John E. Gary, PMP

IT Project Manager

Raleigh, NC

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**SUMMARY**

* Certified Project Management Professional specialized in e-Business Transformation projects
* Over fifteen years of experience in Project Management
* Proficient in Data Center/ Server Systems migrations
* IT Security Compliance 27001
* Proficient with SDLC Agile, Scrum and Waterfall methodologies
* Performed Application development, Integration and web hosting
* Led teams in the migration efforts for CQ applications to AEM 6.0.
* Directed cross platform support services team for Software Packaging and distribution of software Images and Patch Management using ITCM, SSCM technologies for global End User Services
* Managed Request for Service for content publishing and workflow proceeding for Web Hosting.
* Proficient experience with databases - including SQL Server, Oracle and DB2
* Managed the implementation of Cloud backup solutions, NetBackup or Tivoli Storage Manager into Data Centers consisting of NetAPP, IBM or EMC
* Experienced in MS Project, Outlook, Lotus Notes, SharePoint, Visio, KCS, Db Symphony, Windows 7, WebEx and MS Office Suites to facilitate team collaboration and stakeholder communications
* Led test planning and project execution activities with clients for Secure Virtual Desktops on Demand for test execution, defect reporting and communication of status/metrics to stakeholders
* Expertise with DB2, SQL, PL1, Rexx, Notes Script, C++, C# on using client server techniques

**TECHNICAL SKILLS**

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| --- | --- |
| * Web Hosting (Virtual Private Cloud) * Vendor Management * Experience on Windows * IIS * Inet * SAP * WebSphere * JBoss * MQseries * AEM * CQ Content Management environments * Infrastructure Test Management * Deployments * EMC’s Avamar * Isilon | * VMAX, * HP Symmetry * Data Domain Network Access Storage * Storage Network Access systems * Team Connect * MS Project * MS Offices Suite * WebEx * Windows Configuration * Virtual Machines * SCCM/ITCM * Citrix and ISEC |

**CERTIFICATIONS**

* ITIL Foundations Certification, 2007
* PMP Certification, Project Management Institute, PMI
* Project Management Masters Certificate, George Washington University, Washington, DC, 2002

**EXPERIENCE**

**Nova Nordisk, Pharmaceutical, Industry, Clayton, NC April 2017 – June 2017**

**IT Project Manager**

Lead IT Security Project Assessment for site. Directed team and stakeholders through the PMO Gates for approval. Responsibilities included

* Defined project scope and analysis for Security threats and vulnerabilities for site.
* Created project plan, estimated cost and complete project impact assessment.
* Security Idea Areas included Badge system and physical access of site, Firewalls, Remote Access, SEIM, Databases,SPUNK, SCADAs, Servers, Monitors, BTMS, Switches, Printers and Workstations.
* Conducted weekly status meetings with project team and held Bi-weekly meetings with IT Management and key stakeholders.
* Reviewed SPUNK will be used for, Domain areas for SPUNK and discussed with Transition Team use of SPUNK
* Experiences with MS Project, Visio, MS Office Suites , SharePoint and CA Clarity, ISeC, Vulnerability Scanning , Whitelisting, Splunk, Windows, XP, Win7, Win 03, Network Domains Expertise in cGMPs & U.S. & international drug manufacturing regulations. Operated under FDA regulations & guidelines as they relate to computer-based information & automation systems and GXPs.

**Capital Bank, Raleigh, NC November 2016 – January 2017**

**IT Project Manager (Release Management)**

* Lead strategic projects in the delivery of Online Banking solutions for consumers murgers and aquistions
* Managed multiple vendors, business areas and their products in requirement development, analysis and prioritization of projects, including test planning, execution and defect management to closeout projects.
* Served as the single point of contact in the remediation of data issues for conversion on accounts.
* Technologies used Windows OS, Web Ex, SharePoint, MS Project and MS Office Suits
* Implemented Online banking solution and registered over 90,000 users to Closeout project and turned to Production Support Team, quality assurance, control of documentation and post implemtation review.
* Reviewed /Tracked incidents with business partners for enhancements, prioritization, classification, owner for closure.
* Managed Product Releases and Change Management for upgrades and enhancements for Online Banking System solution using Service Now Configuration Management Tools supporting build, deployment, testing and release process in waterfall model.
* Tracked and reported user registration counts, incident status and service delivery metrics
* Provided dashboards reflecting statistical significate of call volume data. Time to resolve, wait time, hold time, abanded, etc.
* Managed account mergers, conversions, Bill pay, and Issuance, Master Card, and Credit Cards services
* Produced daily reports with MS Excel to import data insert Pivot tables to illustrate Daily Call Volumes, Registration Counts, Call Metrics, defect logs and customer satisfaction rates.

