

JAGDEEP S. BEDI (JAG), CSM, CSSGB

Atlanta, GA

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Sr. Director of Information Technology

Strategically aligning people, processes and technology to optimize business performance

Skills & Competencies

Windows System Administration
IT Management Tools ■ SAP Commerce/hybris
IT DevOps ■ ERP Solutions
Interpersonal Communication
Lean Six Sigma
Technology Management
Service Management ■ Service Operations
IT Outsourcing ■ ITIL Frameworks
Written & Verbal Communication

Trusted client advisor and technical evangelist: Transformational IT strategy advisor with 20+ years' experience championing strategic, operational, and technological solutions to solve large and complex problems in harmony with the organizational vision.

High-performance leader: Strategic leader with a reputation for developing, motivating, and inspiring high performance teams through the fast and efficient implementation of emerging technology innovations that raise revenues, decrease costs, and improve efficiencies.

Reliable and resourceful visionary: Solutions oriented architect known for uncovering hidden opportunities, directing groundbreaking strategies, and forming strategic alliances with C-Suite business leaders and partnerships with senior management.

**Information Systems • Team Leadership • Cloud Based Solutions • IT Management • Technology Application
Process Management • Software Development Life Cycle (SDLC) • Marketing Strategy • Workflow Management
• Tactical/Strategic (Hands-on)**

PROFESSIONAL HISTORY

PURCHASING POWER

Atlanta, GA

Sr. Director IT – Ecommerce Systems | IT Strategy & Architecture | Data

2014 – Present

Lead all software development, delivery, and integration strategies to drive successful delivery of all products while contributing to the product strategy and overall product roadmap. Directly reporting to the CTO, collaborate with C-Suite executives presenting discussions and presentations to demonstrate progress with strategic initiatives and innovation. Lead all R&D efforts within the development team. Manage all capex (capital) and opex (operational expense) budgets.

- Recruit and develop high performing teams; leading up to 25 QA, DEV, DB, and SW Architects while also utilizing offshore resources to drive strategic initiatives to produce high quality software
- Manage, coach, mentor, train & re-train, transition, and motivate Architecture teams
- Plan all technical solutions, task and cost estimating with presentation of technical solutions/integrations to C-level executives.
- Completed an enterprise (major) upgrade of the Hybris Platform from 4.8 to 5.7 (through incremental upgrades) to unlock new and upcoming features (Backoffice, ASM, and performance upgrades). Continuing to establish a upgrade path for SAP Commerce 1811 (6.8).
- Completed integration of Commerce (hybris), SAP Cloud-For-Customer (C4C), and Oracle Responsys for Marketing to present and realize a holistic view of the customer within the shopping experience. This will help the Marketing team to deliver various campaigns through a true omni-channel experience (push, email, direct mail, etc).
- Instituted the concept of a rolling deployment – no downtime deployment as per Hybris recommendations. Developed a complete ci/cd devops pipeline in Jenkins for deployment of hybris platform to multiple clusters.
- Rapidly identify, troubleshoot, and provide solutions for fixes in the hybris ecosystem (load balancer, F5, session management, clustering, node issues in a clustering environment). This includes the hMC, WCMS, hAC, Csc cockpit, ProductCockpit, storefront, and all relevant cockpits and addons.
- Leading the enterprise mobile app initiative with re-design and implementation on Android and iOS platforms.
- Leading and implementing an enterprise data management strategy with implementation (MDM) to utilize data warehousing within AWS, Kafka, Spark and a variety of visualization tools. This will help achieve data integrity, governance, security, and scalability across the enterprise. This will allow the organization to venture into machine learning / artificial intelligence to

target customers for personalization, along with other algorithms for various initiatives to enhance initiatives – expand the business on many levels!

BATTELLE MEMORIAL INSTITUTE

Atlanta, GA

Database Manager - Contract

July 2014 – September 2014

Contract role, recruited to establishing policies procedures, controls for securing database ecosystems, develop and implement of best practices for the management of SQL Server 2008 databases in the environments (DB, reporting, and analysis services), and manage & maintain the overall integrity of the data generated by the Virus Reference Team (VRT) using a variety of established and industry standard methods. Responsible for database architecture, deployment and management of all SQL Server 2008 installations. Monitored database efficiency through identifying bottlenecks in performance. Evaluated queries for possible performance issues, re-write queries be more efficient, if required. Evaluate indexes, re-organize indexes if necessary. Provided database applications through developing architecture, programming, troubleshooting, and security.

