# **Mark D. Staszewski**

# **901 Bungalow Ave**

## *Winter Park FL 32789*

## [*mark@powerlineconsulting.com*](mailto:mark@powerlineconsulting.com)

## *704-458-4203*

## [*https://www.linkedin.com/in/mark-staszewski-13b0831*](https://www.linkedin.com/public-profile/settings)

# Summary of Skills

# International Business Consultant with twenty years of Strategic Consulting/IT DELIVERY/Enterprise Architecture experience assisting Fortune 500 clients in Big 4 Consultancy, Entertainment, Aerospace and Defense, Public Utility, Transportation, Automotive, Banking, Manufacturing, Government, Real Estate, Hospitality and Insurance industries meeting their targeted business objective. Helps clients manage risk, work through bottle necks and connect the dots to get the project across the finish line.

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| --- | --- |
| **Soft Skills** | Ability to quickly access situations and develops critical plan of action  Gains rapport quickly in challenging work environments  Utilizes strategic partnerships with IT partners to develop and implement the most cost effective solution  Strong Communication/Mediation Skills |
| **Software Finance/Reporting** | Longview Khalix (CPM), Hyperion HFM, SAP BPC Net Weaver 10, SAP FICO, JD Edwards, OBIEE R12, Cognos, Informatica, Essbase, SPLUNK, Oracle Financial Services, Tableau, SPLUNK, Black Knight, Informatica, Trillium |
| **Software CRM** | SAP CRM, Siebel 6.3,7.5.,8.1, Salesforce.com Service and Sales, Steel brick CPQ, Economic Development, Health, Financial Services Cloud, Net Zero Emissions, Marketing,Ncino, Digital Experience, Utility Cloud |
| **Software Ticketing** | IPC, Netcool, Ess3, Ess4, Ess5, Ess6, Ess7, Ess8, Service Now, Remedy, Niku, Vantage, Star, SCCD |
| **Software Mobile** | Total Mobile, Apogee Interactive, Siebel Mobile, FIS |
| **Software Telecom** | Genesys 8.5.1 IVR, Work Force Management, Interactive Intelligence (ININ) |
| **Software CM** | Salsa, Client Letter, Documentum |
| **Software MFG** | SAP MII and MES, SCADA |
| **Access and Identity MGMT** | ITIM, ITAM, TDI, OAM, OIM, OID, OVD, Auth0, CA SiteMinder, ADFS, LDAP, SAML, IDP |
| **Methodologies** | Certified SAFE 4 Practitioner, AGILE, Six Sigma, RUP, UML, Waterfall, Idef 0-5, ITIL |
| **Architecture/**  **Middleware** | ESB, SOA, ETL, REST, WSDL, SOAP, WEBSPHERE, MULESOFT 3.X, 4.1.4, Pentaho, TOGAF, IBM API Gateway, CA7, ESI/IIB DATAPOWER, SFG, INFORMATICA, Hadoop, DevOps Snowflake |
| **Monitoring Tools** | CA7,OPS, MVS, Zenoss-DCRUM, Zenoss-ITCAM, Dynatrace |
| **Portals** | SAP Portal and IPRASE |
| **Productivity Tools** | PowerPoint, Rational Rose, MS Project, MS Office Suite MEGA, BluePrint.com,PostMan, JIRA, Virtual Studio, Gear Set, Git Hub, Git Lab, |
| **Databases** | Oracle 8.1.7,9.1.2 and 11g SQL DB2, MDM, Big Data |
| **Languages** | JAVA, COBOL, C++, HTML, XML, PHP, VISUAL BASIC 4,5,6, Cold Fusion, Jelly |
| **Education** | BS-Finance University of PGH 1996  Central Piedmont Community College 1996-2001 |
| **Certifications** | Six Sigma Green Belt # 103241,  R 12 OBIEE Financials Functional, # 4739722,  SUN Certified Unix Essentials with Solaris 10 OS.  SAP BPC 420 10.0 Net Weaver,  ITAR- International Trafficking and Arms Regulation  <https://trailblazer.me/id/markpowerline1>  <https://trailhead.salesforce.com/users/strailhead/trailmixes/architect-data-architecture-and-management>  <https://trailhead.salesforce.com/users/strailhead/trailmixes/architect-sharing-and-visibility>  <https://trailhead.salesforce.com/users/strailhead/trailmixes/prepare-for-your-salesforce-platform-developer-i-credential>  https://trailhead.salesforce.com/users/strailhead/trailmixes/prepare-for-your-salesforce-platform-app-builder-credential  Salesforce Admin |
| **Regulations** | HIPPA, EDI Transactions 837(Claims Processing),834(Benefits Enrollment),820(Payment Instructions), SOX, ICD 9 and 10 |
| **OS**  **Frameworks** | Solaris, Linux, Windows, Apache, Tomcat  Mobile: Droid, Windows Mobile  Frameworks: SAP, JAVA, Microsoft |
| **Caching Solutions** | Redis, AWS |
| **Security Clearance** | Interim Secret (In-Active) |
| **Languages** | English, Polish, Can read Spanish |

# Professional Experience

**Robert Half – Texas Capital Bank**

**Texas**

**SFDC Architect- Interim CTO**

**April 2023 – Current**

* Provide technical leadership and guidance to a team of software engineers, architects, and senior level executives to lay the foundation for salesforce
* Create roadmap and foundational architecture that fosters a culture of innovation, collaboration, and continuous learning within the engineering organization.
* Collaborate with cross-functional teams, including Product Management, Architectural Design, to develop and refine the product roadmap.
* Gathered business requirements and translated into scalable technical solutions that align with the company's vision, goals and over arching IT policies and procedures.
* Evaluate and adopt emerging technologies, tools, and best practices to improve software development processes, system architecture, and overall performance. Ensure the use of robust and scalable technologies that can support the company's growth.
* Champion a strong focus on software quality, reliability, and security throughout the development lifecycle. Implement best-in-class testing methodologies and ensure compliance with industry standards and data protection regulations.
* Architect and oversee the development of high performance and scalable systems capable of handling a rapidly growing user base.
* Development and Troubleshooting: Developed Lightning Web Components (LWC) for a custom knowledge help utility bar. Worked with Apex, SOSL, SOQL, HTML, SLDS, and JavaScript
* Optimize software infrastructure to support peak traffic and demand fluctuations.
* Build and nurture a high-performing Architecture, Engineering and development team.
* Negotiate vendor relationships, Recruit top technical talent, provide mentorship and coaching, conduct performance evaluations, and create opportunities for professional growth and development.
* Proficiency extends to Salesforce Service Cloud, Health Cloud, Commerce Cloud and Experience Cloud, Energy and Utility Cloud and Financial Cloud modules. I adeptly manage scope, risks, and budgets for projects, acting as the project's main contact for both internal teams and implementation partners.
* Select solutions from the App Exchange to meet targeted business requirements for duplicate solution to ensure a clean database.
* Actively engaged with the Sales Force Chatter app and participated in meetings and the chatter community.
* Provided strategic guidance for Salesforce Implementation for consolidation of NCino Salesforce Orgs into one FSC Salesforce Org
* Applied agile engineering processes to the project, conducting detailed analysis of business and technical requirements. My role involved customizing standard Salesforce.com (SFDC) objects and platform technologies like Visualforce
* Perform discovery analysis and definition of client issues and documents implementation in the form of a logical design.
* Analyze, Organize and Structure Project Artifacts, Resources and Deliverables
* Provided work estimates for each sprint
* Case Management: Designed a Flow-based process for Case-related issue merging, utilizing Apex classes for case description appending.
* Guide Client in the strategic merging of consumer and commercial orgs.
* Develop operational strategies and plans with direct impact on the company's results
* Researches issues and incidents to optimize the opportunities for improvement to the EA function
* Worked with BA’s and stakeholders to define approval processes in Salesforce CPQ, Set up Price Books, Create Quote templates and contracts.
* Analyze installed packages, Org Wide Defaults, Templates and Alerts.
* Determine fields, record types, look-ups by object and page layouts.
* Designed, engineered and built applications to Heroku to deploy applications to the new cloud environment.
* Create Broker portal to provide access to application resources to complete business tasks.
* Review apex code with lead developers as needed

