

Senior Solutions Architect Senior Solutions Architect Senior Solutions Architect - FISERV Frisco, TX

Work Experience Senior Solutions Architect FISERV - Frisco, TX February 2016 to Present

Oversee product support across the board, including vendor support. Manage production incidents until resolution is reached. Lead client on-boarding and off-boarding process. Foster client engagement and follow-up. Coordinate testing, determine deployment strategy and schedule resources for new product rollouts. Develop documentation and provide training support.

Collaborate with product team to define product enhancements and create proposals. Facilitate internal and third-party integrations. Demonstrate products and conduct Q&A at client educational conferences. Identify areas of operational improvement and execute strategies to address them.

Define new processes. Establish and maintain relationships with 3rd party providers. Senior

Systems Analyst Fiserv June 2010 to February 2016 Provided primary day-to-day support for multi-tenant online Enterprise Content Management (ECM) solution which serves over 750 financial

institutions. Performed checks of clustered production and disaster recovery environments to ensure overall health of the system. Analyzed and resolved complex client technical and/or operational problems with three ECM product offerings and other company products. Simulated or recreated client problems to resolve user operating difficulties. Conducted client training sessions

on software use, navigation, reporting and other technical operations. Discussed problems and inquiries with other department personnel, offered technical assistance and ensured proper handling and follow-up. Maintained in-depth knowledge of several applications as SME. Supplied system

requirements information during the implementation of new clients. Performed database updates and created SQL jobs when necessary. Supported security efforts to maintain PCI compliance.

Provided on-call support. Assistant Database Administrator APERIA SOLUTIONS - Plano, TX May

2007 to June 2010 Migrated databases. Monitored/managed synchronization of all data between production and fail-over databases. Promoted DTS/SSIS packages, stored procedures, tables,

XML documents and other objects to production, fail-over and QA environments. Created/ran ad

hoc reports when requested. Assisted DBA Manager in creating new databases and database objects. Moved data into/from production, fail-over, QA and development environments consisting

of 180+ databases. Developed departmental procedural documentation for job performance and issue resolution. Served as on-call DBA for after-hours database issue resolution. Monitored all client processing from credit card data file acquisition through process completion using SQL jobs, batch files or other means specific to file processing. Manually acquired files via FTP/SFTP when automated acquisition did not exist or failed. Account Associate (Team Lead) JPMORGANCHASE - Dallas, TX January 2003 to May 2003 Contractor) & 11/2003 - 2/2007(FT) Established and performed maintenance on Global Plus accounts used to track cash and bonds. Opened and maintained Custodial, ITS and Broker Dealer accounts on Titan and Wins custody and accounting legacy systems. Created and tested new scripts used to automate the account opening process via Foxtrot. Provided end-user insight to technology team during the development of in-house application to manage deals. Developed and provided management with relevant MIS reporting for all processes. Performed quarterly MUP testing. Responded to client verbal and/or written inquiries in compliance with strict regulatory and legal guidelines. Technical & Professional Knowledge, Skills and Abilities Strong leadership abilities Project facilitation Comfortable interacting with all levels of employees from task workers to executives Can quickly assimilate new technology into existing practices and procedures Project Management Professional (PMP) training Background in the following IT disciplines: ? Windows 7/8/10/Server ? Active Directory Administrative Center ? Globalscape EFT Express 7.4.9.11 ? C/C++ programming ? PGP/GPG encryption ? Microsoft Word, Excel, Access, PowerPoint, Visio ? Foxtrot Enterprise ? Forecasting & Scheduling ? Clarity ? Service Now Education B.B.A. in Computer Information Systems University of Louisiana at Monroe - Monroe, LA

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