GUILLAUME CLEMENT

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ABOUT ME

I am an experienced technology professional with over 10 years of technical experience as an analyst, lead developer, architect, and director specializing in Adobe Enterprise technology.

With a broad understanding of enterprise technology, a deep technical skillset, and focus on software related delivery methodologies, I spend most of my time applying my technical and management skills to larger teams to efficiently develop and deliver scalable solutions using iterative methodologies.

SKILLS

Leadership: ★★★★☆

Delivery: ★★★★★

Sales: ★★★★☆

Implementation: ★★★★★

Solution Design: ★★★★★

EXPERIENCE

DIRECTOR, PROFESSIONAL SERVICES

2017 - Now

As a director, my role includes ensuring the success of client engagements from qualification to delivery and post-delivery support while managing a blended, onshore, and client integrated professional services team. My technical skills and expertise include solution design (w/ focus on DevOps, CI/CD, and IaC principles), product road-mapping, AGILE delivery (SCRUM, LEAN), business analysis and mentoring.

PROFILE

SECURITY CLEARANCE

 – **Level:** Secret
 – **Expiry:** 2025

LANGUAGES

 – French
 – English
 – Spanish (Basic)

CERTIFICATIONS

 – Adobe Experience Manager Forms Developer
 – Adobe Accredited Business Practitioner, Adobe Experience Manager
 – Adobe Accredited Developer, Adobe Experience Manager
 – Adobe Accredited Sales Specialist, Adobe Experience Manager

EMPLOYMENT

DIRECTOR, PROFESSIONAL SERVICES

AFTIA Solutions, Ottawa, Ontario   2017 – Now

As a director, my role includes ensuring the success of client engagements from qualification to delivery and post-delivery support while managing a blended, onshore, and client integrated professional services team. My technical skills and expertise include solution design (w/ focus on DevOps, CI/CD, and IaC principles), product road-mapping, AGILE delivery (SCRUM, LEAN), business analysis and mentoring.

Even though my time is now spent applying my organizational and leadership skills to larger teams, my current responsibilities still allow me to keep my technical skills very sharp. From prototyping and exploratory testing, to highly technical integrations, this role allows me to "get my hands dirty" daily as I lead my team and ensure that all members are equipped to face the constant challenges.

SENIOR SYSTEMS ANALYST

AFTIA Solutions, Ottawa, Ontario   2015 – 2017

As a Senior Systems Analyst, I held a very technical and multi-faceted role which allowed me to use and continue developing many skills including solution design and architecture, development, project management/ownership, and more to deliver some of the world's largest projects using Adobe Enterprise technology.

As a key team member, my understanding and application of all relevant technical concepts, as well as my ability to communicate and manage user expectations, often resulted in my appointment as team lead or project owner. My passion and ability to efficiently navigate both business and technical challenges allowed me to excel at this role and to quickly provide value to team members and customers alike.

SENIOR SYSTEMS ANALYST

Independent Contractor, Ottawa, Ontario   2015 – 2015

During this transitional role, I learned a lot about the inner workings of a business. From sales to accounting and delivery, this period helped me develop a very resourceful personality and set of skills.

Leaving my previous position in search of new challenges and opportunities, I continued to hold a primarily technical and advisory role working directly with customers and enterprise clients before taking on significant responsibilities in what would soon become my next venture.

SYSTEMS ANALYST

4Point Solutions, Ottawa, Ontario   2013 – 2015

As a Systems Analyst part of a professional services organization, I helped develop a new line of business which became known as the rapid engagement team. As part of this hybrid rapid-response team, my duties involved managing and delivering professional services engagements from business analysis, and requirements gathering to architecture, development, and mentoring of client teams in order to guide these teams through the delivery of enterprise solutions while implementing industry best-practices.

With a focus on providing client value as quickly as possible, my ability to communicate, manage client expectations, and work with sales teams to guide clients through successful implementation phases helped me quickly gain recognition in this role.