Act as a liaison between Business Units and IT during design, development, testing, deployment, and ongoing maintenance phases, throughout the entire life cycle of the project*nvironment* : GitHub, Gear Set, Agile, MuleSoft 4.1.4, API’s, Ncino, Salesforce Sales, Service, Marketing and Financial Services Cloud , Vlocity, CPQ, Shield, Cloudingo, Azure Dev Ops, Five9, Abrigo, ACBS, MySQL, Apex

**TekSystems - M&T Bank**

**Buffalo, New York**

**Salesforce Solutions Architect**

**April 2022 – May 2023**

* Provided strategic guidance for Salesforce Implementation for selection of single vs multi org structure
* Analyze, Organize and Structure Project Artifacts, Resources and Deliverables
* Able to analyze problems, discover trigger for problem and create resolution(s).
* Utilize Mulesoft Anypoint Platform to securely transmit sensitive data from source to target applications.
* Manage Design and implement MuleSoft and Salesforce integration solutions, utilizing ETL processes, data mapping, and data synchronization for on prem and vendor hosted solutions.
* Manage vendor relationships
* Data Integration: Design and implement data MuleSoft and Salesforce integration solutions, including ETL processes, data mapping, and data synchronization
* Work in establishing project operation model
* Establish communication protocols
* Created Business process flows
* Created proof of concepts based on business requirements
* Created custom settings for tooling database and helped in designing the API for using the custom
* Created Salesforce Objects and related metadata necessary to support customizations across instances
* Created logical designs for system integration
* Provided work estimates for each sprint
* Researched and resolved application issues
* Create process to promote code between environments utilizing GearSet and GitHub.
* Develop operational strategies and plans with direct impact on the company's results
* Researches issues and incidents to optimize the opportunities for improvement to the EA function
* Salesforce Ecosystem Integration: Integrated with other Salesforce products like Salesforce Marketing Cloud, Service Cloud, and Sales Cloud to create a complete customer engagement and support solution.
* Trains, mentors, and coaches Dev, Test and BA teams
* Perform discovery analysis and definition of client issues and documents implementation in the form of a logical design.
* Architected solution for commercial and wealth and retail banking
* Act as a liaison between Business Units and IT during design, development, testing, deployment, and ongoing maintenance phases, throughout the entire life cycle of the product.
* Utilized Vlocity components in the Customer community for customer onboarding to allow for the connection to back end systems.
* Supported the configuration and testing of objects, workflows, documentation, and validation use cases.
* Worked with Management to drive efficiency through tooling and business process automation
* Technical Expertise: Demonstrated proficiency in APEX Triggers, Lightning - Aura Components, APEX Classes, and Visualforce Pages. Implemented Knowledge, Communities, and Service Cloud solutions.
* Implement Disclosure and Consent management practices.
* Evaluate, select and install App Exchange solutions to meet target business objectives
* Analyzed portfolio of application resources to evaluate low risk application to migrate to Heroku to allow developers to build, run, and operate applications in the cloud.
* Create broker portal allowing for external users to authenticate and access internal application resources and information.
* Participate in Apex code review sessions for dev, test and prod releases.

*Environment* : GitHub, Gear Set, Agile, Jira, MuleSoft 4.1.4, API’s, Ncino, Salesforce Sales, Service, Marketing, Net Zero and Financial Cloud , Vlocity, CPQ, PeopleSoft HCM, Apex

**TCS- McKesson**

**Texas**

**Senior Salesforce Architect/ Business Consultant / Salesforce Architect**

**November 2021 – March 2023**

* Analyze, Organize and Structure Project Artifacts, Resources and Deliverables
* Facilitate the removal of project obstacles to regain lost ground
* Re-establish client relationship
* Establish communication protocols
* Created Business process flows
* Created technical design documents for diverse orgs including CPQ, Health Cloud. Sales and Service Cloud
* Created strategy for merging and separating Pharma orgs
* Facilitated the move from 1.0 Bulk API Integration to 2.0
* Develop Catalog of new API’s
* Provided strategic guidance for project Implementation
* Utilize Mulesoft Anypoint Platform to transmit sensitive patient data from source to target applications.
* Created proof of concepts based on business requirements
* Created profiles, users, contacts, accounts.
* Assisted in application testing
* Best Practices and Testing: Established best practices for using DocuSign and Conga within Salesforce Financial Service Cloud. Collaborated with QA for comprehensive testing, including functional, integration, and regression testing
* Created logical designs for system integration
* Provided work estimates for each sprint
* Handled client facing for offshore resources
* Researched and resolved application issues
* Responsible for management of 4 scrum teams, 35 development resources on shore and off in multiple geographical locations.
* Promote code between environments utilizing GearSet/VS and GitHub
* Evaluate, select and install App Exchange solutions to meet target business objectives
* Participate in Apex code review sessions as needed for production releases.

*Environment* : GitHub, Gear Set, Agile, Jira, MuleSoft 4.1.4, API’s, Salesforce Sales and Service, VLOCITY, CPQ, Health Cloud, Marketing Cloud

**CATEPILLER-Mindtree**

**Texas**

**CPQ Functional Lead Salesforce Architect**

**April 2021- November 2021**

* Assist Mindtree in presales activities to secure business on behalf of vendor(Mindtree)
* Created Business process flows
* Created technical design documents
* Provided strategic guidance for Field Service and CPQ Implementation
* Created profiles, users, contacts, accounts.
* Assisted in application testing
* Created logical designs for system integration
* Provided work estimates for each sprint
* Handled client facing for offshore resources
* Researched and resolved application issues
* Responsible for 3 development resources.
* Utilize Mulesoft Anypoint Platform to transmit sensitive patient data from source to target applications utilizing migration, broadcast and bi-directional sync patterns.

