**Jerry Wolff**

[**Jerrywolff@comcast.net**](mailto:Jerrywolff@comcast.net)

**Mobile: 425-345-9653**

**Summary**

Senior Technical DevOps program Manager, Delivery Manager and Infrastructure Architect with experience working across business lines to design, develop, deliver and support mission critical business applications and systems. Works with business users and IT from conception to production to gather and reconcile functional and business requirements for Enterprise system Architecture and deployments. Develops and manages integration plans for upstream and downstream systems and plans systems tests prior to release. Has experience Planning, managing and delivering system integration, upgrades and deployments for new and existing environments for Production, QA, POCs and Development. Develops disaster recovery plans for local and distributed environments. Has hands on working experience developing tools, processes and templates for post deployment monitoring, alerts and reporting.

**Technical Skills**

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| --- | --- |
| * **Microsoft Specific Skills** * **Microsoft Azure Solutions Implementations** * Azure infrastructure as a Service * MS Team Foundation Server 2012 * Visual Studio 2012 * SQL server 2008 R2 , 2012, 2014, SQL Azure * PowerShell 1, 2, 3 * ACA Accelerate -Desktop Deployment * MS Visual Studio 2008 * Amalga UIS 2.0 R2 /Sp1 * SQL Server SSIS 2008, 2012, 2014 * C# * Windows Server 2008 Sp1/sp2 * MS SQL Server 2008 BIDS * MS Office 2012 * System Center 2012 – SCOM * DBA SQL Server 2008, 2012, 2014 | * **Other Skills** * REDGATE SQL Schema/Data compare * HL7 * Cerner Millennium * Linux * MySQL * PHP5 * Apache * PERL * BASH * Sybase ASE 15 * CYGWIN * Oracle 11 * Solaris * AIX * HP-UX |

**Certifications**

|  |  |
| --- | --- |
| * **MCPS: Microsoft Certified Professional** – **License 13477835 -** August 2016 * **MS: Implementing Microsoft Azure Infrastructure Solutions License 13477835 Starting August 2016** * **IASA architecture Foundations** * **MS SQL Server 2005/2008/2012** * **Oracle Certified DBA** * **Systems Security Certified Practitioner (SSCP)** * **Windows Azure (IAAS, SQL Azure, PaaS)** |  |

**Experience**

**Avanade – Microsoft (7/2015 - Present)**

Program Manager/FastTrack Partner Managed Services

Responsible for:

* Customer portfolio management
* Financial results and forecasting of Partner agent completed work
* Pipeline forecasting, throughput and pull orders of customer subscriptions for Onboarding support.
* Ensuring compliance with and delivery of KPI's in Partner contract SOW
* Escalation point from and to Microsoft for technical, process or customer issues
* Report creation and maintenance for required status meetings
  + Weekly Ops call
  + Monthly Business Review
  + Quarterly Business Review
  + Strategic Business Review
* Providing regular feedback and suggestions for program or process improvement
* Supporting pilot efforts for new approaches and strategies in delivering and managing onboarding support.
* Agent team management
  + Agent resourcing (hiring, on-going management and termination)
  + Agent capacity planning (throughput, workload balancing and growth)
  + Agent training and readiness
  + Agent customer assignments based on skills and experience
  + Agent escalation point for technical, process or customer issues
  + Ensure agent compliance with delivery and data capture standards

**Accenture/Avanade – Microsoft 9/2014 – 6/2015**

Project Manager/Operations lead for Managed services

* Lead Managed services team of System Engineers, DBA, PMs for day to day operations support
* Managed on-shore and Offshore teams for Operational support
* Developed process and best practices for Managed Services with artifacts applicable to other Customer engagements.
* Planned and Developed SLAs , Maintenance plans and migration plans for datacenter moves, System/SQL upgrades, adoption of Microsoft SQL server Maintenance Suites
* Planned and Managed DR activities to include regularly scheduled DR validation
* Managed over 120 Servers (Physical, VM and Cloud) across multiple datacenters to include Hybrid On-prem/Cloud models.
* Trained and supervised off-shore and onshore teams on monitoring habits, and practices.
* Developed Environment and Server audit tools (PowerShell) for all 120 servers for standard configurations, security, SQL settings, Server settings, Account access.
* Developed and managed security mitigation plans and audits for managed applications and Systems.
* Developed a managed service CMDB with automated custom collectors using PowerShell and SQL used for system and compliance audits.

