**Gregory J Clethen**

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* **Principal Architect -** with twenty years of experience of demonstrated success in technology solutions, business transformation solutions and automation, aligning information technology with business goals that are versatile, efficient and scalable
* **Advanced knowledge** in development methodologies and processes contributing to technology improvement initiatives in regards to architecture, design, development and implementation of software solutions.
* **Excellent troubleshooting skills** – ability to analyze code, business cases and process to find root cause symptoms and resolve using cost-effective and responsive solutions.
* **Strategic Leadership** – with a sense of purpose and direction that focuses on Best Practices, Process Improvement, overseeing of Technology Strategy and Directions Roadmaps and mentoring Junior and Senior Developers

**Professional Experience**

**Raytheon Technologies, Inc., McKinney TX.**

***Principal Enterprise Solution Architect – Application and Analytics –*** *7/21– Current*

Principal Architect that works closely with high-performing DevOps teams to architect application, data analytics and AI/ML/COTS solutions that are aligned with and enable business strategies and objectives.

* Collaborates and applies expertise to direct technical architecture roadmaps, evolutions and transitionary phases of work at varying levels of detail.
* Guides both new solutions and evolutions of existing applications. Contributes key guidance on how applications and AI-enabled solutions are architected, developed and deployed
* Create and apply reusable, repeatable architecture patterns using industry-leading frameworks and standards to develop concepts for digitally transformative solutions.
* Map business capabilities, leverage accelerators, while also identifying gaps in business architecture in order to bring forth clarity overlapping business functions and capabilities
* Focuses on the identification and development of reusable components, patterns, frameworks and reference architectures to reduce overall system maintenance and development costs, while simultaneously maximizing the reliability, expandability and security of solutions.
* Leads technical and design discussions with business teams and stakeholders. Identifies gaps and works to develop architectural vision, strategy and deliverables to address gaps, and documents architectural artifacts.

**Blue Cross Blue Shield of Louisiana, Baton Rouge, La.**

***Senior Enterprise Solutions Architect -*** *6/18 – 7/21*

Technical advisor that provides leadership and consulting on information technology aligning enterprise and system architecture with business strategy and vision.

* Work closely with technical leaders of application and integration teams as well as other architects to evaluate and continuously improve integration and development methodologies.
* Provide technology leadership and oversight to the enterprise solution architecture in the areas of standardization, roadmaps, cloud based solutions, automation and governance.
* Ensure adoption of Enterprise Architecture to facilitate collaboration, increase efficiency, and promote creative innovation across functional areas across all levels of the organization.
* Work in partnership with business leaders, subject matter experts and IT agile teams, to align business capabilities and value streams to technological solutions
* Create Business Capability Models that will allow for the decoupling of business capabilities into supporting capabilities for current and future state. (BCRM)
* Partnered with CX/DX IT and Business teams in the architectural and design of digital and automated solutions.
* Assessed digital marketing trends and products in order to evaluate fit for purpose and alignment with overall Application, Digital and Data Architecture
* Work with enterprise architecture team and various technology stakeholders in order to establish and maintain an enterprise architecture artifact and asset repository.
* Partner with business leaders throughout the organization to lead and drive change to cloud based solutions
* Ensure enterprise architecture integration design patterns are applied with architecture.
* Perform vendor evaluations, develop RFP / RFI / RFQ documents, along with providing risk assessments and recommendations to Senior Leadership
* Assist in ensuring security and network architecture was aligned with overall solution architecture.
* Led development of architecture artifacts and diagrams leveraging metamodel architecture tools such as Archimate and UML
* Align Solution Architecture with strategic roadmaps such as migration plans, business processes and departmental goals

**Blue Cross Blue Shield of Louisiana, Baton Rouge, La.**

***IT Manager (Interim) -*** *7/17 – 06/18*

Provide leadership and direction for 14 employees consisting of consultants, developers and architects.

* Help establish asset management best practices by tracking technology assets from vendor purchases to upgrades
* Reduce operational expenses and improved customer service levels, by improving operational efficiencies and training while reducing turnover
* Perform performance reviews
* Led special projects that were completed on time and within budget constraints, while also ensuring they align with IT Business strategic plan and requirements
* Monitored and tracked resource capacity to support projects and operational support through all phases of project.
* Provide reporting to senior management on projects and compliance to help establish metrics and service level agreements
* Provide mentoring, coaching, training and development opportunities to team members, enabling them with ability to build new skills and increase overall value

**Blue Cross Blue Shield of Louisiana, Baton Rouge, La.**

***Applications Architect –*** *6/15 – 7/17*

IT Provider and Network Operations Architect for Value Based Programs and Provider Manger System.