*Environment* : Agile, Confluence, MuleSoft 4.1.4, API’s, Code Connect, Salesforce Field Service Lightning, CPQ, VLOCITY

**NexteraEnergy/FPL- Techmahindra**

**Technical Solutions Salesforce Architect**

**December 2020- March 2021**

* Provided strategic guidance for Field Service Implementation, Customer Community, Partner Community, CPQ/Billing/Revenue
* Created proof of concepts based on business requirements
* Created Partner and Customer Communities
* Created profiles, users, contacts, accounts.
* Assisted in application testing
* Implemented Copado to Automated Metadata backups, Apex testing of all the Salesforce org, Webhook API & CLI, Compare & Deploy Org Metadata Differences.
* Created logical designs for system integration
* Provided estimates for work estimates
* Handled client facing for offshore resources
* Researched and resolved application issues
* Created Partner and Customer communities utilizing a suite of tools including vlocity to schedule resources allocated to geographical regions to facilitate service requests, and to allow customers to schedule work through the use of the customer community
* Evaluate, select and install App Exchange solutions to meet target business objectives

*Environment* : FSL, SFDC Sales/Service, Utility Cloud, Mulesoft, vlocity

**FIS Global**

**Orlando, Florida**

**Senior IT Solutions Architect / Salesforce Architect**

**September 2019- November 2020**

* Reviewed user stories to create Solution Designs for Credit Card, Mobile Payments and One Time Pin for Diverse Banking Clientele.
* Facilitated design sessions with internal and external vendors to ensure solution design meets business requirements
* Created design documents depicting request/response services mapped to business process flows, documented data conversion rules, constraints and assumptions.
* Presented designs to EARB for new and existing applications
* Provided Solution Estimation for solution planning.
* Coordinated delivery of detailed design documents with external vendors for implementation.
* Acted as Subject Matter Expert for resolution of Sev1 issues.
* Modified API’s to include additional fields to enhance application functions required by stakeholders.
* Facilitated requested for access to external environments for testing.
* Build Proof of Concepts (POC’s) in Postman for (OTP) One Time Pin and SMS utilizing Twilio Services
* Reported test results to stakeholders

*Environment* : REST/SOAP, Agile/SAFE. Confluence, MuleSoft 4.1.4, API’s, Code Connect, Snowflake, Salesforce

**CO-OP Des Moines Iowa**

**Texas**

**MuleSoft Solutions – Salesforce Integration Architect**

**November 2018- Sept 2019**

* Created Logical designs and Server build sheets depicting future state architecture for Genesys IVR for Omni Channel Enablement, Salesforce Sales and Service Cloud (CPQ), SAP BPC, Hyperion, Card Nav, Docker and Mulesoft project for provisioning monetized API’s in the public cloud via vendor subscription.
* Led team of BA to gather business/system/functional/ non functional requirements for Salesforce Sales and Service Cloud on Break/ Fix issues related to security, access, application fragmentation.
* Presented Logical designs to EARB for new and existing applications consisting of internal infrastructure and cloud based initiatives.
* Provided/wrote Enterprise architecture standards to evaluate new and business as usual applications to audit each application and ensure compliance.
* Provided guidance for new company structure to determine ownership of mnemonics.
* Defined, Organized and Cataloged 248 API’s for monetization for Card and Payment processing as well as Customer, Account and Financial updates.
* Participated in the selection of core systems to create a fluid solution supporting CO-Ops future state business objectives.
* Created alerts for monitoring of servers and applications in Mulesoft.
* Conducted administration of Mulesoft for internal resources.
* Participated in planning sessions for API monetization, definition and strategic planning.
* Provided Solution Estimation and planning.
* Configured alerts for applications and servers in Mulesoft.
* Created monitoring dashboard for API’s.
* Optimize Server builds for Capacity and Performance Management as deemed by the SLA and Tier ratings.

*Environment* : SQL, and Mongo databases, Salesforce Financial Services Cloud,ACM, Mulesoft 4.1.4,RHEL and Windows Servers, NAS and SAN storage, SAP, Physical and Virtual Servers and Appliances, Visio, Service Now, Vendor Hosted Solution(Internal and External, F5, DataPower, ESI/IIB, oAuth and Ping, Anypoint Studio, Anypoint Platform, Trillium(Trillium country templates, Quality Care, Enterprise Data Quality, FIS, Salesforce, Genesys, Redis, AWS Caching, Kubernetes, Springboard

**PNC- Pittsburgh National Bank**

**Greater Pittsburgh Area**

**Senior Enterprise / Solutions Architect / Salesforce Architect**

**September 2016- Dec 2018**

* Provide consultancy services for PNC’s Internal Clients
* Supported many banking verticals including Marketing, Card Services, Payment Processing, Call Center and others.
* Created new logical designs using COTS, External Vendor Hosted Solutions including Azure(cloud), Salesforce, Windows, RHEL and mainframe components, Informatica Power Exchange for the ETL platform, ESI IIB internal WS integrations, Blue Coat Proxy, F5’s for load balancing and DataPower SSIS/SSRS.
* Integration of Avaya systems with Genesys IVR and other third-party non-Avaya adjuncts – Salesforce/Siebel, Call Recording, Workforce Optimization and other PNC systems for Omni Channel Enablement including chat and SMS.
* Created new platform for creating and sharing API’s for PNC internal and external developers utilizing a set of DataPower physical appliances.
* Architected Trillium logical design depicting server builds used for discovery, quality profiling, validation, cleansing, monitoring, analytics and reporting.
* Created build sheets optimizing Server builds for Capacity and Performance Management as deemed by the SLA and Tier ratings.
* Create Builds in Cruise and SVC Now /DEV(OPS)
* Facilitate meetings with internal clients on multiple locations
* Provided guidance to other team members to complete project artifacts
* Ensured technology guidelines (AUDIT) are followed in accordance with agreed upon standards
* Ensured business and technology are in alignment
* Presented designs to internal team members

*Environment* : Dev Ops, Oracle, SQL, and Mongo databases, Salesforce Financial Services Cloud/Ncino, Sales, Service, Digital Experience, CPQ, Marketing, Ncino, Mulesoft 4.1.4,RHEL and Windows Servers, NAS and SAN storage, Physical and Virtual Servers and Appliances, Visio, Service Now, Vendor Hosted Solution(Internal and External) ,SPLUNK, F5, DataPower, ESI/IIB, Bluecoat Proxy, Black Knight, OIM, SiteMinder and Active Directory SAP ERP, Trillium, Informatica, SSIS, SSRS, MuleSoft 4.1.4, Genesys WFM Aspect WFM ,Avaya, Siebel Workflow, Hadoop, Anypoint Studio, Anypoint Platform, *PeopleSoft HCM*

