THE *Open* GROUP
Master
Certified IT Architect

Robert Loesch
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Professional Profile

Robert is an Executive IT Architect with IBM Global Services. He is a certified Google Cloud Architect and has certifications in multiple other Cloud and Container Platforms. Robert has experience with large DevOps transformations and platform automation. He has experience in engineering hybrid cloud solutions and advises clients in their Journey to Cloud on how to modernize their existing legacy application environments for the cloud. He likes to explore new technologies and teach and mentor others to foster the adoption of these technologies.

Summary

- Over 20 years of experience in IT in roles as Application Architect, Transformation Architect, Infrastructure Architect, Cloud Architect, Disaster Recovery Architect, Developer, Project Manager, and Business Analyst
- Certified with Google Cloud, AWS, Red Hat OpenShift, Docker, Cloud Native, and Mobile app development
- Expertise in cloud, server platforms, virtualization, containers, storage technologies, and networking
- Experience in solutioning, designing, delivering, and supporting large complex IT solutions
- Strong problem solving and analytical thinking skills
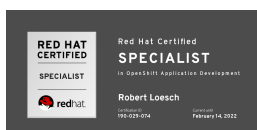
Recent Relevant Experiences

- Led a team of architects to provide an architectural assessment of an insurance platform on IBM Cloud in terms of cost optimization, stability, performance, flexibility, and openness.
- IBM Global Business Services representative at a major cloud conference to advise clients and booth visitors on the Journey to Cloud and application modernization. Assisted with developing the storyline and demos for the event.
- Instructor and mentor for IBM internal Red Hat OpenShift training classes and assisted 26+ students to become Red Hat OpenShift certified.
- Led a DevOps transformation initiative at a large Telco provider by establishing the architecture and roadmap, including the use of monitoring, tracing, and telemetry tools to establish visibility into platforms.
- Led the technical solutioning, technical estimates, and implementation for the application development and data migration efforts to enable a suite of acquired products and customer profiles at a large telco provider.
- Designed and implemented an IoT solution with Docker containers at remote manufacturing sites.
- Led the infrastructure work stream and guided the development team for the IBM Watson Natural Language Processing component integration with a Tax Workbench at a large professional services firm.
- Participated in the beta program for Docker Enterprise Edition (EE) for IBM Cloud. Installed and configured Docker EE in IBM Cloud. Created Docker images and deployed containers to Docker EE in IBM Cloud.

Recent Education and Certifications

- Red Hat Certified Specialist in OpenShift Security, January 2020
- AWS Certified Solution Architect – Associate, March 2019
- Red Hat Certified Specialist in OpenShift Administration, March 2019
- Red Hat Certified Specialist in OpenShift Application Development, February 2019
- Google Certified Professional Cloud Architect, December 2018
- Cloud Native Development Bootcamp, November 2018
- Spring Framework 5: Beginner to Guru, November 2017 – January 2018
- Microservices, December 2017
- Certified Docker Technical Sales Professional, November 2017

Degrees

- MBA in General Business, University of Wisconsin - Madison, United States of America, 2003
- Diplom Wirtschaftsinformatiker, (Masters in Management Information Systems), University of Erlangen-Nuernberg, Germany, 1998

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Employment History

Feb 2005 – Present   **IBM Global Services**
IT Architect

Dec 2000 – Feb 2005   **Kraft Foods, Madison, WI**
Technical Architect

June 2000 - Dec 2000   **Greenbrier & Russel, Middleton, WI**
Consultant

Dec. 1998 - June 2000   **Born Information Services, Brookfield, WI**
Consultant   Open Technology Center

Feb 1996 - Oct 1996   **BV Capital Markets, New York, NY**
Trainee Consultant   Mergers & Acquisitions, Corporate Finance

Education

September, 2000 – August, 2003   **University of Wisconsin, Madison**
MBA in General Business

September, 1992 – November, 1998   **University of Erlangen-Nuernberg, Germany**
Diplom Wirtschaftsinformatiker (Masters in Management Information Systems)

Professional Experience

September, 2019 – January, 2020: Global provider of insurance, annuities, and employee benefit programs
Lead Architect
- Led a team of architects to provide architectural assessment of the existing insurance platform on IBM Cloud in terms of cost optimization, stability, performance, flexibility and openness.
- Established goals, benefits, and architectural roadmap for the insurance platform.
- Led the re-solutioning and re-costing effort for the insurance platform leading to a long term reduction in support and maintenance cost by 30% by leveraging Openshift as a managed service, cloud native, serverless, and as a Service where possible.