* Lead and manage an agile team consisting of offshore consultants and IT developers on IT Corporate Projects.
* Formulate strategic plans for process and component development in order to achieve efficiency, maintainability and flexibility for current and future project deliverables.
* Analyze and define client’s business strategy and determine system architecture requirements in order to achieve defined business goals.
* Recommend architectural improvement, design and integration solutions, and formulate methodologies to optimize object-oriented solution’s and database development.
* Work with project architects and managers to design and implement best practices across different IT functional areas
* Perform code reviews on ETL processes and BI Reports
* Serve on Enterprise Data Governance committee in order to provide input on data mining and quality, security and metadata repository.
* Delivered solutions using Agile/Scrum methodology
* Architect and Technical Program Manager on design and build of Quality Programs consisting of Payment Models, Performance Metrics, Provider Registry, Quality Measures and Claims/Member attribution.

**Georgia-Pacific Corporation, Port Hudson, La.**

***Senior System Analyst****/****IT Automation Lead,*** *11/08 – 6/15*

Technology Program/Project lead for the planning, architecture and integration design for new consumer product

downtime and production systems. Develop and customize software for multiple area client base.

* Liaison between business and technical areas in facilitating and delivering vendor and customization software solutions systems – able to merge user and customer needs to business requirements on-time and on-spec.
* Contributed software expertise in the development of interfaces and applications through the

software lifecycle, from requirement definition through successful deployment.

* Collaborated with key stakeholder on cost-analysis and enterprise application integration, by selecting tools

that align with business strategy-while specifying and defining shared data sources and code resources

* Introduced methodologies, best practices and solutions that reduced cost and increased value for consumer product areas.
* Assist local accounting dept. with reconciling of vital transactions and consumption.
* Provided user requirement analysis, design and programming support for Web applications accessed by all company users.
* Participated in the conversion of older software solutions into newer efficient technology solutions.
* Worked closely with plant area leaders to define, initiate, schedule and manage cost of projects associated with IT.
* Created and implemented interface applications to transfer data to SQL Server from flat files and existing cross-network SQL servers. Performed data reconciliation, validation and error handling during interface applications processes.
* Designed, deployed and delivered complex reports using Crystal, SQL server reporting and Microsoft Excel. (Ad Hoc, Frequent and Summary Reports, Drill Down, Dynamical grouping, graphical and aging reports)

**Blue Cross Blue Shield of Louisiana, Baton Rouge, La.**

***Advisory Programmer/Analyst,*** *3/07 – 11/08*

Served as IT support and developer for Medical Management Dept. by administering and developing

web, desktop and reporting applications for day-to-day operations.

* Designed dashboards and reports by performing data extractions using - Oracle, Crystal Reports, .Net and SQL server
* Estimated new project and goals and scope, translated business needs from clients into software solutions
* Install and maintain client software applications and handle all client server upgrades.
* Developed a strong understanding of health care industry - medical claims, provider networks, enrollment, compliance, and care management.

**Blue Cross Blue Shield of Louisiana, Baton Rouge, La.**

***Senior Programmer/Analyst,*** *10/00 – 3/07*

Developed and designed user information solutions and Internet applications for provider reimbursement and

claims areas.

* Implemented new programs; perform discovery, coded, tested, and implemented changes to existing systems; analyzed and resolved programming problems
* Implement conversion of Legacy to Facets for claims payment HMO and dental lines
* Lead, design, created and implemented new Blue Exchange Provide portal for EDI Transactions
* Lead, design and implemented changes to Internet scope of the PETS system, iLinkBlue and GCS systems for Facets
* Designed and implemented payment registers and fee schedule for providers and business entities
* Created stored procedures to improve performance, data integrity and to assist in data migration from Legacy to Facets
* Member of Diversity and Inclusion Council

**Technical Skills**

* **Architecture Experience:** .NET, C#, C++, Java Script, Java, MVC, Azure Visual Studio, jQuery, PI System – OSI, SOA, XML, ServiceNow, Entity Framework, RPA (Robotic Process Automation), Java, Spring Boot, Jenkins, Dynamics 365
* **ETL and Database tools**: SSIS, SQL Server 2008/2012, DB2, Oracle, Looker (Looker), Sybase, SQL Query (Select Statements, Views, Joins, Stored Procedures, Indexing)
* **DevOps**: GitHub, Docker, Maven and Azure
* **Reporting and Collaboration Platforms:** Agile Point**,** Business Objects, SharePoint, Team Foundation Server (TFS), Tableau, Crystal Reports, JIRA, Eclipse, SSRS
* **Enterprise and Business Architecture/Tools:** TOGAF, UML, Provision, Archimate
* **Change Management:** ServiceNow (Incident Management, Application Portfolio Management)
* **Monitoring Tools:** ELK Stack, AppDynamics
* **Project and Product Management**: Agile, SCRUM Methodology, Microsoft Project, Provision and JIRA

**Education**

**Bachelor of Science: Computer Science** **Louisiana State University – Baton Rouge, La**

**ITIL Certification**