

ROBERT CYMBALA

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Objective: Entry-level teaching position in the humanities or computing.

Experience:

BUS OPERATOR, Los Angeles County Metropolitan Transportation Authority (<http://metro.net/>).

- (**3 / 2003 - present**) Providing excellent customer service on bus lines in and around downtown Los Angeles. Initiated informal practice of displaying safety vest on dashboard as a public pledge of safety and courtesy (33% participation system-wide). Member of Bus Riders Union.

COURIER, California Organization of Police and Sheriffs (<http://www.cops.cc/>).

- (**9 / 2001 - 2 / 2003**) Collect donations pledged over the phone with 40-70 residential stops per day in five counties. Train new couriers and develop trust with strangers for successful pick-up.

SENIOR CONSULTANT, Arthur Andersen, LLP (Phoenix and Cypress Technology Centers).

- (**1996 to 2000**) Data transformation and creation of final deliverables.
- Used UNIX scripts during final stages of electronic document processing. Following data transformation and quality checks, assisted coordination of final deliveries to clients.
- Transformed and linked scanned images and coded bibliographic data into required formats. Utilized MKS Toolkit (Win32 port of UNIX utilities) to create client-specific database deliverables.
- Trained co-workers regarding our customary UNIX scripts and tricks and consulted with large corporate clients regarding project requirements.

QUALITY ASSURANCE, Charles Schwab (Phoenix, AZ).

- (**1995 - 1996**) Interface, function, and robust testing of SchwabLink for investment managers.
- Execute test scripts, supplemental tests and automate testing with Microsoft Test.

CONTRACT PROGRAMMER, American Express Risk Management (Phoenix, AZ).

- (**1995**) Supported project to predict spending based on ~20 million credit-card observations.
- Utilized SAS System on a UNIX network (Solaris) and IBM/MVS mainframe (ISPF).

SUPPORT STAFF, Humanities Computing Center, Arizona State University (Tempe, AZ).

- (**1994**) Responsible for installation of new PCs and migration of existing software, data and hardware as well as answering user questions and troubleshooting.
- Instructed faculty, staff and graduate students on basics of computer literacy.

SENIOR RESEARCH SUPPORT SPECIALIST, Research Foundation of the State University of New York, SUNY-ESF (Syracuse, NY).

- (**1992 - 1994**) Responsible for office work of international project on sugar maple health.
- Data analysis, report writing, field crew leadership, data entry, database design, software and hardware upgrades, and yearly progress report presented at annual meetings.
- Reports created by integrating Lotus 1-2-3, SAS/GRAPH, SAS/STAT, SAS/Macro Language, Excel, WordPerfect, and Freelance. Self-taught Solaris UNIX when IBM mainframes retired.

Computers & Service :

Computers: GNU/Linux (Debian: Bash, Python, AWK, SQL, Emacs Lisp), SAS System, HTML & XML, Microsoft Visual Basic, Excel macros, Microsoft Office, COBOL.

Volunteerism & Publishing: *The Alternative Orange* (Syracuse Univ.), *Red Orange*, Los Angeles Free-Net, JusticeVision (<http://justicevision.blogspot.com/>), *Lenin Collected Works* (<http://marxists.org/>), and wrote content management system (CMS) from scratch using Emacs Lisp for electronic book website (<http://leninist.biz/>). Partially fluent in Spanish.

Education:

- State University of New York, College of Environmental Science and Forestry (SUNY-ESF), Syracuse. Graduate courses and research in Silviculture with statistics emphasis (analysis of variance, advanced regression, multivariate statistics, modeling & simulation). Thesis incomplete. (**1988-1992**)
- *Bachelor of Science*. State University of New York, College of Environmental Science and Forestry (SUNY-ESF), Syracuse. Resources Management (Forestry). Highest GPA in class. (**1985-1988**)
- Rutgers University, New Brunswick. Philosophy. (**1984-1985**)

(March 24, 2008)