**Accenture/Avanade – Microsoft Corporate Functions IT - Azure IaaS Migration**

Program/Project Manager Lead for Assessment and Migration to Azure.

Legacy Server/Application migrations to Azure IaaS – Strategy, assessment and migration lead

* Led the development and application of Microsoft’s Corporate Functions IT Azure Infrastructure as a Service (IaaS) Cloud migrations.
* Responsible for the development of a repeatable cloud assessment methodology and migration execution for 400 Corporate Functions applications and 3000 data center based servers.
* Managed a team of customer (Microsoft PM) leads and subject matter experts in the development of all project deliverables and migration plans.
* Provided thought leadership in the execution and process improvement for data center migrations to the Cloud.
* Developed processes and artifacts to support the migration strategy as applied to the Business unit.
* Provided plan, progress metrics and communication artifacts reported to different levels of Microsoft leadership.
* Helped develop a curriculum for the expansion of Accenture/Avanade’s Cloud capabilities.
* Managed and communicated key dependencies, risks and gaps to the project teams and Microsoft leadership through scheduled status meetings.

**Avanade Inc. - Bank of Montreal**

ACA Accelerate MySite Deployment lead

* Planned, and executed ACA Accelerate to the latest version in order to support the MySite deployment
* Developed plan and pre-requisites for the MySite Deployment at BMO.
* Executed and documented step by step build process for ACA Accelerate upgrade and MySite deployment at BMO.
* Drafted Localization customization process for MySite to be included in the product's documentation suite.

**Avanade Inc. - CitiGroup Desktop Optimization project**

ACAA Accelerate Infrastructure Lead -

- Developed standard repeatable guidelines for the deployment and Upgrade of Accelerate at Client sites. Templates and methods currently adopted at 3 sites (CITI, BMO).

- Trained and mentored IDC and PDC resources traveling to the US (Seattle) on planning, Implementation, troubleshooting and execution practices for Accelerate Infrastructure deployments.

- Developed tools and templates that reduced the work effort required to support Accelerate Deployment, Upgrades and user managements.

- Led the Infrastructure and build out of all 12 environments (49 Servers) used by the CITI Desktop Optimization project.

- Coached, mentored and trained 5 Avanade and Accenture resources on ACA accelerate and environments deployment and maintenance.

- Led and brought infrastructure Build out phase for the CITI DO project back on schedule and to usability by Project team members (build out was 4 months behind before my involvement).

Created a series of Post Deployment systems monitoring and health reporting tools:

- Provision Server Access to all groups

- Provide SQL Server Access

- Add to MySite and ACAAD3 User table

- Add to Profile Groups

- Add users as location owners

- Environment management tool

- Environment management tool

- ETL V2 data source distribution

- Citi prod backup for refresh

- Database DBO config editor

- Database config audit

- Server config Audit

Create Templates and Documentation for the product and the Project:

Templates/Documentation

1) Accelerate-Citi\_server\_mapping

2) Citi\_group\_and roles\_persmission\_chart

3) Accelerate Server validation ChecklistlatestNew

4) Accelerate\_deployment\_guide\_and\_Checklist

5) Project\_work\_hours\_log

6) User Management in Accelerate

7) Accelerate\_installation\_pre\_requisite\_tree

8) Reporting Services Separation Alternatives

9) BDNA Automation

10) BDNA Installation and Update process

11) MySite localization and language Translation Guidelines

**Avanade Inc. - Pacific Gas and Electric**

Delivery lead -

- Led Team for development of the ACA Accelerate AME/DME v2.2 POC at customer Site