**Ernst and Young EY- HSBC Europe and North American Operations**

**London, United Kingdom, US, Canada**

**Technical Solutions Architect**

**March 2016- September 2016**

* Assist vendor(E&Y) in presales activities including requirements gathering and analysis for RFP creation for selected COTS solution.
* Supported EY’s strategic accounts for 20-30mm global initiates
* Provide consultancy services across range of domains developing architecture artifacts depicting different technology platforms and architecture models specifically around the Contact Center focusing on IVR applications, Call Routing, Chat and GVP, Speech Recognition, Voice Biometrics and Genesys Applications for Personal, Auto, Student, Mortgage, Commercial Lending and Credit Builder products.
* Standardized business processes for Global Rollout of Genesys for HSBC
* Integrated the following core capabilities: Genesys IVR, Gensys Telephony Bar,SFE(Contact Center) and Workforce Management(WFM)
* Created architecture review document
* Documented end to end business process flows identifying dead spots in the IVR and made corrective actions.
* Designed and configured system to create single case for customer weather inbound call to chat, or chat to video or outbound call. There is seamless update to the case showing each customer touchpoint and interaction.
* Successfully communicate technology concepts to both business and technology audience
* Strong experience in digital platform transformation initiatives and omni-channel enablement including chat and SMS.
* Environment taking into account the regulatory, compliance, language requirements and technology constraints.
* Strong experience working with procurement, vendors, stakeholders across multi geographical time zones to prepare RFP, scorecards and conducting vendor deep dive sessions for solution design.
* Reviewed technical decisions and articulated pros/cons of technology options based on personal experience, industry knowledge and best practices
* Conducted root cause analysis developed for application& infrastructure level performance and availability issues
* Detailed understanding of non functional requirement at the application design/deployment level
* Defined Content, Relationship, Access, Change Management and Processing for MDM
* **Ensured project was delivered on time and in budget according to clients’ needs to meet target business objectives**

*Environment*: Genesys (on Premise), IVR, WFM, SFE(Desktop), ASPECT, Documentum, MDM, Avaya

**Wyndham Worldwide**

**Texas**

**Technical Solutions Architect / Salesforce Architect**

**January 2016- July 2016**

* Contribute to defining and documenting the Enterprise Architecture for reservation/loyalty management system to use and exchange points(e-Loyalty/Rebates) for services.
* Created the high level conceptual logical and physical views
* Documented processes and defined the services needed to support the business requirements across the Business and IT organization.
* Translated business strategy into IT strategy and enterprise architecture deliverables.
* Reviewed business requirements and created functional design documents for the enhancement of the current in-house systems supporting agents and external customers for self service
* Create and maintain multi-level, multi-domain strategic business capability and architecture roadmaps, linking IT systems and services to the capabilities they enable in conjunction with WVO business stakeholders
* Develop and ensure compliance with architecture principles and standards for the various systems and components based on enterprise strategies, reference architectures, and design patterns
* Provided leadership to technical and functional working groups within the organization
* Maintained services catalog consisting of API Gateway, Enterprise Mediation, Domain and Micro Services for enterprise architecture.
* Collaborate and consult with architecture team architects to assure projects align with the target enterprise architecture
* Managed the product development utilizing onshore/off shore resources.

*Environment*: TOGAF, Mega, BluePrint, SOA, ESB, MS Office, Documentum, Service Now, ESI IIB. Hadoop, *PeopleSoft HCM* ,Loyalty/Rebates

**IBM- Duetche Bank, Boots Wall Greens, Fiat, CNG, Nine West, Technicolor, Media Market, Galleries Lafayette, Inter Bank, Sysco Systems, Fiat Chrysler, Jaguar Land Rover, Michelin Tires**

**Integration Architect- Lead Architect Italy- IT Solutions Delivery Dynamic Automation**

**November 2014- May 2016**

**Orlando, Florida**

* Support IBM’s US and EU based clients for dynamic automation of ticketing systems
* Designed Shared Infrastructure for IBM’s Italian Accounts
* Lead technical design, development and implementation of enterprise software development and delivery initiatives
* Conduct analysis utilizing monitoring and event management tools to make recommendations to client concerning architectural approach.
* Analyze incident, monitoring and other data to make logical deductions on courses of actions that will result in improvements
* Facilitate discussions between technical and account contacts to understand the business needs driving the improved automation.
* Designed automations utilizing the following ticketing systems: Service Now Helsinki, Geneva, Fuji and Eureka. Maximo Ess3,Ess4, Ess5, Ess6, Ess7, Ess8 Remedy and other similar systems.
* Assisted users in the branding of their solution
* Configured user groups and roles for SVC Now
* Configured homepage for svc desk and self service users for SVC Now
* Gathered requirements for creation of services catalog allowing for customers to order goods and services.
* Conducted testing sessions and resolved issues to complete test cases
* Work Collaboratively with Project Managers and technical directors to provision estimates, develop overall implementation solution plan, and lead development and integration efforts. Interfaces and coordinates tasks with onshore and offshore vendors and resources for delivery and support
* Translate system requirements into software design documentation.
* Leads development of formalized solution methodologies, software development standards and tools.
* Recommends and integrates information technology with process improvement initiatives.
* Executes all appropriate administrative and supervisory tasks related to the team including resource needs, assessment, hiring, training, performance and merit review.
* Recommend and deploy monitoring recommendations.
* Work with multiple teams in matrix environment
* Identify and prioritize of changes for continually improvement

*Environment*: IPC tools (e-ESM/Maximo/ISM/Remedy, Service Center, DB2 , SQL, Microsoft Windows / Windows Server, XML Tivoli Enterprise Console, Net Cool, SCCD, SOA, Service Now, ESI IIB

**IBM- Walt Disney World**

***Orlando-Florida Khalix-* Longview Corporate Performance Management -Consultant/PM/ Salesforce Architect**

**April 2013 – October 2014**

* Maintain and foster relationship with one of IBM’s Top 30 strategic Accounts.
* Enhanced and optimized service functions to extend, consolidate and standardize business services and reduce costs.
* Balanced roles, responsibilities and scale between Business Units, Geographies and Shared Services.
* Solve complex problems and communicate solutions to all levels of the organization in a matrix reporting environment.
* Worked collaboratively with client team leads to plan and deliver global business services model.
* Mediate disputes between business groups on multiple geographical locations.
* Manage multiple priorities and adjust to rapidly changing dynamic business environment
* Install Longview Khalix application in development and production environments.
* Maintained 10 instances<5 dev and 5 prod>of Longview Khalix application for Walt Disney theme parks and resorts including Hong Kong, Paris, Anaheim and Orlando
* Maintain symbols, server rules and entities in the Longview KHALIX application including running restatements.
* Create custom procedures to maintain account hierarchy.
* Troubleshoot errors and propose solutions to complex hierarchy structures.
* Resolve user incidents and release management related to the Longview Khalix application.
* Act as a liaison between business and development to communicate status.
* Create, track and close activities in HP Assignment Manager.
* Participate in vendor transition.