TECHNICAL SUPPORT CONSULTANT

4Point Solutions, Ottawa, Ontario   2012 – 2014

In this introductory role, I joined an existing team offering enterprise support to customers using Adobe Enterprise technology across North America. From environment architecture, installation, deployment, research, development, best practices recommendations, to performance and security testing, this role provided me with the ultimate foundation required to expand my technical skills and gain a deep understanding and familiarity with full-stack development and applications.

Although having held technical responsibilities previously, this being my first post-college education role meant that I brought a lot of energy and excitement to the team. Hungry for more, I made a habit of overdelivering and providing maximum value to customers which eventually lead to my migration towards professional service delivery.

EDUCATION

COMPUTER SYSTEMS TECHNOLOGY

La Cite Collegiale, Ottawa, Ontario   2010 – 2012

This program allowed me to acquire the necessary skills and knowledge to install, configure, troubleshoot and manage computer systems, devices, and local/wide area networks. It covered topics such as the design and implementation of client/server models, data storage, web application principles, domain and federation services, object-oriented programming, task automation and scripting, administration and configuration of networking peripherals, and network security.

Classes included:

- – Programming and Algorithms (Level 1 & 2)
- – Algebra and Trigonometry applications
- – Operating Systems architecture
- – UNIX and Windows server administration
- – Database architecture and administration
- – Network Security and Hardening
- – LAN and WAN routing architecture (Cisco CCNA)

PROJECT HISTORY

ADOBE SYSTEMS

AEM Forms We.Finance Reference Project   March 2019 - July 2019 (5 months)
Lead, Director of Professional Services

Project Description

Led the development of a multi-solution user reference package for use by technical users for proof of concept demonstrations, and pre-sales implementations by public and private sector sales forces.

Tasks Performed

- – Creation of user flow, user interaction, user experience, and design guidelines
- – Architecture and development of AEM Forms Adaptive Forms and Interactive Communications user interfaces, workflow development, external systems integration, and package automation

Environment

AEM 6.5, Adaptive Forms, Interactive Communications, Swagger/OpenAPI, JackRabbit, OSGI Development, Sling, GIT, Maven, SCRUM

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA

Form Migration, Proof of Value   March 2019 - April 2019 (2 months)
Lead, Director of Professional Services

Project Description

Team mentoring and solution architecture of AEM Forms implementation.

Tasks Performed

- – Team lead and project oversight
- – Solution architecture and design
- – Implementation of minimally viable product

Environment

AEM Forms 6.4, OSGI Development, HTML5 Forms, Sling, GIT, Maven, Kanban

ROYAL CANADIAN MOUNTED POLICE

Adapted Curriculum Delivery   November 2018 - March 2019 (5 months)
Lead, Director of Professional Services

Project Description

Creation and delivery of adapted curriculum to development and administration team.

Tasks Performed

- Creation of adapted training materials and "day in the life of" curriculum
- Overview of product features, development, best practices, and industry standards
- In class delivery of training materials and one-on-one sessions

Environment

AEM Forms, Sites, and Asset 6.4, HTL, Sling Components, OSGI Development, Workflow Development, Assets Metadata Schemas, Javascript/ECMA, Sling, GIT, Maven

ADOBE SYSTEMS

AEM Forms We.Gov Reference Project   September 2018 - March 2019 (7 months)
Lead, Director of Professional Services

Project Description

Led the development of a multi-cloud, and multi-solution user reference package for use by technical users for proof of concept demonstrations, and pre-sales implementations by public and private sector sales forces.

Tasks Performed

- Creation of user flow, user interaction, user experience, and design guidelines
- Architecture and development of AEM Sites multi-page site using extended core components, AEM Forms Adaptive Forms and Interactive Communications user interfaces, workflow development, external systems integration, and package automation

Environment

AEM 6.5, Adaptive Forms, jQuery, GuideBridge, AJAX, Interactive Communications, HTL/Core Components, Bootstrap 4, OSGI Development, Sling, OData, OAuth, Adobe Sign, Microsoft Dynamics, GIT, Maven, SCRUM

SANDIA NATIONAL LABORATORIES

Internal Asset Migration   September 2018 - November 2018 (3 months)
Lead, Director of Professional Services

Project Description

Architected out of place AEM Forms and Assets migration and combination to a new platform version and architecture.