- Developed custom System and Applications requirements and Best practices configurations for POC

- Acquired four change orders for additional services onsite for Avanade:

.. Custom Report development

.. Production system Performance tuning

.. Development of Data Stewardship role, process and Guidelines

.. Patching and Custom Development for new reporting data model

**Avanade Inc. - Mayo Clinic - Rochester Minn.**

Business Process Lead -

- Led Customer Business teams in eliciting new requirements for Migration of Medical artifacts from multiple sources into SiteCore.

- Led Business process alignment reviews for Customer teams.

- Developed Plan, Analyze and Design phase deliverables and Conducted reviews for signoff.

**Avanade Inc. at Pacific Gas and Electric**

Deployment Consultant/PM

.Created Deployment Strategy and Plan (Deployment Scope, Approach, Options, and Plan)

.Created Migration Plan (Migration Scope, Components, Tools, Staffing, High Level Workflow, Schedule)

.Created Operational Readiness Test Model (Approach, Plan, Test Scenarios)

.Created Support Requirements and (Impacts on service delivery baselines and budgets)

.Created Service Introduction Plan (Staffing, Processes, Technology, SLAs)

.Created USMT Deployment Instructions for Field Technical .Staff

. Developed Migration deployment Schedule and T-Minus Schedule across all deployment team functional areas.

. Created Infrastructure Readiness Assessment Summary for the entire deployment (all areas and phases)

. Created Readiness pre-requisite WBS tasks for Infrastructure, Desktop and Users environment

. Performed D3 readiness data gap analysis and Data QA for readiness assessment in D3.

. Created deployment readiness analysis reports in D3 for:

.. Site

.. User

.. Software packaging

.. Department and organization

. Created management survey for deployment team engagements with users departments to assess:

..No-touch dates

..User/people/Computer inventory

.. Software inventory

.. Preferred deployment time.

Created Management survey artifact data extraction to provide current status and lists for use during department engagements by the deployment team.

. Lead deployment planners' plan development and integration of plans in D3.

. Trained Deployment planners on use of D3 reports and use of release management in D3.

**Avanade INC,**

• Developed Integration strategy for Proprietary Cerner Patient data into Amalga UIS 2.0 for Virginia Mason Medical Center

• Led a team of mixed resources (customer, Partner, overseas and Microsoft) in the total implementation of the solution.

• Worked with Customer on validating and modifying Proof of Concepts for specific un-proven ingestion methodologies.

• Designed and developed special ingestion tools for the Proof of Concepts (SQL SSIS, C#).

• Trained and mentored customer resources on Amalga UIS 2.0.

• Managed data requirements collections and Design reviews.

• Managed Project time and costs for first phase of the projects.

• Planned and managed phased implementation through development, Certification and production of the solution.

• Worked as co-designer/developer of extensions tools for Amalga UIS 2.0 (item Collectors).

**Avanade INC,**

SR Project Manager, Data validation SME – for Microsoft at El Camino Hospital – Mountain view, CA

• Co-Developed strategy for validating data integration from multiple patient EMR systems into Amalga UIS 1.5

• Developed SQL Server 2008 T-SQL tools and scripts in support of data validations.

• Developed final findings and gap reports of the validation.

**CIBER Inc. at Fred Hutchinson Cancer Research Center**

• Developed business and functional requirement templates and collection practices.

• Planned, documented, coordinated and monitored deployments of new applications and systems to production

• Established and documented data feeds from external sources to the research data warehouse.

• Developed and ran unit tests on each developed module for the data extracts

• Researched and coordinated new data feeds to be imported to the data warehouses using HL7 protocols

• Created HL7 parser (packaging and de-packaging) scripts in Perl through SSH tunnels to and from Solaris and AIX platforms.