*Environment*:  *Khalix 3.5.7, Longview 7 CPM, HP Assignment Manager, XP and Windows 7, Oracle 8.17 and 9.1.2 , SAP BPC, MDM, Maestro*

**OUC – Powerline Consulting LLC**

**August 2010- January 2014**

***Orlando-Florida***

***Technical Solutions Architect /SFDC Architect***

* Gathered Stakeholder requests, business and functional requirements to evaluate 3rd party vendor solutions to integrate into OUC’s IT infrastructure to provide a fluid solution to meet future business needs for the product development of a Mobile Solution utilizing the <Total Mobile> and Online Solution<Apogee>for In Home Audits for single, multi-family, commercial and water only. The Audit results would be matched to an OUC Rebate and Recommendation. The audit results would then be sent via a web service to Salesforce.com from both solutions for target marketing campaigns.
* Gathered business requirements for Salesforce CPQ, creating templates for quotes and contracts, approval process, workflows, creating multiple price books (standard and custom pricing).
* Facilitated Assessment Workshops
* Facilitated technical interviews
* Analyzed info gathered thru JAD sessions
* Acted as a Subject Matter Expert on the effective use of Salesforce.com Professional Edition and Trillium
* Procured Salesforce.com on behalf of OUC for Marketing and Commercial Accounts
* Create Users, Config Roles, Configure Security, Customize Views, Normalize and Import CSV files, Configure Campaigns, Create Dashboards and Train users for diverse groups within OUC
* Procured 25 licenses for Marketing and Commercial Accounts
* Installed and configured contacts, contracts and accounts for CONEW and MCCR
* Developed Customized dashboards for each department
* Developed training schedule and conducted training sessions on the effective use of Salesforce.com
* Integrated web services for Total Mobile and Apogee to send conservation data to Salesforce.com directly
* Created project plans utilizing MS Project to create tasks, assign resources, manage timelines and budget of 1.2 million for the for mentioned projects
* Facilitated discussions to guide team through as-is documentation and to-be design of processes, related organization/role design and enabling technologies.
* Developed requirement definition for operational reports, service level agreements, and process KPI's.
* Managed organizational transition, knowledge transfer, process re-engineering efforts
* Develop detailed work plans, direct project teams, deliver status, meet deadlines, manage to budget, meet or exceed quality standards
* Manage projects from inception through successful transition to the end user
* Orchestrated the RFP process for the procurement of the solution
* Utilized iterative development technique, allowing for the applications to be utilized sooner increasing the return on investment and easing the adoption of the application.
* Constructed, Business, Functional and Technical design specifications along with high level conceptual and logical views for Mobile Solution for In Home Audits, Salesforce CRM, Genesis Media Bar for Omni Channel Enablement for integration into OUC’s IT architecture.
* Ensure technical designs are forward-looking to envision potential future requirements and business needs thus ensuring solutions are flexible and extensible.
* Conduct detailed conversations with Team Engineers to validate tech and functional requirements and propose work arounds.
* Document advanced features for Toll free numbers (TFN’s).
* Planned, lead and managed a portfolio of IT Business Solution projects (Total Mobile, Apogee and Salesforce, Genesis, Access and Identity Management) to ensure goals and objectives of each project are accomplished within prescribed time frames and budgets.
* Implemented BYOD Policy data storage policies, connectivity policies, device protection policies, feature control policies, application control policies, and audit logging of activity policies.
* Managed both internal development teams and external integration partners to align project objectives, define discrete team deliverables, and ensure project milestones are achieved with high quality.
* Mediated disputes between business units and to resolve disputes.
* Develop resources strategies, allocating resources, tools and specialized support as necessary to ensure commitments are met.
* Ensure appropriate and detailed project work plans are in place for all projects. Regularly review progress to ensure that projects are on schedule and within budget.
* Provide direction to project leaders and integrate project activities with other IT functions such as data security, network operations, etc. to ensure successful project implementation.
* Work closely with key stakeholders and other project team members to ensure that functional requirements and technical design specifications are prioritized, detailed and complete.
* Created Access and Identity Management solution utilizing the following Oracle Suite of Products:
* Managed vendor relationships

*Environment*:  *Oracle, IBM, CA, Req Pro, OIM, Total Mobile, Apogee, Net4, J2EE, CORBA, Apogee, Cloud Computing, Salesforce Sales and Marketing Cloud, APEX, Visual Force, App Exchange, SaaS, IaaS, PaaS, Service Now, MDM, Genesis IVR*

**CCHS – Powerline Consulting LLC**

**July 2012- Nov 1, 2012**

***Sunrise-Florida***

***OBIEE/ Solutions Architect ERP system implementation /* Salesforce Architect**

## Developed business services operating models including functions such as finance, HR, IT, sales & marketing and legal.

## Presented shared service strategy and value proposition to the C level executives and VP’s from finance, HR, IT, and operations.

## Re-engineered business processes in a Shared Services operating model

## Worked collaboratively with team lead counterpart to plan and deliver shared services solutions

## Reviewed as-is documentation with team and to-be design of processes, related organization/role design matched to the enabling technology stack

## Guide team through requirement definition for operational reports, service level agreements, and process KPI's.

## Developed detailed work plans, directed project teams, communicated deliver status that exceeded quality standards

## Facilitated team discussions that guided team through problem definition, issue identification and work plan development using problem solving principles and past experience

## Manage multiple priorities and adjust to rapidly changing business environment

* Create high level conceptual view documenting all systems that support business units and map the dependencies between systems.
* Develop implementation road map depicting dependencies of projects to create a sequence diagram of projects with timelines for resource management.
* Elicit business and functional requirements from Stakeholders including reporting requirements for reporting utilizing OBIEE and MSBI.
* Create system diagrams, functional design specifications and database model depicting extensions.
* Document and created the following attribute and traceability matrixes: business requirements traced to functional requirements, functional requirements to business rules, Business Requirements to development are maintained and in budget
* Conduct detailed conversations with System Engineers to validate tech and functional requirements.
* Design Complex call center work flows for Smart Scripts for routing of calls.
* Document advanced features for Toll free numbers (TFN’s).
* Recommend cost cutting strategies to provide savings to meet companies long term financial objectives for the project.
* Resolve vendor/contractor issues.
* Create/Manage IT road map.
* Identified desperate sources from which to collect descriptions of entities. Transformed and normalized data and adapted descriptions to conform to standard formats and data domains, making it possible to remove duplicate instances of any entity result in an organizational MDM repository.

*Environment*: *Oracle EBS R12.1, Req Pro, Hyperion, Pentaho, Salesforce SVC and Marketing Cloud, ECM Portal, ESP Portal, Star Mark Portal, HMS, Image NOW, AVAYA, NICE, Nuance, SaaS, IaaS, SSIS, SSAS, MSBI, Service Now, MuleSoft 3.x*

**Express Scripts – Powerline Consulting LLC**

**APril 2011- November 2011**

***Orlando-Florida***

***Solutions Architect/Product Engineer Manager***

* Create high level solution designs for product development for autoenrollment of Medicaid and Medicare program enrollment
* Enhancement of an application that provides the capability to deliver specialty medications to soldiers in the field for the Department of Defense.
* Lead effort to upgrade system created for the DoD to move from paper process to electronic EMR/EHR. The system was created to deliver specialized pharmaceuticals to soldiers in the field.
* Constructed Solution Definition Document, IT Governance, Timeline, Executive Summary and Fragment Estimates for diverse project schema.
* Orchestrated project events between multiple international and local resources to ensure project is delivered on time, in budget and according to solution specs
* Managed multiple project initiatives in MS project that utilized the AGILE methodology.
* Ensured that the project plan is in alignment with project vision and roadmaps to support the business needs and objectives agreed upon by the PMO and Leader of Strategy and Business Development.
* Leverage the project management process to ensure successful project delivery
* Partnered with Tech engineers to ensure feasibility of proposed solutions
* Act as the primary IT integration point of contact and interface to the Program/Project Manager and Functional Effort Leaders throughout the integration process
* Ensure all systems are ICD 10 compliant
* Ensure systems comply with HIPAA Standards for the following EDI Transactions 837(Claims Processing),834(Benefits Enrollment),820(Payment Instructions)