**Infosys - Deutsche Bank Cary, NC December 2015 - July 2016**

**Project Manager/Infrastructure Test Environment Manager - Core Clearing Transformation**

* Managed projects involving the design and implementation of solutions based on customer requirements including those using SAAS Customer Intelligence software
* Defined the environment needs and End-to-End testing and system integration testing.

Established the Quality Management Plan (QMP) and documented standards and procedures established, by the Core Clearinghouse Integration Transformation Program (CCIT), for ensuring quality software are followed throughout the software development life cycle (SDLC). These areas included: Functional Specification, Technical Design Specification, Code,Test Plan/Test Casesand Acceptance Criteria to guarantee that the standards and procedures established

* Planned the systems (WINDOWS OS) setup and configurations and rolled out the test environment for OTC’s Derivatives and Clearing house derivatives; The unified End to end solution included (IIS Services, Database Connectivity, User API Interfaces, Catching technology (Coherence and Hazecast)and Databases (Oracle) via a Private Cloud Windows server deployment.
* Responsible for creating and deploying builds on various environments, testing in build environment and release to test team on scheduled time.
* Provided program governance using ITIL Framework for Incident, Management work arounds, problem management, change management and release management for services managed
* Provided DB managed service in the capital markets of application development and maintenance to meet the goals and objective as per client and customer agreements
* Defined Test Environment needs, plans and setup for end to end test environment management and implementation for projects in stream with Core Clearing Transformation Program
* Served as a Senior Business Intelligence Solution Architect on two separate projects, corporate loans and investment services
* Involved in requirements study, design reviews and analysis of input/output flow
* Documented BI launch pad guide for users to explore new features
* Managed the setup and configuration of the Static Hub test environment
* Created environment map and implement Infrastructure documents and process to support the environment
* Experienced with user interfaces, data service, cache strategies, storage, performance and databases used in Java Application Platforms ASP.NET in a Windows/OS environment in AGILE environment.
* Experienced with procurement and coordination of certificates keys for public and private application domains Technologies used included Java Script, J2EE,, MS Visio,JIRA, MS Project, dBRas, and MS Office Suites Extensive use of collaboration tools included, WebEx, SharePoint, BOXX, Messenger, ServiceNow and Link

**GlaxoSmithKline RTP, NC July 2015 - December 2015**

**Support & Operations Manager**

* Managed Global Team in the support of Services Management, Incident Management of day to day operations, hosting systems and services including: Web Hosting, DB Support L2 and L3 Application Support, Change Management, Incident management, Problem management governance, offshore coordination, customer relations, vendor relations and hosting admin support
* Provided oversight and coordination for Content publishing request for CQ6.6/AEM web hosting.
* Chaired Customer Meetings with support team for on governance on activating Pages, Assets, Themes designs to publish environment.
* Led teams in the migration efforts for CQ applications to AEM 6.0. Managed request for service from for content publishing and workflow proceeding for web site.
* Provided oversight and direction on Global Digital Support services for Operations Desk, Hosting ,DB Support, Application Support, DMP Support Change Management, Support governance ,Offshore Coordination, Customer relationship
* Created Online Dashboards from the pull of datat relating to Hosted sites, Business Areas, Platforms, Technology, Site dashboard, Production, Decommissions, in development, redirects, etc.
* Technologies Supported included: Web servers: Apache, Windows, IIS: App servers : Websphere, Jboss, CQ/AEM, Epic server: Databases: MSSQL, MYSQL, Oracle Technology Frameworks: Java, Dot Net, PHP, Static HTML; Java Script, Tools: Akamai, Google Search Appliances, Mail server/VPN/DMP/SRET/Pydio in a Cloud hosing environment
* Business Units Supported (Global) included; Stiefel, Europe Consumer Healthcare BSP, NA Pharma, Joint Venture Consumer Healthcare, US Consumer, Consumer Healthcare BSP, Consumer, Europe Consumer RD, International Consumer, Corporate, International Pharma, Europe Pharma, Consumer US,US Pharma, NA Consumer
* Oversaw over employees involved in the delivery process and held employees accountable for carrying out the required processes and tasks
* Provided support on service Assets and Configuration, Change and Release Management using ServiceNow
* Managed network infrastructure and Cloud Hosting for websites and application system services including network deployment, data center, storage and virtualization technologies
* Provided resource management allocation, risk mitigation, development of project plans and communication plans
* Led internal system readiness, service request, upgrades, interfaces, reports, trouble hooting and testing in support of over 1600 web sites and service availability support for over 300 Cloud Servers on the HP network
* Extensively used Collaboration tools included, WebEx, SharePoint, ServiceNow BOXX, Messenger and Link
* Warehouse application

