Robert P Harris

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**PROFILE**

Experienced Lead Developer looking to obtain a leadership position that will utilize my leadership, technical, and operational experience and skills.

Expertise in the following areas:

o Analyzing project deliverables.

o Designing technical approaches.

o Building technical architecture.

o Testing software solutions.

o Implementing technical solutions.

**EXPERIENCE**

**Lead Developer, American Express, Plantation, Florida — 2000 - Present**

Responsible for the technical delivery application enhancements and upgrades. Design, build, test, and implementation phases of projects, as well as ensuring adherence to technical standards. Ensure the quality of deliverables in terms of supporting requirements analysis and the technical architecture. Work with architecture team to ensure solutions support the business and IT strategic plan, and lead remote technical teams in the delivery of project requirements.

**Project Lead, American Express, Plantation, Florida - 1999-2000**

* Participated in multiple small to medium sized projects from Build phase to maintenance phase. (Interfaced with Business Architects, Integrated test team, and software developers)
* Coordinated with marketing partners to accumulate data for Cross-Sell Application (Epiphany).
* Built strong relationships with all constituents to projects (Customer Information Management, Centralized Call Management, Software Development and Maintenance, Marketing, Service Strategy, Telephone Service Center Operations, Service Delivery Platform Operations, Information Management, and Service Management).
* Developed policies and procedures for maintaining and updating marketing data for the application.
* Participated in multi-center roll-out of application Developed Project Agreement with Service Level Agreements, Gant charts, and process flows for Table Maintenance Process.
* Hosted weekly core team calls to facilitate changes and updates.
* Developed Project Agreement
* Trained Sr. Business Systems Analyst to maintain and update Real Time Personalization (Epiphany) application and TAMS DB2 tables.
* Responsible for maintaining production issues log and facilitating the issue resolution process

**Programmer Analyst, American Express, Plantation, Florida — 1995-1999**

* Lead Programmer for New Platform build (Rules Based Programming)
* Implemented policy and procedural guidelines for new Customer Service Dispute Handling System.
* Developed Project Plans and Requirements for new system. Responsible for Coding and analyzing Rules for new Dispute Handling System.

**Operations Assistant, American Express, Plantation, Florida — 1994-1995**

* Created Volume Reports to feed into Capacity Planning Models
* Technical Support (Hardware and Software) for Customer Service.

**EDUCATION**

Nova Southeastern University, Davie, Florida — Bachelor of Science, Professional Management

**SKILLS**

Proficient in Microsoft Word, Excel, Access, and PowerPoint, HTML, Epiphany Inbound Marketing , SDLC: Method 1, Agile/Scrum. Project management approach. Java novice, Pega PRPC CSA Certified, SQL, Javascript, CSS, Epiphany Inbound Marketing. Dreamweaver, Eclipse, iRise Studio, Provision.