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Summary

- Possesses a deep experience and exposure to SDLC (Software Development Life Cycle) concepts regarding Windows, Unix, HP-UX and Cloud project implementations
- Extensive working knowledge of software, operating systems, and hardware
- In-depth experience performing analytical, technical, and administrative work in the planning, design, and installation of new and existing computer systems
- Outstanding communication skills both orally and in written documentation

Professional Experience

Leidos, San Antonio Texas (June 2025 – Present)
Scrum Master and Cyber Warfare Release Coordination Manager

- Lead and facilitate all core Agile ceremonies, including daily stand-ups, sprint planning, backlog refinement, Sprint Reviews and retrospectives
- Facilitate cross-team coordination, manage dependencies, and escalate issues when needed
- Communicate the availability of new software releases to various system users
- Collaborate with various teams, including Development, Engineering, Service Desk, and PMO to escalate problems for resolution
- Align with the end users' schedules to make sure the upgrades can be done at a time that does not impact the ongoing missions
- Partner with configuration management and DevOps teams on environment readiness, code deployments and release coordination
- Communicate the availability of new software releases to various system users
- Align with the end users' schedules to make sure the upgrades can be done at a time that does not impact the ongoing missions
- Participate in sprint demonstrations and scrum-of-scrums to ensure alignment across multiple teams
- Maintain and enhance information radiators (e.g., burndown charts, velocity charts) to provide visibility and transparency into team progress
- Ensure that sprint goals, scope, and product vision are well understood by team resources
- Confirm team alignment with the Definition of Done (DoD) and Definition of Ready (DoR)
- Collaborate closely with Product Owners and technical leads to maintain a healthy, prioritized product backlog
- Assist in release planning, including dependency management and coordination across teams
- Help define and refine clear, testable acceptance criteria for user stories
- Facilitate the removal of impediments by working with Product Owners, leadership, and other stakeholders

Leidos, San Antonio Texas (Aug 2024 – June 2025)
Cyber Warfare Release Coordination Manager

- Communicate the availability of new software releases to various system users
- Align with the end users' schedules to make sure the upgrades can be done at a time that does not impact the ongoing missions
- Coordinate with the various system users to maintain an accurate status of all deployed systems, whether they are ready to support mission activities or not
- Track the repair status of systems that are not mission ready to make sure that actions are being taken and prioritized to move these systems back to mission ready status
- Collaborate with various teams, including Development, Engineering, Service Desk, and PMO to escalate problems for resolution engineering and development teams
- Understand the impact of recurring problems on end-users and Prioritize problems that have a significant impact

Torch Technologies, San Antonio Texas (July 2023 – Jan 2024)
Senior IT Project Manager (Oracle EBS/HRMS Configuration PM) – Randolph Air Force Base

• Lead and direct USAF (United States Air Force's) Oracle HCM/HRMS project implementation
• Review and analyze conformance to CDRL requirements
• Oversee Configuration Management, Quality Assurance/Program/Project/Risk Management and Software
   Engineering support services in accordance with DOD/USAF and Air Force Material Command (AFMC)
• Provide program development with sustainment contracts and local policies relative to configuration management
   practices
• Conduct and support USAF (PCA) Physical Configuration Audits and (FCA) Functional Configuration Audits
• Track and manage proposed and approved changes throughout the USAF (United States Air Force's) system
   development and sustainment lifecycle
• Adhere to Agile transformation initiatives and milestones

Hewlett Packard Enterprise, San Antonio Texas (Dec 2022 – Feb 2023)
IT Private Cloud Project Manager

• Manage and provide guidance to 27 inflight private cloud migration projects.
• Provide vendor support for DXC/Wipro and HCL third party PMO towers
• Interact and coordinate project modifications with fellow HPE PMO tower resources
• Adhere to Agile project methodology

Raft LLC, San Antonio Texas (July 2022 – Sept 2022)
Senior Product Manager

• Manage and provide guidance to LevelUP USAF contract resources
• Responsible for managing products and services (both existing and new) within the Department of Defense (DoD)
• Take ownership of all aspects of IT Service Management (ITSM) capability of a Department of Defense (DoD)
   unified software development platform
• Guide future maturation of the ITSM capabilities
• Lead the combined team in effective decision-making across a range of complex issues including scope, design,
   and architecture to ensure projects are delivered on time and within budget.
• Organize the scrum process including prioritized user stories and backlog management, facilitate meetings, and
   ensure agile principles are appropriately applied to team and project activities.