**Credit Suisse RTP, NC May 2015 – July 2015**

**Project Manager US**

* Led system development migration project for the Banks Global Exposure Systems GEMS to a Java Application Platform
* Met with global teams in the planning, design, build, test and deploy upgrades to 2500 files, 261,000 lines of code, Upgraded Web Logic Server (10.3), Java Script, JDK 1.6, Maven, Google Web tools, Guice and Oracle Coherence in a Windows Environment
* Managed project thought promotion to production for the Collateral Management Unit
* Managed project milestones, budget, status, risks and issues
* Used PPM Clarity to report project status and change management to track project performance
* Expertise in Waterfall, AGILE, and Iterative workflows, MS Project, MS Visio, Excel, MS SharePoint and collaborations tools
* Orchestrated Data Masking for Development and Testing environments to secure customer information
* Managed project plan for quality, timeliness of design, build and implementations of work product for the Visa Account
* Led requirement reviews, analysis of architecture and designs, estimation, staffing, and risk planning for enterprise solution

**Fujitsu America, INC., Durham, NC August 2014 - October 2014**

**Sr. Project Manager - Program and Project Transition and Transformation Services**

* Led Desktop End User Services Transition plans from Brookfield Power US Holding American Co, to Fujitsu
* Gathered resource to define work streams, develop WBS, Authored Project Charter, Coordination of Skill Transfer, Asset discover, due diligence, purchase hardware via procurement
* Service Management Support Services provided: Remote support, Desk Side Support, Dispatch Support, IMACD, Platform Engineering, BreakFix, Image and Patch management, PC Antivirus, Anti Malware, Personal Firewalls, Audio Visual, Managed Mobile and Assent Inventory
* Procured and installed 27 Fujitsu Servers and provided the coordination and setup of Windows OS Server Configurations for ITCM scalability services to support 321 Sites across US and Canada.
* Managed procurement of servers for scalability to client sites, Coordinated server and ITCM installs and network support service for Audio Video Conferencing, Remote, and dispatch Desktop Support and Field Engineering services via Fijitsu Cloud hosting support US and Canada customer sites
* Directed cross platform support services teams for Software Packaging, Image and Patch Management, ITCM, SSCM. Symantec, PC Antivirus and Malware, Citrix, RSA Security management, VIP Support
* ServiceNow Reviewer / Approval/Reject the Change to indicated GXCP and regulatory factors have been taken into account as necessary
* Platform Engineering, Mobile Managed Devices and permitting/licensing for the required services
* Led Knowledge Transfer sessions with technology teams to ensure operational readiness with approved Operations Procedures Manuel with PMO and Gate Reviews
* Extensive use of MS Project, SharePoint, MS Office Suites, Visio and CA Clarity

