Doug Robertson, PMP

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JOB OBJECTIVE:

Remote Support or Development role with Blue Yonder WMS.

PROFESSIONAL SUMMARY:

Over twenty years implementing RedPrairie/JDA/Blue Yonder WMS solutions in various technical and management roles. Possess a unique blend of technical, functional, and project manager skills with the capability to communicate and excel within technical, operational, and management groups.

EDUCATION:

BS in Management Information Systems from Central Michigan University.

Project Management Professional Certification from Project Management Institute (PMI).

TECHNICAL TOOLS:

MS Word, Excel, PowerPoint, Visio, and Project; SalesForce, JIRA, Confluence, WorkFront.

OS: Linux, UNIX, Windows

Languages: MOCA, SQL, Java, Groovy, C, C++

Industry Experience: Home Goods, Electronics, Electrical, Retail Clothing, Beverage, Grocery, Food, Pharmaceutical, and Medical Supply with FDA compliance.

EXPERIENCE:

Tryon Solutions   2020 – Present

Title: Senior Solutions Engineer

- Consultant responsible for the technical aspects of Blue Yonder/JDA WMS Software new implementations and upgrades.

- Experienced in testing code modifications.
- Experienced in performing full System Integration Testing of complete system from inbound thru outbound processed with SAP validations.
- Lead customer-facing position responsible for discovering customer requirements while providing guidance and recommendations on industry best practices.
- Accomplished in Project Management, Support, Technical Lead, and Functional roles.
- Developer of Blue Yonder customizations using MOCA, SQL, Groovy, Java.
- Skilled in the functional aspects of Blue Yonder.
- Depended upon as final escalation contact for critical support issues. Seen as an expert to resolve complex issues.
- Excellent verbal and written communication skills including project implementation documentation.

Kenco Group 3PL   2018 – 2019

Title: JDA WMS Technical Manager

- Concurrently manage multiple Blue Yonder/JDA WMS installations for Fortune 100 customers in a 3PL environment.
- Manage multiple $1 million and smaller JDA development projects and resources through each phase of development and implementation.
- Lead Business Requirements Gathering and Design sessions producing the associated documentation including legal content responsibility.
- Co-configure and co-develop Blue Yonder/JDA modifications.
- Expert in reading MOCA traces and debugging issues.
- Manage vendor and customer relationships along with SOW negotiation.
- Manage P&L by delivering revenue and controlling costs.
- Manage enhancements for Medical FDA validated systems with required system controls and documentation.

JDA / REDPRAIRIE   2014 - 2018

Title: Project Manager/Technical Implementation Lead
- Fully responsible for implementations of Blue Yonder WMS software in customer sites including managing scope, time, budget, and resources.

- Expert in guiding customers during requirements gathering activities and directing WMS technical designs that most effectively and efficiently achieve the customer business needs.
- Design, configure, develop customizations, document, and direct the WMS technical solution.
- Expert in managing go-live issues and resources to ensure smooth implementations.
- Provide support to newly implemented sites.
- Expert in managing multiple remote resources across multiple time zones and cultures.
- Follow formal Project Management Implementation Methodology, financially responsibility for customer accounts including receivables and expenses.

JDA / REDPRAIRIE   2005 - 2014

Title: Technical Support Lead

- Manage support cases for largest WMS customers with multi-million dollar support contracts.
- Direct technical staff of over 10 resources in setting case priority and issue resolution.
- Expert in reading MOCA traces and debugging issues.
- Manage customer support relationships for largest customers.
- Involved in customer-facing meetings during go-lives and Support presentations.
- Provide technical support and resolve application issues.
- Solve customer's server performance, data, and network issues
- Able to handle multiple Priority 1 issues simultaneously.

Lowes Home Improvement Warehouse   2001 – 2005

Title: Software Engineer

- Managed development team in implementation of Parcel Shipping System implemented as an add-on to the WMS system.
- Managed WMS implementation of 2 new 1 million square foot warehouses.
- Managed new interface from WMS system to Transportation Management System (TMS).
- Designed and created program specifications with test plans for system improvements.
- Managed daily activities of developers, setting priorities providing guidance.
- Developed major enhancements to allocations, picking, and RF functionality.

- Led team in full-development cycle including business requirements identification through user training.