ALEXANDER CAMBAYA

9170 Forest Lane, Dallas, Texas
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mobile: **(415) 994 2306**

QUALIFICATIONS:

Over 20 years of experience in data processing, business analysis, project planning, development & implementation. Specializes in innovation, change management, process improvement, releases and continuous systems refinement. Completed ITIL v3 certifications & well-versed using iSeries, SYNON/CA2E, TeamForge, BMC Remedy ITSM. Involved in full Systems Development Life Cycle projects: planning, analysis, design, programming, quality testing, training, maintenance, production and end-user support. Strong attention to detail, highly organized, excellent/crisp communication and customer service skills. Adapts easily to change, works independently but also a team player. Very strategic, a goal achiever, committed, accountable, enthusiastic, willing to learn and has a great sense of humor.

PROJECT INVOLVEMENT:

DEC 2015 to Present – Sr Change Manager PBM Medicare Licensed Health Advocate (Humana, Dallas, TX)
- Work closely with project teams to provide solutions to complex requirements and client needs.
- Review UI/UX and other user testing documents for SOX compliance and delegate stakeholder support.
- Manage and advocate appropriate tasks for Medicare Parts A, B, Medicare Advantage and Part D (PDP).

OCT 2012 to DEC 2015 – Sr. Change Manager Project Owner, PBM Advisor (CVS Health, Dallas TX)
- Utilize Change Management tools like BMC Remedy to determine issues and problem resolution.
- Coordinate CAB meetings to discuss RCFs to approve or deny reason, type and scope of change requests.
- Monitor and execute projects for successful implementation as per clients' SLA and timeline.
- Provide business and technical expertise both in-house, internal/external clients and offshore vendors.
- Deliver budgets, KPIs, timelines and resource allocation for critical projects estimations on the pipeline.

SEP 2011 to OCT 2012 – Sr. ITIL/ITSM Change & Project Manager (Wal-Mart, ISD, Bentonville AR)
- Recommend process enhancements to improve the accuracy and quality of measurements and targets.
- Deliver informational presentations to keep management and project teams up to date on project issues.
- Define milestones for Automated Lifecycle Management transformation mapping the "as is" and "to be".
- Coordinate execution of project phases including planning, migration, governance, standards and training.
- Serve as R&D virtual lead to research and drive implementation of new technologies.

MAY 2004 to SEP 2011 – Sr. ITIL Release/Change Management & Project Manager (MHN, San Rafael CA)
- Develop and implement the release, problem/incident and change management procedures using ITIL v3.
- Discuss all Request for Change (RFC) at the Enterprise Change Advisory Board (CAB) meetings.
- Conduct Change Management education & trainings to IT associates and other end-users/clients.
- Responsible in stability & continuous process improvement for all releases and changes for IT department.
- Provide direction, planning, coordination and reporting for overall software release and change activities.

FEB 1996 to MAY 2004 – Project Manager IT Consultant (Synon Inc., US Business Consultancy, Denver CO)
Clients include: FMS Solutions, Target, AmEx, Commercialware, Aon, Medical Mutual, Frazer/Cross-Pointe, AETS
- Perform analysis, design and application development, data modeling and testing using SYNON/COOL2E.
- Lead developers, testers and other personnel to research and resolve incidents, issues or software problems.
- Work with customers and implementation team members to perform software retrofitting & deployment.
- Gather system requirements, program enhancements and revision, set time-tables and function deliverables.
- Perform system analysis & design, develop & test functions/programs with less or minimum supervision.

JUL 1993 to FEB 1996 – Senior Project Manager and Team Leader (Ayala Systems Tech Inc., Manila PH)
Clients include: Aetna-Blue Cross, Bank of America, Amkor/Anam Semi-conductor, Coca-Cola Bottlers Inc.
- Reports to Project Director, supervise/lead a team of developers/programmers.
- Perform analysis, review requirements, perform data model, program modifications & file assimilations.
- Provide SYNON/2E and other IBM iSeries technical consulting and mentor other developers/programmers.
- Responsible in development, testing, monitoring, implementing and signing off major accounts & projects.

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EDUCATION:
2016 – Webster University – MBA Global Track/International Business
1992 – Nueva Ecija University of Science & Technology – Bachelor of Science in Engineering
1987 – Wesleyan University – high school diploma, graduated with honors

LICENSES:
2017 – Texas Department of Insurance – Property & Casualty General Lines Insurance License (Agent)
2017 – Texas Department of Insurance – Life & Health Insurance License (Agent)

CERTIFICATIONS/TRAININGS:
2010 – Walmart, Arkansas – Agile, ISDLC, TeamForge, Jenkins, SVN, Eclipse, HPQC, SharePoint, SixSigma, PMP
2009 – HealthNet/MHN Inc., California – BMC Remedy IT Service Management v7.5, 7.6, ITILv3 Foundations & Service Lifecycle, Continual Service Improvement Fundamentals, Service Design Fundamentals, Service Design Processes, Services Operation Principles Functions, Service Operation Processes, Service Strategy Processes & Service Transition Processes & Principles, Project Management Certification
2007 – HealthNet/MHN Inc., California – PDLC, HIPAA & Sarbanes-Oxley
2000 – IMG University, Chicago: training on Java 2.0, Visual Café, JpadPro 3.7
1993 – Ayala Systems, Inc.: SYNON/2E, RPG/400, COBOL/400, CLP, SQL, AS/400 utilities
1993 – Systems Technology Institute: CICS, MF-COBOL, Business Systems Design & Analysis

SPECIALTIES:
Incident/Problem & Change Management, Release and Deployment, Production Support, Software Development, Testing & Integration, Best Practices & Continuous Improvement, Project Management & Planning, Training and Team Mentoring, AS/400 (iSeries), SYNON/2E (CA 2E), ITIL v3, JIRA, ShowCase, Red Gate/SQL Data Compare, SAS 9.2, CERME/McKesson Review Manager, SharePoint, HP Quality Center, ALM, BMC Remedy, ServiceNow, CollabNet TeamForge, AnthillPro, Clarity, Visio, MS Project, Word, Excel, PowerPoint, Agile and Lean Six Sigma

APPLICATIONS:
Underwriting: Life and Non-Life Insurance Systems, Healthcare and Pharmacy Systems, E-Commerce, B2B, Retail, Warranty System, Catalog-Order Entry and Order Fulfillment System, Supply Chain System Logistics, ERP, Purchasing and Inventory, Marketing Information System, Personnel and Payroll Systems, Manufacturing, Shipping and Invoicing Systems, Waste & Warehouse Management, Banking, Accounting Systems, Retirement, Pension, Loans, Credit Financial Systems, Automated Life Cycle Management, Project, Release & Change/Risk Management

REFERENCES/ENDORSEMENTS:
Available upon request.