**Deutsche Bank – Cary, NC October 2012 - August 2014**

**Project Manager – Release Manager**

* Provided setup and service support oversight and guidance to Global Service Desk Support Operations for Windows OS environment for Deutsche Bank Infrastructure tools and service support
* Monitored, tracked service availability and resource allocation for service calls
* Responsible for all of the Secure Desktop on Demand services for every aspect: SLA, Request, Builds, DbRas, Coordination, Profiling, IBAC Recertification, IBAC Release and Distribution, baseline Firewall changes reporting and CRM in a Service Orientated Architecture environment
* Responsible for all customer client communications
* Acted as single point of contact for each project request engaging in Secure Desktop on Demand Virtual Machine Service
* Worked closely with cross functional technical teams to provide client friendly reports
* Interfaced with all company roles in delivery of the project, DBras, Build Team, Capacity planning, Global change management, IT Security, Profiling and recertification/retirement Admins
* Directed teams using SDLC Waterfall, Iterative and Agile process
* Managed team of 6 Project Managers in PMO for every aspect: SLA’s, RFPs, Service Request, Builds, Dbras, Coordination, profiling for the end to end SDOD Service Delivery
* Expertise with Excel Pivot tables, MS Project, Status reports, Daily Team Huddles, Onboarding and customer and client communication
* Created daily dashboards reflecting different bits of Dbras Service Request data to use for reporting upward to senior management team that transformed into actionable insight
* Oversaw the projects management of the end to end rollouts of Secure Desktop on Demand (SDOD2) virtual services globally for bank personnel

**WAL-MART, Bentonville, AR July 2011 - September 2012**

**Project Lead - ISD Corporate Systems Program Management**

* Accountable for managing medium to large complex projects using a SDLC and creating lifecycle deliverables including detailed project plan, risk and issues management to ensure project goals are accomplished using IT industry best practices
* Led cross-functional team though project initiation to implementation of an SAP Online e-Invoicing solution for Wal-Mart Real Estate Division that automated processing from purchase orders to payment in SAP
* Transitioned project from waterfall development to AGILE methodology to begin Interative phase that accelerated schedule and reduced cost.
* Held daily standup meetings, sprint planning , sprint reviews
* Tracked number of Stories accepted, Stories planned and Stories completed
* Project managed enterprise wide RSA Archer system upgrade
* Formed upgrade plans for IT Infrastructure including: Windows, IIS, GRC, Load balance and SQL databases and storage for virtual and physical systems, Led Infrastructure upgrades for development, lab, certification and production systems environment
* Provided the coordination, setup and implementation of a new Incident Management System with 3rd Party Cloud Computing hosting provider Global Alert Link in support of Emergency Management Office support using GIS technologies
* Developed work plans, schedule and budget in a highly matrix environment
* Extensive used of Clarity, Workbench, MS Project, Visio and MS Office suites to facilitate team collaboration and stakeholder communications
* Provided CA Clarity Executive level Dashboard Metric Reports reflecting program sustainability. Past Start date/Finished Date, allocations of resources, unapproved hours, unfiled roles and ETC/ Allocations
* Strong expertise in PMO compliance and Gate Reviews

**Biogen IDEC, RTP, NC April 2011 - July 2011**

**Project Manager - Information Technology Operations**

* Drove information technology operations infrastructure transition projects in accordance to business goals and objectives
* Managed team project plans, schedule, budget and risks
* Lead coordination of Cisco Switches and Circuits for the implementation of new EMC SAN and NAS connectivity in Data Center
* Led Data Center consolation efforts in the data center/networks, stacking and racking, hardware, storage, backups, databases setup and implementation of EMC’s Avamar, Isilon, VMAX, Symmetry, Data Domain Network Access Storage and Storage Network Access systems for company divisions
* Facilitated the execution of data center projects through the IT functional resource and strategic application platforms requiring high performance computing
* Oversaw the execution of project deliverables while obtaining outstanding customer satisfaction

**Capital One, Glen Allen, VA September 2010 - March 2011**

**Project Manager - E-Commerce Digital Computing**

* Led team on single sign-on user id cleanup migration with online banking and credit card services
* Utilized project management skills and expertise to rapidly produce risk management plan including the assignment of recovery priorities, recovery time and point objectives
* Developed roadmaps, work breakdown structures, detail project plans with input from core teams
* Created statement of work, business case, project goals, required resources, work breakdown structure, schedule and conducted meeting