Tasks Performed

- – Creation of new architecture and topology and solution design.
- – Research and development of migration tools and solution migration.

Environment

AEM Assets and Forms 6.4, Swagger/OpenAPI, HTL, OSGI Development, Sling, GIT, Maven, Kanban

PRINCIPAL FINANCIAL

Advisor Onboarding Application   September 2018 - October 2018 (2 months)
Lead, Director of Professional Services

Project Description

Architected AEM Forms and Adobe Sign custom user flow and integration.

Tasks Performed

- – Solution architecture, design, and user flow definition
- – Use of RESTful APIs and OSGI servlet development for platform integration.
- – Proof of concept development and creation of minimally viable product

Environment

AEM Forms 6.4, OSGI Development, Sling, GIT, Maven, Kanban

CALIFORNIA STATE UNIVERSITY FULLERTON

Electronic Registration Application   September 2018 - October 2018 (2 months)
Lead, Director of Professional Services

Project Description

Team mentoring and solution architecture of AEM Forms implementation.

Tasks Performed

- – Team lead and project oversight
- – Solution architecture and design
- – Implementation of minimally viable product

Environment

AEM Forms 6.4, OSGI Development, Sling, GIT, Maven, Kanban

CARMAX BUSINESS SERVICES

eDocs Initiative
Advisor, Director of Professional Services

March 2018 - August 2018 (6 months)

Project Description

Played a key role in the architecture and foundational work of a document generation and electronic signature solution used to automate and complete vehicle purchase transactions in a completely digital context.

Tasks Performed

– In charge of the assembly of a new technical team and gathering of organizational requirements.
– Led development activities and systems architecture to develop a CI/CD development and user-generated content deployment model.
– Created solution roadmaps for phased implementation and integration approach of new systems with minimal changes to legacy systems while planning for eventual organization re-platform.

Environment

AEM Forms OSGI 6.4, Adobe Sign, OSGI Development, Apache Sling, Adobe Sign SDK, RESTful integration, Azure Cloud, TeamCity, GIT, Maven, SCRUM

FOOD AND DRUG ADMINISTRATION

FDA eFieldX Initiative
Advisor, Director of Professional Services

June 2017 - March 2018 (10 months)

Project Description

Led the redesign of an existing pilot application in order to push application through pilot phases and to production. The application redesign included a number of optimizations, a revised testing/build process, and strict source control protocols. The performance optimizations resulted in a web application that was 52x faster than the previous design.

Tasks Performed

– Led the redesign development and standards implementation within a cross-functional onshore team as part of the Food and Drug Administration (FDA) eFieldX initiative.

- Developed and designed an AEM Forms mobile first field inspection data capture application for roll out across the organization while enforcing development best practices, and strict release management procedures using iterative methodology.

Environment

AEM Forms JEE 6.2, Workspace, Mobile Workspace, PhoneGap, Adaptive Forms, Human centric processes, OSGI Java services, WSDL Integration, jQuery, BackBone, UnderScore, AngularJS, GIT, Maven, MVC pattern, SOA architecture, SCRUM

TENET HEALTHCARE

Physician Application Digitization
Lead, Director of Professional Services

November 2017 - December 2017 (2 months)

Project Description

Architecture and solution review of AEM adaptive forms implementation and integration with Pega workflow solution.

Tasks Performed

- Solution architecture review and recommendations
- Reusable client library and services development
- Customized SOAP API integration review and refactoring

Environment

AEM Forms 6.2, Javascript, jQuery, OSGI Development, Sling, GIT, Maven, Kanban

AMERICAN CENTURY INVESTMENTS

Simple Forms Application
Lead, Director of Professional Services

May 2017 – June 2017 (13 months)

Project Description

Architecture planning and project success management for field worker client application and review process.