*Environment: Oracle, IBM, CA, Req Pro, OIM, Siebel CRM 8.0, Net4, J2EE, ICD -10, AGILE, EDI Transactions 837(Claims Processing),834(Benefits Enrollment),820(Payment Instructions), EMR,HER, MDM, PeopleSoft HCM*

**ACOSTA – Powerline Consulting LLC**

**February 2010 – April 2011**

***Jacksonville -Florida***

***Solutions Architect IT Delivery***

* Facilitated high level requirements and design sessions to create the conceptual view depicting all of the business units and systems that support their activities.
* Constructed Business, Functional and Technical design specifications along with high level conceptual and logical views for Mobile, Project Scheduling, Capacity Planning, BI Reporting and User Provisioning utilizing OIM. This project was for the product development of a mobile solution that would integrate with the current NARS system to provide information on activities performed by contractors in the field.
* Created touch point models depicting how the new solution will be integrated into the current infrastructure.
* Implemented BYOD Policy data storage policies, connectivity policies, device protection policies, feature control policies, application control policies, and audit logging of activity policies.
* Conducted analysis and provided guidance to purchases on software to meet the business needs for Capacity Planning<ILOG>, Finance and Reporting<OBIEE R12>ERP, Rational Rose Enterprise Edition.
* Designed strategy and process improvement roadmap for I.T. infrastructure transformation projects.
* Presented IT solutions at C level executives.
* Created functional design specification for SAP BPC consolidation of various companies in Acosta.
* Managed Project Plans for diverse portfolio of projects moving Acosta into the mobile space.
* Allocated resources to tasks, managed timelines and budget of 4mm.
* Communicated project status weekly to C level executives.
* Worked with SAP BPC Team to Gather Business requirements, Create “ As is and “To be” State Conduct Architecture review, Create Environment, Create Dimensions and Properties, Set up data manager packages, logic scripts, document business rules and reporting requirements.
* Facilitated discussions for SAP BPC hierarchy structures Nodes and Leaf’s.

*Environment*:  *JAVA, Req Pro, HP Quality Center, OBIEE R12 HR, FICO, CRM, IBM-ILOG, Cognos, LDAP, SAP BPC NetWeaver 10, RUP*

**Raytheon Missile Systems – Powerline Consulting LL**

**August 2009 – January 2010**

***Tucson- Arizona***

***Solutions Architect IT delivery***

  Created high level design for the factory of the future that would allow for the increase of manufacturing capabilities without increasing facilities. This would be accomplished by adding additional software allowing Raytheon to move from an SOA to MSOA.

* Conducted analysis of determining systems needed to achieve end state objectives.
* Created current state diagram and future state conceptual view depicting new systems to add to the IT arsenal to meet the functional requirements with all data being stored in the MDM.
* Utilized OAM to grant access to applications on Shop Floor. This would be integrated with Oracle SOD to ensure that the person performing the task is certified to perform that role in compliance with the overarching governance policies.
* Developed strategy to mitigate risk of user gaining access to applications not in user profile utilizing SAP GRC 10. Effectively moving the shop floor from a bottom up to top down approach for access control and process control.

*Environment*:  *SAP Portal, SOA,* Oracle ESB, Portal, ITAR, EAR, SAP MII, PRISM, APEX, SCADA, SAP MES, SAP BPC, SAP GRC 10.0

**SunPass – Powerline Consulting LLC**

**August 2008 – July 2009**

***Orlando - Florida***

***Solutions Architect-PM IT Delivery***

* Gathered the business and technical requirements for diverse projects for SUNPASS toll collection.
* Conduct stream design reviews to ensure compliance with target architecture.
* Utilized JAD sessions to elicit requirements from diverse business stakeholders and created RFP for purchase of off the shelf solution to meet business needs.
* Created SRS, Use Cases, testing and training material for applications and PCI (Payment Card Industry) compliance.
* Constructed traceability matrixes, project plan and communication doc.
* Managed project contractor resource budget, timelines and deliverables.
* Documented complex business rules and their interrelated dependencies.
* Managed 9 developers to construct reconciliation reports and enhancements to existing applications ensuring the development met the documented business needs before being integrated into SOA.
* Facilitated daily status report meetings for senior management reporting project status, issues, and project risks.
* Completed change requests to be submitted to the business for approval following the predefined change control process.
* Work with team leads to resolve risk issues to mitigate the risk of date slippage increasing the ROI by deploying the systems on schedule and on budget.
* Conduct detailed conversations with System Engineers to validate business, functional and technical requirements.
* Documented complex call center work flows for Smart Scripts for routing of calls.
* Created FDD detailing advanced features for (TFN’s).

*Environment*:  *Java, DOORS, ORACLE 11i, Harvest, SOA,* Oracle ESB, Portal, PCI, AGILE, SCRUM, Stellent, UCM v 7.2.1, Oracle Access and Identity, Oracle Federation, OBIEE 10.1.3.2, MS Office Power Point and Excel.

**E-Verge - Powerline Consulting-LLC**

**June 2008 – August 2008**

**Orlando – Florida**

**Siebel Business Analyst- Solutions Consultant**

* Facilitated JAD sessions to construct Functional Design specifications utilized to configure Siebel to support an organization that manages campaign effectiveness for direct marketing efforts for Multi National Charities.
* Developed Integration Diagrams and Plans for SSO, Stellent<now UCM>, Client Letter.
* Resolved client vendor issues to keep calm waters, in a highly charged political environment.
* Conduct detailed conversations with Solution Engineers to validate tech and functional requirements.
* Design Complex call center work flows for Smart Scripts for routing of calls
* Facilitated conversations with AT&T area SME’s to document the advanced features for Toll free numbers (TFN’s).

*Environment*:  *Siebel, Stellent v 7.2.1, Client Letter, Web Services. The following components were utilized in Siebel, campaigns, contacts, Siebel Smart Scripts, Activity Templates, Service Requests, Products, Order Management,* OBIEE

**Northrop Grumman - Oracle**

**November 2007 – June 2008**

**Ft. Belevore -VA**

**Senior Consultant IT Delivery**

* Constructed the FDD for configuration of OVD for Army Knowledge Online and Defense Knowledge Online for 3.5 million users.
* Constructed system diagrams utilized to develop end state architecture to extract, transform, load and archive data from base applications to OVD.
* Acted as a liaison between business and vendors to expedite problem resolution
* Installed and configured OVD on the Sun 5200’s and configured the management console for horizontal and vertical configuration.
* Configured the LDAP adapted to connect the OVD server to Sun Directory.
* Participated in the testing of OVD performance in vertical and horizontal configurations utilizing SLAMD.

Developed OVD migration plan to move from the test to production environment from a task standpoint only.

