

RAYMOND LOWE

Miramar, FL 33027 | 954-804-4734 | raylowe89@gmail.com | LinkedIn

QUALIFICATIONS SUMMARY

An accomplished Technology Executive with combined technical expertise and skills in business analysis, team leadership, and process optimization in the design and implementation of mission-critical ERP software systems and business-enhancing technologies. A resourceful and strategic planner proficient in MySQL, ERP design, and Salesforce CRM, who implements solutions to increase efficiency and availability, reduce costs, minimize risk, and optimize quality control of internal operations. An articulate communicator and respected leader who mentors cross-functional teams to optimize performance and provide the highest level of service in order to consistently exceed business objectives and profitability goals.

Areas of Expertise

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|-------------------------------|----------------------------|------------------------------|
| ▪ ERP/CRM Implementation | ▪ IT Operations Management | ▪ Emerging Technologies |
| ▪ Data Analysis & Integration | ▪ Project Management | ▪ Business Intelligence |
| ▪ Quality Assurance | ▪ Process Improvements | ▪ Team Training & Leadership |
| ▪ Risk Management | ▪ Strategic Planning | ▪ Research & Development |
| ▪ System Migrations | ▪ Performance Management | ▪ Effective Issue Resolution |

PROFESSIONAL EXPERIENCE

ECU WORLDWIDE, Miami, FL, 2010-Present

Vice President, Information Technology

Lead strategic planning of future IT product developments by evaluating emerging technologies to be integrated within the organization, including the design and implementation of a new ERP platform, CRM and SOP and Policy automation. Successfully conceived, planned, designed and implemented scalable IT Infrastructure to accommodate for merging disparate ERP systems onto one global platform. Spearheaded customizations and implementation on Salesforce CRM for sales process and later migrated those same workflows and dashboards into Microsoft Dynamics 360. Designed a database architecture that allowed for seamless dataflow into Qlikview for Big Data analysis. Lead a technology driven approach for enforcing company SOP's and policies that relied heavily on automation. Vast experience meeting customers on sales calls and developing customized solutions for the specific needs, be it API or EDI in varying formats. Implemented a customer facing portal from the ground up, to accommodate for each customer's specific requirements and needs, and also an internal ERP to integrate with the aforementioned customer portal. Also focused on delivering practical uses of emerging technologies to add value to the customer and also improve efficiency of staff. ECU ART is an example of this, utilizing NLP to automatically read and respond to specific queries from customers via email.

Selected Achievements:

- Achieved a \$1.6M annual savings through the rollout of new ERP software across multiple branches throughout the country
- Created workflow automations for enforce company SOP's and also assist with adherence to company and government policy

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- Improved call monitoring by administering Salesforce CRM via workflows and custom rules and spearheaded the launch of a new online quote/booking website for customers.
- Migrated Salesforce to Microsoft Dynamics 360 CRM
- Successfully managed and delivered the ECU Automated Response Technology (ART) project with savings of \$55K annually.
- Optimized reporting processes and reduced end-user task time 90% by automating BI reports coded in MySQL via NetBeans and SQLyog.
- Streamlined software release communications and achieved a 97% on time project/change request delivery record utilizing Mantis bug tracker.
- Maximized IT team productivity and efficiency through ongoing coaching and mentoring and by managing performance incentives based on KPIs.
- Managed an outsourced programming team to develop a custom portal for regular and corporate accounts and effectively integrated data platforms via MySQL data dumps and stored procedures.

ECONOCARIBE CONSOLIDATORS INC., Miami, FL, 2004-2010

Business Process Analyst | Network Specialist

Responsible for analyzing business structure and implementing new SOP's to aid with centralization of job functions. Accountable for locating and rectifying inefficient and ineffective procedures, systems and employees. The Business Process Analyst role brought the operations team more closely integrated with the technical team when developing the workflow and processes for the new ERP. It also helped streamline all change requests that were being raised so that what was developed was indeed what the end users needed while considering the impact on the national process already in place. The Network Specialist position managed support plans to achieve objectives, and provided systems support to complex workflow/business processes in the design of efficient workflow solutions. Planned, installed, configured, and optimized all LANs and WANs across the organization.

Selected Business Process Analyst Achievements:

- Increased efficiency 20% and reduced errors 10% by structuring IT and operational process changes.
- Achieved a 33% staff reduction and associated cost savings with no change in productivity or performance by implementing a new warehouse staffing structure.
- Maximized quotation accuracy, resulting in a \$15K+ annual cost savings by developing and implementing customer service staff testing.

Selected Network Specialist Achievements:

- Reduced annual costs by \$75K through the introduction of a new mail server.
- Improved response times 20% by implementing shared mail accounts and hunt group dialing.
- Increased the safety and security of servers and equipment by improving corporate policies.

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EDUCATION, SKILLS, & AFFILIATIONS

Master of Business Administration with Specialization in MIS

Nova Southeastern University, Huizenga School of Business and Entrepreneurship, 2007

Bachelor of Science, Computer and Telecommunications Engineering (Minor: Mathematics)

University of Pennsylvania, 2004

Skills: MySQL, PHP, Salesforce, HTML, MS Office

National Society of Professional Engineers | Jamaica Government Scholar