Tasks Performed

- Architecture planning for Adaptive Form submission, and approval process
- Adobe Sign integration with AEM Forms JEE and OSGI Workflows
- Sprint planning and reporting with MVP focus
- Implementation of Scrumban methodology with direct client and stakeholder visibility
- Release road mapping which included a Sprint 1 release to client after the first 10 days of development

Environment

AEM Forms JEE 6.2, Adobe Sign, Workspace, Human-centric processes, Adobe Sign SDK, RESTful integration, Adaptive Forms, UnderScore, GIT, Maven, SCRUM

ADOBE SYSTEMS

AEM Forms Architect Exam   May 2017 - June 2017 (2 months)
Lead, Director of Professional Services

Project Description

Participated in the creation and authoring of an Adobe Certified exam for AEM Forms Architects as a senior subject matter expert.

Tasks Performed

– Involved in the definition of minimally qualified candidates and definition of topics required for the testing of cognitive abilities.
– Senior Subject matter expert responsible for the creation of exam questions and answers, and supporting material by following industry-standard testing protocols

Environment

Subject Matter Expertise - AEM Forms JEE/OSGI 6.4, Cognitive Testing, Question Composition

ADOBE SYSTEMS

AEM Forms Developer Exam   March 2017 - April 2017 (2 months)
Lead, Director of Professional Services

Project Description

Participated in the creation and authoring of an Adobe Certified exam for AEM Forms Developers as a senior subject matter expert.

Tasks Performed

– Involved in the definition of minimally qualified candidates and definition of topics required for the testing of cognitive abilities.
– Senior Subject matter expert responsible for the creation of exam questions and answers, and supporting material by following industry-standard testing protocols

Environment

Subject Matter Expertise - AEM Forms JEE/OSGI 6.4, Cognitive Testing, Question Composition

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

Licensing and Certification Initiative
Lead, Director of Professional Services

January 2017 - May 2017 (5 months)

Project Description

Development of public facing Licensing and Certificate self-serve forms portal and internal managed review and approval workflow using AEM Forms 6.1.

Tasks Performed

– Forms Portal Page and Theme creation
– AEM Forms JEE process submission and Forms Portal redirection with application ID persistence
– AEM Forms JEE Process Management process creation and Workspace Customization
– Custom DSC creation for DocuSign integration with AEM Forms JEE process
– DocuSign callback integration with AEM Forms JEE process
– OSGI Proxy Servlet creation for Publish server pass through to JEE processing server with IP and URL whitelisting

Environment

AEM Forms JEE 6.2, DocuSign, RESTful Integration, Workspace, Human centric processes, SOAP, HTML5 Forms, GIT, Maven, Kanban

CHARLES SCHWAB

Regulatory Communications Documents & Forms
Advisor, Director of Professional Services

March 2016 - Present

Project Description

Advised program directors and several development teams on a number of projects regarding topics ranging from architecture, development and deployment strategies.

Tasks Performed

– Involved in overall system architecture, implementation, development strategies, team composition, and delivery methodologies.
– Led a remote team composed of architects, developers, and form developers responsible for the co-delivery of client solutions

Environment

AEM Forms JEE 6.4, Internal Solution Development, Global Data Model Standardization, Vue.js, React, Angular.js, JSON(S), XFA, GIT, Kanban

CENTERS FOR MEDICARE & MEDICAID SERVICES

Adobe Experience Manager Development
Project Owner and Team Lead, Senior Systems
Analyst

March 2015 - January 2017 (22 months)

Project Description

Played a key role in the delivery of the world's largest AEM Forms implementation for Center for Medicare and Medicaid Services (CMS) under the Affordable Care Act.

