

Charles E. Lucas
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Education

University of Phoenix - BS Information Technology (Expected graduation in February 2004)

Experience

11/99 - Present - JPMorgan Chase - 150 W University Dr., Tempe, AZ

Business Systems Support

UAT Analyst (8/1/02 - current)

Involved in the User Acceptance Testing group of the CDBSS group for Chase Cardmember Services. Participate in various projects and initiatives involving the Payments and Collections areas of CCS. The group will eventually also take in the Customer Service and Fraud departments UAT projects. The UAT group handles all testing of software and hardware changes due to upgrades, enhancements or new products and releases.

Investor Services

Investor Services Representative (11/8/99 - 7/31/02)

Provide customer service to Investment Advisors regarding Nuveen Investment products that would include Defined, Portfolios, ETFs and Mutual Funds. Assisted the research department to resolve any issues presented to the customer service representatives. Initiated several projects such as design and implementation of a department intranet site to centralize the various job tools online, created "mock-ups" of the websites used by our clients. Designed various Excel spreadsheets and Access databases on an ad hoc basis to meet various requirements on and as needed basis.

07/97 - 10/99 - PT Marketing Group 650 Smithfield Street, Ste. 1080, Pittsburgh, PA

Client Services/Marketing Representative

Organized and developed customized marketing campaigns for clients participating in various recruiting initiatives. Developed and maintained customized databases based on the requirements of each client and analyzed the results to assist management in directing the efforts to meet the goals set by the client. Databases used would include Q&A, ACT, and Access.

11/96 - 07/97 - Excell Agent Services 1919 West Fairmont Ave., Tempe AZ
Customer Service, Directory Assistance

04/96 - 11/96 - Smart Design 310 S. Clark Dr. , Tempe, AZ
Sales Representative

10/95 - 04/96 - Phase 2 Cellular 5310 E. Shea Blvd. , Scottsdale, AZ
Sales Representative

01/95 - 10/95 - GTE- Mobilnet 1748 Independence Blvd., Sarasota, FL
Sales Representative

07/90 - 01/95 - Frys Food and Drug Store 825 W. University Dr., Mesa, AZ
Grocery, Deli, and Customer Service Clerk

Computers

Software - Word, Excel, Access, Power Point, Project, Visio, Lotus, Wordperfect, ACT, and Q&A.

Languages - HTML, Visual Basic 6, SQL, C++, C, VBA, JavaScript