**IBM Corporation, RTP, NC April 2010 - August 2010**

**Infrastructure Project Manager**

* Led technical support groups in the hardening of Information Systems Controls (ISEC) compliance for the Equifax Data Center Account managed by IBM
* Directed cross function teams in gap remediation and change management
* Produced project schedule, project plan definition reports and presentation layout reports to executives with weekly status updates with Information Security Controls (ISEC) Implementation progress
* Utilized Rational Portfolio Manager Tool, Lotus Notes, Scripts, ServiceNow and TSM tools to build views and develop WBS, project schedules and team work
* ServiceNow Technical Approver, Ensured change request technical viable and ready for implementation and the changed assessed, tested and documented through all phases until change is deployed
* Applied PMI and IBM methodology to track, monitored and report milestones and deliverables to ensure worked completed by deadlines
* Used MS Excel and MS Project to develop executive level reports that illustrated project status and statistical significant of work results and earned value metrics
* Provided coordination of lift and shift network infrastructure in Data Center Relocations on the Equifax Account
* Led multi discipline global teams in the assessment and remediation of over 400 multi-platform servers and network devices
* Spearheaded process adjustments to close gaps in process and technologies
* Utilized Excel to develop executive level reports that illustrated project status and statistical significant reports of work results and earned value metrics in Lotus Notes Team Room.

**Freelance IT, INC., Raleigh, NC December 2008 - April 2010**

**President**

* Formed IT Consulting Firm - Managed projects that defined client needs and developed technical solution to meet customer objectives
* Developed a Lotus Notes solution for Duke Medical Department that automated scheduling of classroom course offering, produced enrolment notifications, tracking of instructors courses, class material and student information
* Partnered with Datastaff, Inc. on request for proposal for business impact analysis/risk assessment. Gathered information from key business administrators to conduct impact analysis and risk assessment for 12 business units
* Directed overall strategy for engagement for conducted Business Risk assessment of the college’s current use of the Datatel Colleague system and identified areas of improvement
* Presented business impact assessment proposal on disaster readiness, points of failure resulting from unplanned disruptions and disaster scenarios that can affect CPCC as well as points of failure with process, human and technology
* Produced website security metrics using Excel Pivot function from Server tables accessible via the internet
* Utilized project management skills and expertise to rapidly produce risk management plan including the assignment of recovery priorities, recovery time and point objectives

**NC Community College System Office, Raleigh, NC Sep 2006 - Aug 2008**

**Business Technology Analyst/Project Manager**

* Project managed the implementation and coordination of plans and schedules for the work of the vendor teams, Information Services, other System Office staff, including change management, risks and issues across the Agency
* Produced Metrics for Decision Making Life Cycle on all projects in the PMO
* Utilized development and Waterfall lifecycle methodologies to manage business requirements
* Led PMO for the establishment and completion of all metrics contained within the Administration portfolio of projects
* Created and disseminated metrics across the Agency Knowledge
* Expert with the State of North Carolina Project Portfolio Management (PPM) tool to setup, review, update, track and report project implementation and operation and maintenance cost for project assigned
* Extensively used MS Excel and MS Project to develop, track and report monthly and quarterly year to date project financials, including implementation and maintenance and operational costs
* Expertise with MS Office Suites and Moss SharePoint Services, Outlook and Novell to provide documentation and communicate overall project activities to stake holders
* Transformed the CIS Help Desk into Service Desk incorporating the ITIL Framework
* Implemented Incident Management, Change Management, Release Management and Problem Management processes with to CIS Service Desk
* Managed a $25 M broadband network upgrades for 58 Community Colleges of North Carolina
* Worked with Project Sponsor to create business case to provide colleges with the necessary bandwidth to utilize video and distant learning educational technologies
* Analyzed each college needs of broadband connectivity associated with distance learning needs
* Wrote Request for Proposals (RFPs) and led review for Bid solicitation in conjunction with the States Procurement Office regarding 100 MBPS and Gigabyte Bandwidth Network services as required at the college’s location
* Managed connectivity tests to Internet, servers and mainframes
* Set up and established payment schedules and day to day operations
* Interfaced and Telco service providers and provided coordination with NCCCS, State agencies vendors and other partners that built successful project team relationships

