

SUMMARY:

Professional with over 10 years of experience transforming various formats of IT information and data into usable business information utilizing B.I. reporting tools, i.e., dashboards, that enable senior managers to make better decisions in running a business. IT roles have encompassed Solutions Architect, Business Systems Analyst, Project Manager, Data Analyst, Consultant and Trainer.

CERTIFICATIONS:

Currently holds **Microsoft Certified Trainer (MCT)** in MS Dynamics CRM 2011 – D365 certifications.

Microsoft - MS Server, MS SQL, Scribe – Elite Certification (ETL processing), Click Dimensions, QuoteWerks, Quosal, others.

EDUCATION:

M.B.A. Executive Management Everest University, Orlando, FL

B.A. Management Information Systems University of South Florida, Tampa, FL

A.S. Computer Science St. Petersburg Junior College, FL

MILITARY:

U.S.A.F. ROTC, Asst. Comptroller for Base Military Pay - 4 years, Honorable Discharge

PROFESSIONAL HISTORY:**MICROSOFT PARTNER NETWORK, Redmond, Washington 12/2013 – present****D365 Functional Consultant**

Functional Pre-Sales Consultant to support for over 5000 MS Gold/Silver Partners in the US. Contract consultant Microsoft Gold Partners supporting D365 Sales and Marketing App as an expert resource - Microsoft Certified Trainer in Dynamics for the Partner Sales Team in developing Apps on the MS Power Platform. 100% remote work.

- D365 - Designed, Created and Implemented several Business Processes for various companies.
- Creation of SSIS packages and SSRS reports for integration of D365 to external applications.
- Performed data mapping for data migration of on-premise environments to D365 cloud.
- Creation of Power Apps (canvas & model driven), Automate (Flows) & Power BI reporting.

PROJECTS:**NIELSEN IQ – 2021****D365 Architect**

SME for Salesforce to D365 Implementation, performed training sessions on features for Administrators and technical support staff. Created Power BI dashboards and reports based off 3rd Party client dashboards. 100% remote work.

FIS Global – 2020 - 2020**Data Product Owner/Manager**

Responsible for Database solutioning for Banking Solutions and Capital Market areas for internal staff of business analysts. MS SQL Server skills and D365 repositories. Designed Power BI dashboards and reports. 100% remote work.

NSMG – 2019 - 2020**D365 Technical Lead**

Maintained all instances (Prod/UAT/Dev/Training) for 600+ users in D365 environment. Provided day-to-day functionality, administration and user support. Created Power Platform Apps, workflows, customization of forms, reports and maintained security roles, user setup. Maintained integrations with other systems and various project work. 100% remote work.

Professional Advantage - 2018**D365 Functional Consultant**

Installed, configured and supported staffing industry solution for front office implementation of their 1Staff Solutions. Performed standard OOB entity customizations, Workflows, Sales Processes, Business Rules, Site Map configuration and troubleshooting. Served as Knowledge / Research Expert to lead consultants for installations and training for clients. Installed and configured Azure Application Servers for 3rd Party solutions. Assisted support team with client case load. Updated supporting documentation for software installation and best-practices guides. 100% remote work.

IT Authorities - 2017**Dynamics CRM Functional Consultant / Administrator**

Provided consultation and configuration assistance as a SME and Microsoft MCT during a migration and upgrade project from MS Dynamics CRM 2011 on-premise to a new instance of MS Dynamics CRM 2016 on-premise. Also provided additional consultation and support with several 3rd Party Vendors such as: Off-shore Development Team, Quosal and QuoteWerks, UAT supervision and training as needed. 100% remote work.

SAFT- 2017**Dynamics CRM Functional Consultant**

Customization of MS Dynamics CRM 2016 O365 with 4000+ users to include data cleanup through SSIS and utilities, training a Data Steward, support for the current CRM Admin, Customization of workflows and creation of Business Units and User/Access Teams. Usage of Scribe integrations and ETL processes. 100% remote work.