November, 2019 - December, 2019: AWS re:Invent
IBM Booth Representative
- IBM Global Business Services representative at AWS re:Invent to advise clients and booth visitors in their 'Journey to Cloud' and application modernization.
- Assisted with creating the storyline and demos for the event.
- Initiated conversations with 50+ booth visitors about their modernization journey.

July, 2019 – August, 2019: IBM Internal
Teacher and Instructor
- Teacher at bootcamps to educate IBM practitioners on OpenShift Container Platform technology.
- Prepared training material, labs and guided exercises for the course.
- Taught 30 practitioners in OpenShift Development and prepared them to take the OpenShift exam with a pass rate of 70%.

April, 2019 – June, 2019: Leading US Wireless Carrier, Bellevue, WA
Transformation Architect
- Led a DevOps Transformation initiative at a major Telco wireless carrier.
- Led a team of architects to provide architectural recommendations for the Service and Operations Fabrics.
- Established goals, key benefits, and roadmap for Service and Operations Fabrics.
- Created user stories for the implementation of the features within the Service and Operations Fabrics.

June, 2018 – February, 2019: Leading US Telecommunications Provider, Irving, TX
Lead Architect
• Led the 50+ member distributed technical team for the application development and data migration efforts to enable a suite of acquired products and customer profiles.
• Collaborated with IBM and client leadership on defining and implementing the project governance.
• Developed and maintained appropriate documentation to keep the leadership team informed of the progress, issues, and dependencies.
• Coordinated between teams to make sure technology practices are understood and being followed.
• Conducted design and code reviews.

April, 2018 – May, 2018: Major Client Proposal
Solution Architect
• Responsible for the Technical Estimates for the application development and data migration effort for this multi-million-dollar proposal.
• Applied IBM Solutioning methodology to solution the project.

April, 2018 – June, 2018: Global Manufacturer of Home Control Products
Architect, Project Manager, Developer
• Implemented a manufacturing solution to generate data in IBM Cloud and replicate the data to CouchDB running in Docker containers at the client's manufacturing site.
• Responsible for the architecture and deployment of the solution.
• Led the agile development team.

January, 2018 – March, 2018: Internal Project
Developer, Architect
• Participated in the beta program for Docker Enterprise Edition (EE) for IBM Cloud.
• Installed and configured Docker EE in IBM Cloud.
• Created Docker images and deployed to Docker in IBM Cloud.
• Communicated with IBM Cloud and Docker experts to resolve defects and improve documentation.

November, 2016 – March, 2018: Multinational Professional Services Company, Chicago, IL
Technical Solution Architect, Infrastructure Architect
• Provided leadership and architectural guidance for the Global Tax Workbench project.
• Led infrastructure work stream of the project.
• Guided a development team for the IBM Watson Natural Language Processing component integration with the Tax Workbench.

April, 2012 – October, 2016: Global Pharma Company, Vernon Hills, IL
Technical Solution Architect, Infrastructure Architect, Enterprise Architect, Disaster Recovery Architect
• Planned, designed, and implemented infrastructure solutions in support of business requirements.
• Provided architectural guidance and direction to application teams to ensure alignment to infrastructure standards as well as reduced IT complexity and represented these projects in the infrastructure architecture review process.
• Participated in strategy discussions to develop and deliver long-term strategic goals for infrastructure architecture and technology standards.
• Worked with IBM Business Resilience and Continuity Services (BCRS) team to create the Disaster Recovery (DR) reference architecture.
• Worked with client's network team and IBM's infrastructure team to design a DR capable network in the data center and the layout of the DR applications in the new network.
• Assisted with the DR implementation of several applications.

- Led the design and documentation of technical solutions for infrastructure projects in support of the separation of the BioScience and the Medical Products businesses.
- Collaborated with infrastructure tower architects (UNIX, Wintel, VMWare, Citrix, DB, Storage, etc.) to design solutions that met the application teams and business requirements.
- Created application infrastructure profiles and Component Based Models for applications in the Supply Chain, R&D, and Quality portfolios.
- Assisted with application issue remediation and resolved complex problems.
- Led the effort for the analysis and documentation of Infrastructure Single Points of Failure on several projects.
- Provided technical leadership, guidance, and consulting to team members.