**IBM/Nissan/Capital One Bank Oct 2005 - Sep 2006**

**Project Manager - Enterprise Data Center**

* Project managed a team of Project Managers in the service delivery and support services for 3600 workstations with over 400 configured packages and over 200 servers Nissan IT Department
* Led project teams to move all mainframe and server workload out of Nissan’s environment to IBM’s
* Migrated workload to IBM, define the procedures to provide the installation, maintenance, testing and support of end user devices including workstations, desktops, laptops, kiosks, network printers, approved peripherals and supported software as defined in the Nissan standard hardware and software lists
* Developed roadmaps, detail project plans with input from core teams, created statement of work, business case, project goals, required resources, work breakdown structure, schedule and conducted meeting
* Experienced in Global Resources or Client Image Services
* Technology focused on included, MS SMS, Network, WAN, Windows 2003, IIS, BITSSQL200 w/SP3, Active Directory
* Capital One Enterprise Data Center Transition - Track Project Manager on Data Center Move - Provided the coordination for the setup and floor space along with refresh hardware that included disks and tape storage
* Embraced Project Management methodology and structure required determining and document deliverables, Identify members of the project team, determine project requirements develop communication plan and obtain approvals to execute plan
* Developed detail project plans with input from core teams, conducted meeting for MVS Track. Using Global Data Disk Memory (GDDM) Technology
* Managed escalations, program issues change request and risks for projects assigned
* Provided meeting minutes and progress reports on all meetings

**Environment:** Z9 mainframe, 9037 sysplex timers, 2150 and DB8100 DASD, Escon Tapes, Tape Automation and IBM Geographically Dispersed Parallel Sysplex (GDPS) Global Mirroring.

**RBC Centura Bank, Rocky Mount, NC August 2005 - October 2005**

**Project Manager**

* Implemented COTs (Fidelity Director) for RBC Centura Bank Support Center for over 130 mortgage representatives
* Worked closely with programmers, network service personnel to ensure proper testing and circuit bandwidth to meet customer needs and network configurations
* Led multi-disciplined teams in the development for upgrades to Primary Payment System (Vendor application) for Loss Detection Dept.
* Produced high level project design plans that documented the network topology and project objectives, produced detail project plans that described how the application would be built, tested and implemented for to hand over system to production

**North Carolina Department of Public Instruction, Raleigh, NC May 2004 - December 2004**

**Project Manager**

* Served as Project Manager for Enterprise (PMO) Program Management Office: Managed large scale projects, including gathering, validation and approval of technical requirement and launch
* Led multi-disciplined team in developing and deploying business solutions
* Followed the Software Development Lifecycle (SDLC) methodology Overseen all phases of the project including requirement design, WBS development and project testing while conducting business accordingly
* Conducted reviews and assessments on project progress that included adherence to project plan and goals
* Monitored results against established timelines, deliverable, task and dependencies and associated technical specifications
* Authored project charters, led kickoff meetings, developed detail project plans, WBS and budgets that met established time frames and funding limitations and staff availability monitored and tracked project actives for accuracy and completeness