BUSINESS COMPUTER APPLICATIONS – BCA ACENTIA

Atlanta, GA

Sr. Developer | Enterprise Architect

June 2013 – June 2014

Accountable for SDLC development of web applications, database architecture, performance tuning and query optimization, SSIS integration and SQL Reporting Services using SQL Server 2008, and Web development utilizing .NET 4.0, Visual Studio 2010, web services (SOAP). Led technical design, development, and documentation of web application systems (including Certification and Accreditation – C&A – of all applications). Ensured all tasks and milestones associated with technical design, development and testing were completed according to project management plan and guidelines. Removed impedances for developer staff to help stay on task. Continuous interfacing with internal and external clients to report status

- Managed team of 7 (3 developers, 1 Business Analyst, and 2 testers) with responsibilities that included task assignment (RACI and RAID tools), code reviews, and implement best practices through code reviews and through establishing processes, requirements gathering, documentation, and project management (budget and scope).
- Assessed CRM options and integrated into business based on cost, risk, ease of use, and other internally defined factors utilizing Waterfall & Agile (Scrum) methodologies

NORTHROP GRUMMAN

Atlanta, GA

Sr. Developer | Enterprise Architect - Contract

April 2013 – May 2013

Provided development (Microsoft Technology Stack) support for HPV (Human Papillomavirus) web application utilizing Entity framework 4.1, C#, Asp.net 3.5, and SQL Server 2008. Responsible for all phases of development utilizing the SDLC and Certification & Accreditation (C&A) process. Implemented best practices for code review meetings. Directed staff on successfully using the scrum process (introduction to time boxed sprints, daily standups, etc.), with team of 8 direct reports. Responsible for Database Architecture. Duties included designing database, implementing constraints, developing relationship model that suits the application needs and performance tuning as needed.

GEOFIELDS

Atlanta, GA

Sr. Developer - Contract

January 2013 – March 2013

Assessed client needs and implemented transformations in professional manner while maintaining confidential information. Responsible for GIS Application that outlined utility and gas lines for drilling. Spearheaded client architecture diagram for next-gen application using ArcGIS 10, and reformat of spatial database to utilize new features for coordinates in SQL Server 2014. Stack: ArcGIS 9.x, .NET 4.0, SQL Server 2014

ADDITIONAL EXPERIENCE

MODIS/MITSUBISHI ELECTRIC - Sr. Developer – Contract (4 month) , Suwanee, GA	2012 – 2012
NORTHROP GRUMMAN - Technical Lead Project Manager (Consultant) , Atlanta, GA	2006 – 2012
BUSINESS COMPUTER APPLICATIONS (BCA) - Technical Lead , Atlanta, GA	2005 – 2006
CH2M HILL, INC. - Software Engineer , Atlanta, GA	2003 – 2005
PALATINE SYSTEMS, INC. - Software Engineer , Atlanta, GA	1997 – 2003

EDUCATION & CERTIFICATIONS

Bachelor of Science – Computer Science & Math, Georgia State University, 2000

Bachelor of Science – Biology, Chemistry & Environmental Sciences, Georgia State University, 1997

Certifications: Scrum Master (CSM) ▪ IT Infrastructure Library (ITIL) Foundation ▪ Six Sigma Green Belt

TECHNICAL APTITUDE

Languages: Java, JavaScript, ASP.NET, VB.NET, VBScript, XML, HTML, C/C++, Visual Basic 5.0/6.0, PHP 4.3, PERL 5.0, ASP, .NET Environment/Framework 1.1, 2.0, 3.0, 3.5, 4.0, C#, Cold Fusion, LDAP, AJAX, Web Services, Silverlight, jQuery ▪ **ETL:** SQL Server Integration Services (SSIS), Data Transformation Services (DTS), T-SQL ▪ **J2EE APIs:** J2EE (1.2, 1.3, 1.4, 1.7, 1.8), JSP, EJB, JDBC, Servlets, Apache Tomcat 3.x – 4.x ▪ **RDBMS:** Microsoft SQL Server 6.5/7.0/2000/2005/2008, SSRS, familiarity with SSIS, Oracle 8i/9i/12c, MySQL ▪ **Network Protocols:** HTTP, TCP/IP, Ethernet ▪ **SAP:** Commerce (hybris) (4.8, 5.0, 5.5, 5.7), C4C – Cloud for Customer, SAP Marketing (Cloud based) ▪ **Agile:** JIRA, OnTimeNow (scrum) ▪ **Collaborative:** Atlassian (Confluence/Jira) ▪ **Communications:** FTP, sFTP (via WinSCP API) ▪ **GIS/Mapping:** ArcView 8.1/8.2, ArcIMS 3.0/4.0/9.0, ArcGIS 8, ArcSDE, Google Maps API ▪ **Operating Systems & Servers:** Windows 7/Windows XP/2000/NT/98, Linux, OS X ▪ **IDE:** Visual Studio, IntelliJ ▪ **Portal Environments:** DotNetNuke 1.x/2.x, Microsoft ▪ **Sharepoint** 2000/2003/2007/2010, Umbraco 4.x ▪ **Version Control:** Visual Sourcesafe 6.0, Visual Sourcesafe 2005, Subversion, Visual SVN, Tortoise SVN, SourceGear, Git/GitHub ▪ **Build Tools/Deployment(CI/CD):** Maven, Jenkins ▪ **CRM:** Salesforce, SAP C4C