March, 2011 – March, 2012: Global Automaker, Warren, MI
Technical Solution Architect for COTS implementation
- Lead Architect on the Next Generation Tools (NGT) project.
- Collaborated with a group of IBM Software Group SMEs and GBS consultants to provide a suite of COTS tools for the client's engineering team.
- Responsible for all aspects of the system architecture: solution design, tool configuration, tool integration, performance, security, and deployment of the system.
- Specified application storage requirements by considering transaction volumes, data retention, performance, and availability and recommended optimal storage configuration. Provided storage requirements to the hosting team and verified when the storage was allocated.
- Created project deliverable documentation: Architectural Design Document, Data Sharing Agreements, System Design Document, Hosting Engagement Form, and Test Documents per client IT Standards.
- Assisted with the technical evaluation of System Design System vendors and preliminary tool selection in the Electrical, Controls, and Software (ECS) design space.
- Assisted with requirements gathering and use case specification.
- Collaborated with Software Group SMEs on the architecture and design of the system.
- Led the performance testing team and assisted with performance testing of the system.
- Collaborated with sustain provider on the successful transition of the system post go-live.
- Communicated with client stakeholders regarding architectural design and decisions.
- Communicated with IBM NGT leadership team and NGT team members on project status and issues.
- Applied technologies to deliver project: Rational Team Concert, Rational Asset Manager, Rational Doors, Rational Rhapsody, Rational Synchronization Server, BigLever Gears, Citrix XenApp, Websphere Application Server 7, Oracle 11g, VMWare, MS Office.

April, 2010 – February, 2011: Global Automaker, Grand Blanc, MI
Lead Architect for COTS implementation
- Lead Architect for the implementation of the Global Strategic Pricing System (GSP).
- Responsible for all aspects of the system architecture. Provided architectural direction for GSP.
- Assisted with requirements gathering and documentation for the project. Took ownership of project documentation deliverables and deliver the documents to the customer on-time with minimal defects.
- Specified application storage requirements by considering transaction volumes, data retention, performance and availability and recommended optimal storage configuration. Provided storage requirements to the hosting team and verified when the storage was allocated.
- Led and assisted with the installation of the GSP development, testing, and production environments.
- Led and assisted in the resolution of hosting environmental and performance issues.
- Applied technologies to deliver project: SUN Java System Application Server, Servigistics 9.5.1, Oracle 10g, J2EE, SDP-21, MS Office, Visio, Sharepoint, Erwin, BMC Patrol

October, 2009 – June, 2010: Global Automaker, Grand Blanc, MI
Lead Architect for COTS implementation
- Led the architectural aspects for the COTS implementation of Mercia Requirements and Demand Planning.

- Provided architectural guidance to the development team throughout testing and deployment of the Mercia application.
- Communicated with the client architecture team and ensure that the project is following architectural standards to get sign-off for the architectural deliverables of the project.
- Specified application storage requirements by considering transaction volumes, data retention, performance and availability and recommended optimal storage configuration. Provided storage specifications to the hosting team and verified when the storage was allocated.
- Led the performance testing of the application and resolved all performance related issues in a timely manner.
- Took ownership of technical issues and worked with hosting and other vendors on timely resolution of the issues.
- Assisted the business users with their workstation setup and provided related documentation to guide the end users through the installation process.
- Applied technologies to deliver project: VMWare, Citrix, Mercia, Oracle, Perfmon, Process Explorer

May, 2006 – October, 2009: Global Automaker, Flint, MI
Lead Architect for DMS Subsystem on Global Warranty Management
- Provided leadership in the integration of the Global Warranty Management (GWM) application and the Dealer Service Providers (DSPs) Dealer Management Systems (DMSs).
- Responsible for technical solution of DMS integration: Created the solution architecture and design. Created and maintained functional and technical specifications for the inbound and outbound web services and ebXML interfaces. Implemented the web services. Tested and deployed the web services.
- Created and maintained the Application Interface Specification for the GWM application based on client requirements.
- Responsible for developing design alternatives and solutions to difficult requirements for DMS Batch and DMS Interactive integration. Provided Web Services Guidelines for the GWM application. The Web Services Guidelines are used by the DSPs to connect to the GWM application.
- Created the XML schemas for the exchange of data through the DMS interfaces.
- Provided the design for the implementation of the web services.
- Acted as the development lead to get the web services implemented in code on time and with minimal rework.
- Reviewed code to ensure best coding practices were adhered to.
- Developed testing facilities for the performance testing of the web services and ebXML interfaces.
- Provided the testing strategy for all testing phases and coordinate the testing efforts across all vendors to complete testing within the specified timeframe.
- Communicated and coordinated all project activities with the DSPs around the world. Ensured that API documents and Web Services Guidelines are interpreted correctly to avoid costly rework during implementation and testing.
- Applied technologies to deliver project: Java, J2EE, XML, Design Patterns, SDP 21, RSA, Weblogic 8.1, Web Services, ebXML

