with manager. Communicate any employee issues, disciplinary needs, employee training or recommendations on employees or job requirements to manager or supervisors. Make daily/weekly walk-through on all major linen user areas to ensure current procedures, service

issues and par levels are being maintained. Maintain customer service to hospitals. Help conduct service evaluations. Ensure all pages, phone calls and service issues are being followed up on. Correct any service issues and communicate issues to supervisor and/or manager. Monitor paperwork (Take up and Returns). All linen must be accounted for in hospital. Paperwork accuracy is essential. Make sure all linen is being properly recorded and filed daily. Input information in computer daily and weekly. Monitor and correct any employee mistakes. Maintain a check off report daily and monthly to ensure paperwork accuracy. Turn in report at the end of month to supervisor and/or manager. Par levels: Make sure employees are following all par levels on all units. Communicate any needed par changes to supervisor and managers. Maintain all par levels to all units. Credit and charge all units for all linen. Maintain dates, account numbers and linen for all linen use areas. Reject bags: Maintain a green reject bag on all major linen user areas. Send reject linen back to HCL for credit weekly, marked with the hospital's name and date on a For Credit sign. Every major unit should have a reject bag at all times. Special Handling: Ensure any COG or special handling items have correct "Special Handling" forms filled out and are correctly monitored by the hospital and laundry. Communicate issues with appropriate employees. Soil pickup: Ensure that all soil areas and chutes are picked up in a timely manner. Linen inventory: Make necessary daily adjustments to linen quantities. Cancel any overstock linen and order any needed linen daily. These should be done as bulk orders, cancellations and make up orders. Communicate any emergency linen needs to managers and supervisors. Training: Train and work with staff to follow Company and Hospital Distribution policies and procedures. "Red Hots"/ Shortages: Move linen around hospital for shortages or urgent requests. Pick up and deliver linen as needed from other hospitals or laundry as required.

## **Computer Programmer/Data Coordinator**

Epsilon - Lafayette, CO

March 1999 to May 2016

**Responsibilities:** Custom modeling of client files matched to retail and online purchases from relational databases to validate first time customer transactions based on direct marketing techniques & processes.

**Accomplishments:** During the last recession, I helped the company grow 4% year over year by increasing client sales bringing in new purchasers and was an integral part of improving client sales through prospecting people with similar buying characteristics based on demographics, income, age, number of household members, special interests, etc. and/or desired specific required data points from clients.

I worked within a multi level data mining & warehousing environment with File ID, Programmers, Quality Control, Data Acquisition, Data Engineering and Stats to expedite the work flow process from weeks to a one day turn around time to expedite deadlines due to increased work flow.

I set up internal documentation and training procedures using HTML and other software to utilize soft copy and reduce hard copies to save costs in paper.

**Skills Used:** I am able to multi task and train with composure and courtesy in a fast paced environment and meet deadlines in a timely manner. Knows how to use FTP (FILE TRANSFER PROTOCOL ) and ETL (EXTRACT TRANSFORM & LOAD) Able to read List of Lists supplied by brokers/clients in EXCEL formats to verify seasonal mailings. I can work in a UNIX environment using some C++ and PERL specs and scripting commands as well as taking orders from ORDER MANAGEMENT SYSTEM Software and setting up training sessions for sales with ADOBE CAPTIVATE. I have worked with GUI interfaces, Visual Basic and Microsoft SQL.

**Key Accountabilities:**

- Handle all aspects of file processing for conversions to be used in custom models and analytics – includes, but is not limited to the following:

- Accuracy
- Responsible for maintaining the MTC Request Tracker queue, accepting, tracking and processing all mail file conversion requests
- Review File Conversion Report or Mailfile Conversion Form requests
- Evaluate campaign list of lists and requested keys for conversion
- Verify all sources are accounted for and manually modify for processing
- Compare list of list to mailfiles for given campaign to determine matches
- Review client supplied responder file or create AMF database pulls splitting with defined responder criteria
- Pull files from Channel View as necessary
- Enter conversion parameters and run jobs through the production system
- Quality control of all output files prior to publishing for modeling or analytics
- Maintains a high level of accuracy, quality, and efficiency of requests completed through proper QC and job organization
- Update and maintain the Marketshare portal and produce quarterly reports for management and Results
- On Time Delivery
- Keep Account Specialist updated on the status of all orders in progress
- Monitor and document progress of job through Request Tracker system
- Responsible for managing own workload to ensure on time delivery; may require securing help from others at times
- Work with Account Specialist and Sales to troubleshoot stalled jobs due to incorrect or missing information in a timely manner
- Deals with ambiguity while maintaining composure and problems solving under tight deadlines
- Ensure successful completion and publishing of all conversion requests
- Effective Teams
- Builds rapport within team and across department
- Provides timely information to internal customers providing necessary information to make accurate and quality decisions
- Before leaving on PTO, arrangements are to be made within team for backup to complete all outstanding jobs; and communication made to AS regarding handoff
- Assist other Mail Tape Coordinators as needed to ensure the department as a whole meets its obligation to internal and external customers
- Continuous Process Improvements
- Projects as assigned supporting research, new products, enhancements, or automation
- Lead low to medium level projects

#### Knowledge, Skills and Qualifications:

- Familiarization with data and data structures
- Ability to analyze and interpret unique raw data with emphasis on trouble shooting
- Demonstrate proactiveness and ability to anticipate challenges
- Strong troubleshooting and problem solving skills
- Proven analytical thinker

### **Hospital and Clinic Director for Medical Records**

Pierce Leahy Medical Records Division - Denver, CO

January 1997 to March 1999

Responsibilities: Supervisory position in Release of Information over most Metro Denver Area and Colorado Springs Hospitals, Clinics, Rehabilitation Centers and Medical Facilities.

Accomplishments: Able to adapt to a variety of proprietary software applications at various medical facilities such as Soft Med for operating optical servers like Lanier to obtain medical information on patients. Experienced in software systems for the purpose of transferring data and billing information to office headquarters and using UPS software to send and track requests.

Skills Used: Knowledge of Release of Information, Medical Terminology and Colorado State Laws concerning Release of Information • Setting up Non billable and billable policies with clients and determining the types of information to be released to certain parties i.e. other medical facilities, patients, insurance companies, attorneys, work comp, schools, local and federal government offices

## **Food Service Manager**

FITZSIMONS ARMY MEDICAL CENTER (Atlantic Coast Contracting) - Denver, CO

April 1996 to March 1999

Responsibilities: Acting liaison between corporate/military personnel complying with health standards, specific recipe and portions, hiring and training, inventory and ordering as well as maintain safety and cleanliness standards.

Accomplishments: Keeping Food Costs and labor costs down within the guidelines of the company.

Passing all food and health inspections within state & company guidelines.

Being allowed to first test new recipes and products before going company wide.

Skills Used:Able to use N.M.I.S, (Nutritional Management Information System), for Selling Price, Standardized Recipes & Production Reports, including using military software for programming prices and menus.

Knowledge of Software such as Calendar Creator Plus, Ami Pro, Print Shop,Deluxe and Microsoft Publisher for Advertisements and Promos Lotus WYSIWYG or Microsoft Word, Inputting Data with Lotus or Microsoft Excel for Unit Account Systems I & II. Inputting Daily and Weekly Sales, AR/AP entering and inventory.

## Education

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### **Associates in Computer Science**

Parks Community College - Thornton, CO

2000 to 2002

## Links

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<https://www.linkedin.com/in/tim-o-keefe-80a776120/>