Unisys, San Antonio Texas (Aug 2021 – May 2022)
Cloud Service Delivery Manager (AWS/Azure/Oracle OCI)

• Manage and provide guidance to 27 Global Cloud FTE resources
• SAP and ERP Cloud migration Service Delivery Manager (State of Nevada/State of Virginia/State of North
   Dakota/State of Kansas/State of Georgia and State of California
• Demonstrate technical leadership guidance to State Agencies who utilize AWS/Azure/Oracle OCI technologies
• Monitor and track PMO sponsored initiatives that align to Unisys' public cloud tower for restricted accounts
• Manages the performance of internal and external service providers

Mission Cloud, San Antonio Texas (Mar 2021 – Aug 2021)
AWS DevOps Program Manager

• Utilize Confluence (Atlassian) and Jira (Atlassian/Service Management)
• Plot program and project workflows via Kanban boards as well other Atlassian tools
• Monitor and adjust project deliverables to identify risks for AWS DevOps team members in relation to the building
   out of a variety of new AWS accounts
• Provide Program Management directives regarding a variety of AWS DevOps global projects.

WellMed Medical Management, San Antonio Texas (June 2020 – Feb 2021)
Senior IT Infrastructure Project Manager

• Lead and execute multi-disciplined Oracle Exadata X6-2 to X8-2 migration effort utilizing Waterfall methodology
• Coordinate and facilitate Oracle/ACS vendor relationships as well as provide project related
   communications
• Develop and enhance relationships with key stakeholders, acting as a trusted advisor and key point of
   contact actively managing expectations and monitoring satisfaction levels and service adoption
• Align project budget forecasts in via ServiceNow's Service Management suite

Cognizant (Mylan Pharmaceuticals/DPT Labs), San Antonio Texas (Feb 2020 – June 2020)
IT Infrastructure Program Manager

• Manage and oversee 100+ Global Contract Drug Development and Pharmaceutical Manufacturing
  Services IT projects utilizing a Waterfall Methodology
• Lead the creation of project management plans that clearly define project scope, assumptions, risks and
  overall project approach
• Drive compliance with the IT Quality processes and Mylan SDLC process
• Analyze scope of work to define project goals, prioritize project activities as per project plan and resources

Acelity (3M), San Antonio Texas (Sept 2019 – Oct 2019)
Senior Functional Project Manager

• Partner with the Acelity Vendor Management Office (VMO) to lead the implementation and adoption of a
  custom ServiceNow vendor governance tool and its framework
• Adhere to PRINCE2 methodology in the development and execution of detailed project plans to monitor
  and track project progression
• Perform risk management to minimize project impact as directed by the (PMO) team

Alcon (Spinoff from Novartis), Fort Worth Texas (Jan 2019 – Aug 2019)
Information Technology Expert

• Ensure regional alignment with global security operation center strategy
• SAP and ERP Global Data center migration experience
• Accountable for regional security incident response from identification through remediation
• Maintain the incident workflow and response plan
• Escalate according to defined criteria and track threats via Service Now
• Ensure security detection, protection, response, and recovery standards, processes and procedures are
  current and maintained
• Assist teams in Information Security & Risk Management, Architecture & Infrastructure Management as
  well as company business partners to ensure threats are responded to in a manner consistent with
  procedures
• Identify new threat tactics, techniques, and procedures used by threat actors
  environment
• Act as a subject matter expert (SME) on various aspects of IT Security within the Global Security
  Operations Center (SOC)