June, 2005 – April, 2006: Provider of Specialty Insurance Products and Services, Cincinnati, OH
IT Architect and Designer
- Provided technical expertise in the areas of architecture, design, and implementation for the client's Agent Management System.
- Responsible for design quality, delivery, and support of construction usage of the design.
- Created detailed designs by applying software design techniques and patterns.
- Delivered design documentation on time, with high quality, and with high customer satisfaction.
- Performed design reviews to ensure that the design was consistent with the software architecture.
- Influenced the client's architecture team and provided support and feedback for architectural decisions.
- Performed code reviews to ensure that the code was consistent with the design.
- Integrated the Agent Management System with the client's web services and other business services.

- Applied technologies to deliver project: Java, J2EE, Struts, XML, Portal, Design Patterns, RUP, Rational Rose, WAS 5.1, Web Services

February, 2005 – June, 2005:   Major Food and Drug Retailer, Vancouver, Canada
IT Architect
- Delivered a reusable Reference Architecture to improve application quality and more consistent applications.
- Established architectural guidelines that enable and promote the reuse of software components.
- Assisted in the selection and validation of J2EE technologies for the Reference Architecture and provided usage guidance for selected technologies.
- Incorporated aspects of Model Driven Architecture (MDA) to increase productivity and quality in the software development process.
- Applied technologies to deliver project: Java, J2EE, JSF, CMP, Design Patterns, MDA/MDD, RUP, Rational Software Architect (RSA), RAD, WAS 5.1

December, 2000 – February, 2005: Global Food Manufacturer and Distributor, Madison, WI
IT Architect, Distribution Systems
- Provided technical vision for the architecture of Warehouse Management System (WMS).
- Led the design and implementation of architectural foundation for WMS.
- Communicated with IT department on technical strategy and resolution of tactical issues.
- Participated in IS technical leadership team to share cross-functional technical expertise and deploy best practices to solve business opportunities.
- Established standards and guidelines for web technologies.
- Assisted management with project scoping and scheduling.
- Acted as the project manager on several key technical projects.
- Planned and organized training of staff new to Java and OO.
- Mentored technical architects in other IS functions.
- Conducted brown bags and technical presentations for IS staff.
- Promoted adherence to Software Development Process (Rational Unified Process).
- Designed and programmed functional features for WMS.
- Led design and code reviews.
- Acted as a point person for the application support group.
- Served on the company Web Services Task Force.
- Assisted in publishing of disaster recovery approach.
- Acted as a key driver for the execution of the migration to WSAD and Websphere 4.
- Reviewed architecture for performance and scalability.
- Provided technical support and led initiatives to reduce the number of technical support issues.
- Assisted in the evaluation of the use of and the impact of Radio Frequency Identification (RFID).
- Championed the integration of Crystal Reports with J2EE and published company internal white paper on the integration of Crystal Reports with J2EE.
- Assisted in the implementation of the application at the Pilot Warehouse.
- Applied technologies to deliver WMS: Java, J2EE, EJB, JSP, Struts, JDBC, JMS, JavaScript, Ant, JUnit, XML, XSLT, Websphere, WSAD, ClearCase, Rational Rose, Crystal Reports, Oracle, Oracle Stored Procedures

June, 2000 – December, 2000: Technology Consulting Company, Middleton, WI
Consultant, Architect
- Analyzed business rules for B2B interface to client's legacy WMS.
- Designed use cases and business model for B2B interface.
- Programmed web interface to legacy WMS for B2B users.
- Acted as a mentor for OO and Java to team members.
- Assisted in the migration study of the AS/400 based WMS to the web.

- Applied technologies to deliver project: Java, JSP, JDBC, JavaScript, Websphere, VisualAge, Rational Rose, DB2

December, 1998 – June, 2000: I/T Services Company, Brookfield, WI
Consultant
- Designed and implemented quality information reporting for a client.
- Provided analysis and design for an in-house Resource Information System.
- Mentored other consultants in Java and J2EE.
- Applied technologies to deliver project: Java, JSP, JDBC, Apache Tomcat, SQL Server