**Tested OVD performance in a horizontal configuration.**

**Environment: Oracle Virtual Directory v6.0, Sun SPARC Enterprise Edition T5220 and 4800’s SLAMD.**

**VISA International**

**Foster City -CA**

**May 2007 – October 2007**

**Solution Architect IT Delivery**

* Developed global business services operating model for HR and IT
* Facilitated discussions with VP level executives detailing the benefits of a global business services strategy and value to the VP level.
* Facilitated JAD sessions documenting the as-is and to-be design business process related to moving from a bottom up to a top down approach for access and identity management, related organization/role design and technology stack.
* Guided team through problem definition, issue identification and work plan development using problem solving principles and past experience
* **Managed Vendor relationships, project plans and resources.**
* Facilitated JAD sessions for eliciting requirements from senior management on multiple continents for determining how access rights are granted to their applications.
* Created BRD and RFP’s.
* Evaluate multiple identity/access management solutions from CA, Oracle, Sun and IBM for selection into the end state architecture. This included multi-factor identification i.e. smart cards.
* Work in conjunction with CTO to develop Visa’s directory architecture and migration strategy.
* Experience managing trans-geographic and cross functional business units across multiple time zones.

##### Environment: SiteMinder 6.0,Tivioli, IBM ITIM,ORACLE CORE ID, TDI, RUP, Requisite Pro , SOA, ESB, J2EE, JMS, XML, PeopleSoft WAM Sun Java system directory, server, for provisioning Solaris, AIX, and LINUX, FFIEC, GLBA, SOX404, Power Point, Active Directory, LDAP, SQL Tables, SAML, SPML, Oracle Core ID, SiteMinder, Sun Identity Manger 6.0.

**United Healthcare Group**

**Minnetonka, MN /Los Angeles CA**

**November 2006 – May 2007**

**Senior Consultant IT Delivery**

* Provided consultancy services for M&A clean-up efforts for system selection and migration efforts from recent merger activity
* Develop global business services operating mode for finance, HR, IT and Sales & Marketing
* Created power point presentations documenting the proposed global business services strategy and value proposition to the VP of operations.
* Provided process re-engineering expertise for standardizing business processes for multiple geographical regions
* Worked collaboratively with client team lead counterpart to plan and deliver global business services solutions
* Reviewed as-is documentation and to-be design of processes to be matched to the selected solutions and sunsetting of non-selected systems from extensive acquisitions.
* Developed detailed work plans, directed project teams, communicated deliver status, managed to budget that met agreed to quality standards in the SOW.
* Facilitated JAD sessions to gather business, system, functional requirements and business rules needed to configure Client letter generation tool and integrate into the new SOA.
* Performed requirements analysis to determine software selection for multiple software packages including Trillium, Client Letter, Stellant<WCM>, Siebel and SAP HR, FICO, Portal for the Pacific Care and United Merger
* Ensure that the new solution meets the non-functional requirements for performance, reliability, scalability and security accommodating changes in demand
* Created the deployment and integration plans for selected solution.
* Ensure systems comply with HIPAA Standards for the following EDI Transactions 837(Claims Processing),834(Benefits Enrollment),820(Payment Instructions)
* Worked with DBA’s to integrate PacifiCare’s data into United Healthcares MDM for large and small groups, Medicare and Medicaid<overunder 65>,and individual.

Environment: SOA, ESB, Power Point, Excel, Visio, Requisite Pro, Client Letter, Stellent<web content management>, SAP HR, SAP FICO, SAP Portal, Trillium,300plus server environment on multiple continents, Microsoft Share Point Server, Documentum, Salesforce

**Walt Disney World Global IT**

**Lake Buena Vista - FL**

**August 2006 – November 2006**

**Program Manager**

* Developed five- and ten-year plan for Walt Disney World Global and developed the company’s strategic vision and goals documents.
* The end state vision was the consolidation of systems, standardization of business process, and sun setting of IT resources from other global regions and consolidating into the Orlando regional office resulting in significant cost reduction.
* Developed global business services operating models for finance, HR, IT, procurement, sales & marketing, legal and real estate.
* Worked with Senior Level VP’s to develop strategy for each of their assigned areas.
* Acted as a subject matter expert to help in consolidation of trans geo graphical areas.
* Worked collaboratively with client team to deliver proposed global business services solutions.
* Gathered as-is documentation and documented to-be design of processes, related organization/role design and selected technologies
* Lead discussions documenting the requirements definition for operational reports, service level agreements, and process KPI's
* Gathered information to construct a BTP for Pricing, Revenue, Profit Management, Sales and Marketing Identify problem areas that maybe location specific and to identify areas that are not in alignment.
* Prepared Power Point presentations for management for buy in and approval of proposed projects.

##### Environment: Power Point, Excel, Visio, Requisite, MAXIMO, SAP CRM/FI/CO, HR, SAP BPC, Seibel 7.5 250 plus server environment on multiple continents, Tivoli Identity Management, Oracle Financials, Khalix 3.5.7

**Computer Associates- Islandia - NY**

**February 2006 – July 2006**

**Solutions Architect IT Delivery**

* Gathered the business, system and functional requirements utilizing JAD sessions for SAP Portal implementation along with single sign-on project (SiteMinder), and Knowledgebase Consolidation (IPhrase), Cross System Escalation (Remedy, STAR NIKU, and Vantive, Stellant **<**ECM**>**for storage of documentation.
* Translated business processes into an actionable cost design that would support mulit-dimensional transaction level analysis to the client's operations.
* Developed, maintained and managed a detailed project plan outlining tasks, deliverables, effort, and resources toward successful implementation of the desired selected solutions
* Facilitated the coordination and execution of all activities involved in defining and creating the projects strategic plans and vision.
* Created strategy to implement the Rational Unified Process and Rational Tools into CA’s PMO
* Coordinated project deliverables with PMO office to meet project toll gates for the coordination and execution of the major initiatives including project planning, tracking and status reports
* Managed client relationships<IBM>, mentored and developed client personnel while maintaining the project timeline
* Negotiated software procurement on behalf of CA<Rational Rose Enterprise Edition>
* Conducted GAP analysis then Cost Benefit analysis along with a portfolio analysis to address if existing software can resolve potential gaps.
* Created and then executed test plans, test cases, insuring that expected result was achieved.
* Responsible for guiding a testing team of 8 in the Unit, Regression and Integration testing of the SAP HR, Portal, SAP BPC and FI/CO over SAP Basis<dreamweaver> via India at the time this was the largest SAP R3 project in the country encompassing dozens of teams and hundreds of consultants.
* Elicit business requirements from SME and determine the correct sender/receiver combination ex: sender, cost center, receiver, cost center, order, project and the cost object for configuration. Develop business process flows in Visio, create use case, and update delta functional design doc.