Tasks Performed

– Took a major role in the development of an AGILE practice within Adobe Professional Services team.
– Helped facilitate collaboration between giants of the industry like Accenture, Booz Allen Hamilton, MIDAS, NPC, and the Adobe team
– Pushed the boundaries of the AEM Forms 6.1 Adaptive Forms technology through customizations and component extension
– Developed custom AEM Forms Correspondence Management Letter approval workflow using AEM Assets technology
– Extended platform workflow functionality and created a custom workflow engine extension using OSGI services
– Developed large scale Correspondence Management batch processing application

Environment

AEM Forms OSGI 6.1, Correspondence Management, AEM Workflows (OSGI), OSGI Servlets and Services (Sling), Bootstrap, jQuery, DataTables, Sightly(HTL), GIT, Maven, MVC pattern, SOA architecture, SCRUM

CENTERS FOR MEDICARE & MEDICAID SERVICES

Adobe LiveCycle Development
Senior Systems Analyst

March 2015 (1 month)

Project Description

Adobe LiveCycle Form and Process Development (world's largest Adobe LiveCycle implementation based on volume of documents generated).

Tasks Performed

– Advanced form development and API extension
– Form and fragment hierarchy planning of large scale form repository
– Implementation of custom Section 508 libraries, and development practices
– High volume application review and development
– Custom DSC development
– Application release and deployment
– Implementation planning and collaboration

Environment

AEM Forms JEE 6.1, XDP Forms, 508 Accessibility, Advanced XDP Fragment Management, Pure JS, GIT, Maven, SCRUM

VETERANS AFFAIRS CANADA

Environment Upgrade and Capacity Planning   February 2015 (1 month)
Senior Systems Analyst

Project Description

Out-of place upgrade of multi-tiered, clustered, Adobe LiveCycle environment and application deployment on IBM Websphere Application cluster and migration of database.

Tasks Performed

- Upgrade to Adobe Experience Manager Forms 6.1
- New clustered environment implementation
- Cluster configuration and upgrade documentation

Environment

Adobe LiveCycle ES4, IBM WebSphere Application and Web Server, Microsoft SQL Server

EGNYTE INC.

Document Security Implementation Planning   Jan 2015 – Jan 2015 (1 month)
Systems Analyst

Project Description

Adobe Experience Manager Forms Document Security capacity planning and proof of concept implementation.

Tasks Performed

- Demo development and integration POC
- PDF conversion and native document protection testing
- Adobe Experience Manager Forms Document Security API extension

Environment

Adobe LiveCycle ES4 Document Security, Java, Directory Service Components (DSC)

CALIFORNIA STATE UNIVERSITY FULLERTON

Environment Upgrade   Jan 2015 – Jan 2015 (1 month)
Systems Analyst

Project Description

Adobe Experience Manager Forms environment upgrade.

Tasks Performed

- – Upgrade planning and environment configuration
- – Environment security implementation and configuration

Environment

Adobe Experience Manager Forms 6.0, JBoss, MySQL, OAK

DAVITA HEALTHCARE PARTNERS

Claim Render Application Review   Dec 2014 – Dec 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle Output implementation

Tasks Performed

- – Restructuration and re-design of existing application
- – High volume batch printing application capacity planning and development
- – Self-aware asynchronous application logic development
- – Printer configuration and large-scale print testing

Environment

Adobe LiveCycle ES4, advanced short-lived process modeling, high availability batch processing, Java, Directory Service Components (DSC), asynchronous programming

MERRILL CORPORATION

Document Security Implementation   Dec 2014 – Dec 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle Rights Management Implementation, and customized web service creation for homegrown system integration.

Tasks Performed

- – Custom Authentication and Authorization data store implementation

- Large scale document security application development
- Custom DSC and WSDL development
- Multi-tiered web layer implementation

Environment

Adobe LiveCycle ES4 Document Security, OSGI service development, SOA architecture, Java, Directory Service Components (DSC)

DESJARDINS GROUP

Adobe LiveCycle Implementation and Training   Nov 2014 – Nov 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle implementation, team mentoring, and training.

Tasks Performed

- Customized training delivery and mentoring
- Third-party application integration
- SOA based security implementation and configuration

Environment

Adobe LiveCycle ES4, custom training and mentoring, short-lived process development

MANITOWOC CRANES

Electronic Drawing Conversion   Sep 2014 – Sep 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle PDF Generator implementation.