Novartis, Fort Worth Texas (Feb 2014 – Dec 2018)
Service Integration Expert

• Oversee the end-to-end integration of infrastructure GxP services delivered to partner organizations
  including Operations, Projects, Demand Forecasting and Application Infrastructure portfolio
• SAP and ERP Global Data center migration experience
• Capture demand for infrastructure services, in collaboration with Demand and Supply Management, by
  engaging early in IT projects from the respective IT Functions
• Develops and enhances relationships with key stakeholders, acting as a trusted advisor / key point of
  contact actively managing expectations and monitoring satisfaction levels and service adoption

Ernst & Young, Dallas Texas (Nov 2013 – Feb 2014)
Global Services Senior Associate

• Maintain and administer 450 devices containing E&Y fraud/forensic data in multinational locations
  This includes Centos Linux, Windows 2008 (hardware/VM), Brocade, and EMC/Isilon
• Support E&Y Fraud Investigation and Forensic Technology and Discovery Service team
• Collaborate and resolve Global Vulnerability Management remediation deficiencies with E&Y staff and
  external vendors

EOG Resources, Fort Worth Texas (May 2012 – Oct 2013)
Geoscience Applications Coordinator

• Provide applications support for Kingdom, Petra, Petrel, Enerdeq, TIBCO (OpenSpirit), TOAD, GeoSyn,
  TechLog and Transform Geological Oil and Gas applications
• Trouble shoot and resolve vendor related software implementation issues
• Coordinate, test, and certify new software releases with internal staff

Emdeon, Fort Worth Texas (Nov 2010 – May 2012)
Senior Systems Administrator

• IT SOX (Sarbanes-Oxley) Audit Compliance experience and HIPAA experience
• Ensure that IT SOX monthly and quarterly process owner and key control owner
  self-assessments are completed and reported timely
• Lead the IT SOX Assessment, including review, document, evaluate
  and report on the effectiveness of process design

Lockheed Martin Aeronautics, Fort Worth Texas (Aug 2009 – Nov 2010)
Sr. Systems Engineer -JSF F-35 Lightning Program

• Demonstrated skills in setting up configuring and troubleshooting all aspects that make up Storage Area
  Network (SAN) for F-35 Automated Logistics Information System (ALIS)
• (SAN) Fabric architecture (Zoning, logical unit number (LUN) Masking, and host bus adapter (HBA)
  hardware for F-35 Automated Logistics Information System (ALIS)
•Demonstrated Skills in setting up configuring and troubleshooting all aspects that make up Internet
  Protocol (IP) Switch Fabric architecture (Trucking, Routing, Fail Over)
• Mechanical skills required for assembling Enterprise Server Racks

Bank of America, Chicago, IL (Dec 2006 – Mar 2009)
Sr. IT Specialist/IT Consultant - Employer: CDI (IBM Consultant)

• Six Sigma LEAN methodology training by CDI Corporation
• Performed upgrades, test, and production implementations of Web based image applications for
  Bank of America's data centers
• SAP and ERP Global Data center migration experience
• Service Management/ITIL utilized by Peregrine Service Center
• Administer Microsoft Message Queuing (MSMQ) technologies residing on VMWare ESX servers
  running mission critical applications

State Farm Insurance, Bloomington, IL (Jan 2001 – Dec 2006)
System Engineer/IT Consultant
Employer: Technisource

•Build, implement, support, and test Windows 2000/2003, and Windows IIS servers
  running enterprise WAN/LAN based software application
• Assisted with the SDLC (Software Development Life Cycle) for various projects and implementations
•Administer Siebel Financials 7.8 CRM application
•Evaluate and solve long-term HPUX, Windows NT and Windows 2000/2003 issues
•Ensure that support teams are aware and have knowledge of ITIL (IT Infrastructure Library) processes,
  Service Delivery & Management, Incident, Problem & Change Management

Education: Bachelor of Arts – Communication - Western Illinois University, Macomb, IL