##### Environment: RUP, Word, Power Point, Excel, Visio, Requisite Pro, Site Minder, Rose Professional Data Modeler Edition, SAP CRM 4.0, SAP Portal, SAP CO, SAP HR, SAP Basis, Clarity, Niku, Vantive, iPhrase, Remedy, STAR, SAP BPC

**Marriot International**

**Orlando - FL**

**February 2005 – January 2006**

**Senior Business Consultant/ Product Manager**

* Develop global business services operating models for Finance, HR, IT, Sales & Marketing legal, real estate and facilities.
* Acted as a subject matter expert documenting the end to end business process for Finance, HR,IT, Sales and Marketing, Reservation Management and e-Loyalty/Rebates (points based initiates) application
* Reviewed as is business process documentation and developed to be state mapped to the proposed technology stack with gap analysis for a new reservation management system.
* Facilitated discussions through requirement definition for operational reports, service level agreements, and process KPI's
* Gathered, validated and managed the business, system and functional requirements for new startup venture relating to points-based initiative(E-Loyalty/Rebates) for time shares for Asia and North America for the Ritz Carlton
* Participated in Vendor Selection for 3rd party vendor reservation software package*.*
* Conducted gap analysis for new system.
* Created work – around for manual processes.
* Created time table to sunset various applications that were identified as running parallel processes.
* Reviewed site selection for call centers in Utah for US operations and Singapore for Asia’s operations
* Managed offshore team for the configuration of the resort solution.

##### Environment: RUP, Word, Power Point, Excel, Visio, Requisite Pro, Resort Solutions, Timeshare Ware, Siebel 7.7 with the following modules< Incentive Compensation, Contacts, Campaigns, Hospitality, Loyalty, Field Service, Marketing Analytics, Order Management>Oracle Components, Trillium

**Prosperity- Sears/ Delta Airlines**

**Atlanta GA**

**July 2004 – Feb 2005**

**Senior Business Consultant**

#### Conducted JAD Sessions with senior management to gather business requirements for new Siebel 7.7 B2B/CRM Points based initiative.

* Created business use cases and activity diagrams along with Glossary, Problem Statement, Supplementary Specification and Use case model.
* Document current CRM process and created to be state for B2B/CRM e-Loyalty/Rebates application.
* Mapped process flows to existing Siebel functionality and conducted gap analysis.

## Delta Airlines

#### 

* Reverse engineered Delta Rewards Application and documented business, system and functional requirements for built application.
* Developed Business Use Cases/ Glossary/ Supplementary Spec/ Problem Statement
* Created Business Requirements and Rules Matrix tied back to use cases.
* Created Reporting Matrix Based on Role.
* Conducted JAD sessions to construct end to end business process flow for various business units for the configuration of Prosperities e-Loyalty/Rebates Platform.
* Documented triggers for workflow events <business events>in business use cases.

##### Environment: RUP, Visio, Word, Excel, SQL2000, AS400, Six Sigma, .Net, JAD, ASP, Siebel 7.5 Financial, Oracle

**Blue Cross Blue Shield of Florida**

**Jacksonville FL**

**July 2002-July 2004**

**Siebel Implementation Business Analyst**

* Facilitated JAD Sessions for the creation of Functional Design Specifications for Large and Small Group, Over and Under 65<Medicare and Medicare>, Individual and Membership and Billing for Siebel CRM implementation.
* Created End to End business process flows mapped to solutions in IT arsenal.
* Created high level conceptual and logical views of organization including number of users per system.
* Trained 6 business analysts on the effective use of the Rational Tool set.
* Managed and reviewed all functional design specs created by the BA’s to ensure the artifacts were written in a single voice.
* Customized the Rational Rose Enterprise Edition for the creation of non out of the box requirement types and traceability matrixes to ensure documented requirements are not missed.
* Resolved issues between business groups.
* Ensure systems comply with HIPAA Standards for the following EDI Transactions 837(Claims Processing),834(Benefits Enrollment),820(Payment Instructions).
  + Test all transactions

##### Environment: RUP, MS Office, **Siebel** Financial 7.5< Campaigns, Contacts, Opportunities, Accounts, Households, Field Services, Marketing Analytics, Attachments Order Management>, VISIO, MS Project, Summit, Smart Scripts, HIPAA, Six Sigma, Sharepoint server, Trillium. SOA, ESB.

**Springs Industries**

**Rock Hill SC**

**October 2001 – August 2002**

**Senior Financial Reporting Analyst**

* Designed, engineered, built customized budgetary reports utilizing Enterprise for senior management to gage monthly and yearly performance across a diverse manufacturing environment until which time the reports would be generated from JDE.
* Used Essbase Retrieve to build customized reports for junior staff accountants. In addition designed roll-ups of accounts for customized reporting needs.
* Worked to convert from Baan 4c to JDE One World Enterprise Edition. This included but was not limited to Purchasing, AP, Sales Orders, GM and GL…In edition all data from prior periods would be migrated into the proprietary database.

##### Environment: MS Project, VISIO, MS Office Suite, Essbase Retrieve, JDE Edwards One World, BaaN 4c

**Sea Land’s International Liner Company**

**Charlotte NC**

**February 1999 – June 2001**

**Manager Inland and Equipment Financial Planning and Analysis**

* Created model depicting annualized actual costs for all 211 applications supporting Sea Land and CSX lines. This deliverable was utilized for the sale of Sea land to Maersk which is the largest shipping acquisition to date.
* Worked with IT Directors to prepare cost/ benefit analysis for IT project investments. Worked with business functions and divisions to insure that benefits are real and operating units support the benefits case. Analyzed AFE proposals to ensure requests are consistent with financial plan.
* Prepared monthly financial reports to monitor, plan, forecast, analyze and explain performance. Integrated cost savings of initiatives into planning and forecasting efforts at a detailed level. Interface with divisions on building expenditures and benefits into budgets.
* Prepared Y2K status reports summarizing work performed work in progress and timetable for making IT systems Y2K compliant.
* Utilized Essbase to create customized reports for the expense portion of the budget for management.

##### Environment: MS Office Suite, MS Project, VISIO,Hyperion/ Essbase, AS400, Oracle Financials, SAP OM.

**Wachovia/ First Union Capital Markets**

**Charlotte NC**

**August 1996 – Jan 1999**

**Mergers and Acquisitions Specialist**

* Performed consultancy services to consolidate systems and financials from acquired institutions into First Unions IT and Financial Architecture for the following acquisitions: Barclays/ First Union, Core States First Union, The Money Store/First Union and Wachovia First Union.
* Acted as a liaison between business and IT to understand business requirements and translate into functional and technical designs across wide variety of lending vehicles including Commercial Lending,

Subprime Market, HELOC, Auto, RV and Personal (Secured/Unsecured) lines of business.

* Manage transitions of multiple processes from source to target organization - including transition management, knowledge transfer, process re-engineering and sunsetting of IT assets.
* Manage team through business case development of shared services programs
* Developed detailed work plans, directed project teams in a matrix environment.
* Communicated deliver status
* Worked with PM’s to manage to budgets and tasks to meet agreed upon quality standards
* Created state reporting model to gage monthly performance. The model was designed to include base, parent and matrix reporting that encapsulates Funds Transfer Pricing and Equity Attribution Calculations.

Environment: SAS, SQL, Access, Visio, MS Project, MS Office Suite, CICS Hyperion Essbase, Harte Hanks PCIS, Siebel 6.3