Tasks Performed

- High volume application development and implementation
- AP System integration
- Environment Security configuration
- AEM Forms 6.0 Upgrade

Environment

Adobe LiveCycle ES4, PDF Generator, short-lived process development

MITSUBISHI POWER SYSTEMS

SharePoint Integration
Systems Analyst

Sep 2014 – Sep 2014 (1 month)

Project Description

Adobe LiveCycle Rights Management implementation and configuration.

Tasks Performed

– SharePoint integration and configuration
– Environment security design and configuration

Environment

Adobe LiveCycle ES4, Rights Management, Microsoft SharePoint integration (REST)

CHAMBERLIN EDMONDS

Advocate Pro Application
Systems Analyst

Aug 2014 – Aug 2014 (1 month)

Project Description

Adobe LiveCycle Process Management implementation.

Tasks Performed

– PhoneGap Mobile Workspace application extension, customization,
  development and preparation
– XFA Form development and implementation
– Field Worker application development review

Environment

Adobe LiveCycle ES4, Mobile Workspace, PhoneGap (Cordova), HTML5 Forms,
Human centric process development, Android Studio

JOHN DEERE & COMPANY

Adobe LiveCycle Implementation
Systems Analyst

Aug 2014 – Aug 2014 (1 month)

Project Description

Architecture and implementation of large-scale, multi-tiered, Adobe LiveCycle server
farm rollout with staged server role definitions.

Tasks Performed

– Analysis and review of previous environment

- Capacity planning and implementation of upgraded environments
- High volume, large scale implementation and configuration of multiple clustered environments
- Custom monitoring application development
- Disaster recovery planning and configuration
- Custom DSC development and implementation

Environment

Adobe LiveCycle ES4, PDF Generator, short-lived process development, BigIP routing, disaster recovery

WELLS FARGO

Environment Review   Jul 2014 – Jul 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle Implementation review and team mentoring.

Tasks Performed

- Large scale upgrade planning and performance tuning
- Development training and mentoring
- eSignature and document assembly process design

Environment

Adobe LiveCycle ES4, Oracle WebLogic, Oracle DB

DELL

LATAM Expansion   Apr 2014 – Apr 2014 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle implementation and environment rollout.

Tasks Performed

- Unix configuration
- WebLogic deployment

Environment

RHEL, Oracle WebLogic, Oracle DB, Adobe LiveCycle ES4

PRATT AND WHITNEY (UTC)

Document Security Implementation
Systems Analyst

Apr 2014 – Apr 2014 (1 month)

Project Description

Adobe LiveCycle Rights Management implementation.

Tasks Performed

– Large scale document security configuration
– Multi-tiered web layer implementation
– Custom DSC review and extension

Environment

Adobe LiveCycle ES4, Rights Management, OSGI Service development

SANTEE COOPER

Managed Review Application
Systems Analyst

Oct 2014 – Oct 2014 (1 month)

Project Description

Adobe Experience Manager Forms 6.0 Implementation.

Tasks Performed

– Managed review and approval application development
– Email based mobile compatible implementation
– Custom toolkit and DSC development

Environment

Adobe Experience Manager Forms 6.0, human-centric process development, Workspace

FORD MOTOR COMPANY

ESB eForms
Systems Analyst

Nov 2013 – Nov 2013 (1 month)

Project Description

Adobe LiveCycle Single Sign-On implementation.

Tasks Performed

– Environment performance tuning

- XFA Form API development including web session extension, digital signature validation, watermarking
- Customized implementation and PEGA System integration

Environment

Adobe LiveCycle ES4, XDP Forms, Acrobat/XFA JavaScript, PEGA, RESTful integration

HBO LATIN AMERICA

Onboarding Process   Sep 2013 – Nov 2013 (1 month)
Systems Analyst

Project Description

Adobe LiveCycle Process Management Implementation.

Tasks Performed

- Mobile Form development
- WSDL development and interaction with dynamic XFA forms
- Human centric workflow development and implementation

Environment

Adobe LiveCycle ES4, HTML5 Forms, Workspace, human-centric process development