**IBM, Raleigh, NC October 2000 - April 2003**

**Project Manager, Software Group, Global e Business Transformation World Wide Operations (July 2000 – April 2004)**

* Managed technical service requests and request for proposals (RFPs) from concept to rollout in support of IBM Software Group Brands (Lotus Notes, Web Sphere Db/2 and Pervasive Computing products and services)
* Drove the Business Management Operations Processes (BTOP) for the development and process improvement of the e-Business hosting governance model and Global Web Architecture Board for the coordination, monitoring, controlling and review of the work with respect to their conformity to agreed technology and architecture standards and objectives
* Followed Software Development Lifecycle (SDLC) methodology to gather requirements, design system, build programs, test and install and monitor overall lifecycle
* Project managed development and deployments of WebSphere Portal applications and search engine technology
* Implemented Java Servlet technology with Single Sign on functionality to detect whether a user was previously registered for an offer and routs them around the registration if they have
* Implemented XML to work with J2EE, JSPs, Linux’; the benefit to the customer was to eliminating unnecessary information while noting the user’s traversal while reducing loss of potential leads because of registration; XML reduce cost by using the same data in multiple views without having to hardcode templates
* Technologies used included Lotus Notes, Java Script, J2EE, PHP and MySQL, IIS/AS400 and MS Office Suites
* Expertise with the implementation of both COTS and customized applications
* Contributor to IBM setup and launch if the First Victoria Secret Ecommerce Website using IBM’s WebSphere Technology managed by IBM.
* Project managed Complex Ethernet Rollout Conversion and Voice over IP on existing cable system that supported 1500 users in three IBM sites
* Managed IP addressing and subnets for pervasive computing
* Provided support for 802 EE Standards
* Developed project scope, deliverables, schedule price and risk to completion. Project included 200 Wireless clients, 250 CISCO Switches
* Completed project on time within budget
* Managed a large scale enterprise SAP Software Fulfillment system migration using Customer Value Relationship (CRM) methodology that consisted of developing sets of applications, with appropriate IBM and non-IBM software products
* Technologies used included: JavaScript, Web logic/Web sphere , Lotus Notes, Eclipse, SAP, DB/2, MVS, C++, S/390 Hardware and Software; project was designated as a corporate top priority (#3) business process initiative, to gain competitive advantages in workload pricing “Quote to cash” process and tools for S/390 software

**IBM - RTP, NC October 1998 - July 2000**

**Project Manager - Infrastructure/Web/Notes Analyst**

Provided IT Support for organization for gathering and processed customer requirements and RFPs for intranet, internet and extranet web services from promotion to production

* Technologies used included: Javascript, IIS, Web logic/Web sphere Eclipse, SAP, DB/2, MVS, C++, S/390 Mainframes. Responsibilities included extensive use of Waterfall methodology to gather requirements, design system, build programs, test and install and monitor overall lifecycle
* Performed web performance monitoring to ensure service levels met
* Project managed the development of IBM Personal System Group configuration Ecommerce web sites that allowed consumers to build, order, purchase and deliver their computers online. Drove new product introduction from conception through testing to successful launch by working closely with development, procurement, plans and controls.
* Led architectural team efforts with load balancing and capacity planning for solution requirements
* Led software integration test and move to production efforts for IBM
* Software fulfillment project using SAP technology
* Managed a large scale enterprise SAP Software Fulfillment system migration using Customer Value Relationship (CRM) methodology that consisted of developing sets of applications, with appropriate IBM and non-IBM software products
* Managed over 300 servers builds, upgrades, domain configurations, migrations and consolidations and performance and tuning
* Experience in Wide Area Networks, Network Security, Internet, Microsoft Windows Server, Linux and UNIX
* Chaired the Change Request Management Meetings on the Change Advisor Board for approvals
* Extensive use of MS Project to monitor and tract project activity, MS Offices Suites to report and present project status
* Provided Problem Management and Root Cause Analysis that reduced problem tickets on Electronic Data Interchange Systems by 35 % over a three-month period by implementing problem management techniques to bring order to a chaotic system

**IBM - Global Services and National Systems Divisions**. Franklin Lakes, NJ **Feburary 1988 – September 1998 Integration Programmer**

As the Field Activities Reporting System (FARS) product owner . Overseen the service calls from customer on IBM machines reqarding breaks, adds, changes and moves. Extracted the data in a Consolidated Online Management information System (COMIT). The data used illurstated stastical signficants of information to assist management decisions and Data warehosse reporting over distrubited database network.

* Developed, maintained and supported 3000 US Customers on VM and MVS System Applications and in Rapid Applications Development environment and IBM methodology.
* Application owner for Service Support Call applications and Field Activities Reporting
* Developed and maintain applications supporting Single Invoicing System.

**Technical Environment: VM/CMS, MVS, Pl/1, Rexx, SAS, Assembler, C++, Java Script, AIX, UNIX, Db/2, SQL, .NET. Lotus Script and HTML.**

**EDUCATION**

* Bachelor of Science Degree, Business Management Information Systems Ramapo College of NJ, Mahwah, NJ