NASCAR - 2016**Dynamics CRM Functional Consultant / Administrator**

Customization of CRM 2013/2016 O365 site to include population of product catalog and customized forms and reports along with custom dashboards. Design of Business Processes, workflows and Marketing Campaigns. Usage of Scribe integrations and ETL processes. 100% remote work.

Universal Studios/NBC - 2015**Dynamics CRM Data Analyst**

Upgrade of CRM 2011 to CRM 2013 on premise with heavy attention to form customization and either elimination of plug-ins or custom update of new third-party plug-in applications. Conducted small-group training programs for various sales and marketing module tutorials. Worked with Marketing Analytics group to bring in new data from custom ETL processes. On site part time.

Mitsubishi Power Systems - 2015**Dynamics CRM Functional Consultant**

Creating of workflows within their CRM 2013/15 and SharePoint 2013 systems to facilitate business processes within the New Sales Department responsible for \$5-\$40 mil. turbine sales to respective customers. Support for over 50 internal users. Creation of custom workflows within SharePoint and CRM. Administration of SharePoint and CRM permissions and setting up new users. Installation of Workflow extensions to provide more features and flexibility in creating workflows. Custom entities and fields. Usage of Scribe for integration of related systems, provided training and documentation to Sales Dept. 90% remote work.

HVAC Services – 2013-2014**SharePoint Consultant / CRM Administrator**

On-going Development and Support Contract. 100% Remote.

Ground-up installation and configuration of MS SharePoint 2013 on premise Server. Provide continuing support for over 100 internal users and 200+ external mobile technicians. Administration and monitoring of SharePoint. Created initial company home page and custom pages for each of the 4 departments. Creation of InfoPath Forms for their field technicians, reducing paperwork and lost opportunities. Installation of MS CRM 2013 to replace their existing ACT! System. Creation of custom workflows to facilitate new sales and integration with MS SharePoint 2013.

TUPPERWARE WORLDWIDE – 2013-2014**SharePoint Consultant / CRM Administrator**

On-going project to integrate several MS SharePoint 2010 lists on various sites to their MS CRM 2011 dashboards for their facilities management and reservations departments. Currently assisting as Business Analyst for upgrade to MS CRM 2013 and providing support, 90% remote work.

THE COCA-COLA COMPANY, Apopka, Florida 11/2003 – 12/2013**IT Director / Data Analyst Consultant**

Unique contracting opportunity to work for this Fortune 25 Company again and selected to function as the IT Director at this facility while a newer \$330 million plant is being built at adjacent location. Worked directly with the Plant Manager and key managers, including Senior IT Support Group in Atlanta, GA to assist in the transition to the new plant which includes server (30+) support for their 250+ users.

- Provided Managed Services to 250+ users including creating and implementing fail-over servers and Disaster Recovery plans with BDR devices.
- Implemented a 30/30Mb VPN with Brighthouse and Site Secure for Video Surveillance and Security between New Warehouse and New Facility resulting in a savings of over \$4K/ month or almost \$150K for the 3 year contract.
- Created several MS SharePoint 2010 sites on their Coca-Cola Corporate web site to allow communication between vendors, customers and office staff for more efficient use of shipping and docking schedules.
- Performed Data Analytics on the MS SQL 2008 database in MS CRM 2011.
- Updated MS SQL queries and created stored procedures for backend processing of financial reports.
- Introduced the company to vRAD – Very Rapid Application Development solutions for quick implementation of software solutions and minimize redundant data throughout the departments and company; Using MS Access 2010, MS SQL 2008 and MS Visual Studio 2010 as the primary development tools.
- Created, designed and maintained Custom MS Access 2002 Database (VB & SQL queries) for the Proprietary Ingredient Formulation a High-Security Location of The Coca Cola Company
- Worked heavily with MS Access 2002/3/7 database formats and MS SQL 2005 database formats for exchanging data between them.
- Collaborated with 3rd Party SAP Business One Consultants on 18 month Database conversion project.
- Served as Business Consultant – Business Liaison between project management team and SAP developers.