• Created automated data extraction system using SqlAdvantage/MS SQL Server 2008 and Perl to retrieve data through SSH tunnels using SFTP, Stored procedures, BASH/KSH and PERL scripts

• Database analysis using FMS Total Access Analyzer on an IRB and Protocol Office database system

• Developed a LAMP (Linux, Apache, MySql, PHP5 and/or PERL) environments for data collection on CENTOS 5.2

• Developed, documented and deployed an automated research data collection ETL system using PERL, BASH, CYGWIN, MS SQL Server 2008 and Sybase ASE 15.

• Developed and ran unit tests on each developed module for the data extracts.

• Developed SQL queries for data analysis on MS SQL server 2003, 2008, Oracle 11, Sybase ASE 15 and Access.

• Developed SQL stored procedures for ETLs (Extract Transform and load) of medical research data from Oracle, and Sybase ASE 15 to MS SQL server 2008 through secured connections.

• Developed database extract transfer scripts for transmission through SSH, SFTP, from Solaris, AIX to Windows XP and vice versa.

**CIBER Inc. at T-Mobile, Bellevue, WA**

Project Manager/Senior Analyst

• Project management for enhancement, development and deployment of a critical user interface in support of a major market product launch

• Reviewed and monitored cross functional impacts or enhancement developments to the billing system

• Prepared instructor lead training documentation for new application functionality using PowerPoint and individual screens from the application

**Washington Dental Service**

Project Manager/Senior Systems Analyst

• Managed the development and coordination of Web Analytics, Search engine optimization, user experience results, and wire frame design between external vendors and off shore developers for the functional specifications of the re-design

• Gathered, analyzed and documented business requirements for a major system enhancement or full system selection and implementation

• Led project progress to standardize and improve systems to better support business processes

• Developed plans that bridge business and system functionality in coordination with Information Technology and other business units and departments

• Led the development of requirements collection for an integrated enterprise wide Web Re-Design. The scope or the re-design spanned all functional business areas of the company and customer/client base. (Dentists, Insured Employers, Brokers, and Subscribers)

• Worked directly with business to communicate business requirements, priorities, and scope in conjunction with business goals

• Conducted JAD sessions for Dental Claims processing system changes. The changes ranged from architecture changes, function additions, database and UI changes, synchronization process changes

• Prepared lesson plans and presented instructor lead training to support analysts, stakeholders and application users

• Documented as is and to be processes with users and stakeholders for new Dental Insurance product offerings

• Developed test requirements, test plans and test scripts for enterprise web services.

• Participated in test runs with testers.

• Coached testers on script development for use in automated test applications.

• Reviewed and validated test results

• Consulted on functional project teams to provide functional solutions for complex issues

**Starbucks Coffee Company**

January 2005 – June 2007

North American Business Systems Functional Analyst Lead

• Systems and applications management: workflow transition troubleshooting, portal management, report generation and modifications, data loading, database and data integrity audits (Oracle-SQL and Solaris/HPUX), script development, and system monitoring

• Documented as is and to be processes with users and stakeholders

• Developed functional specifications and provided troubleshooting of methods for a web based integrated Project Cost Management System (TRIRIGA). Integrations points were: supply chain, accounts payable, accounting, accounts receivable, construction, general contracting, and vendor management

• Developed performance test and UI test scripts for web based integrated cost management system (Tririga/Oracle)

• Ran tests scripts and recorded bugs

• Reviewed and validated test results

• Developed PowerPoint based training including screen shots and scenarios and conducted instructor lead training for a security and user control application

• Consulted on functional project teams to provide functional solutions for complex issues

• Established and maintained compliance with standards and procedures for design, configuration, testing and documentation ensuring quality systems that met business needs

• Led project progress to standardize and improve systems to better support business processes

• Worked directly with the business to communicate business requirements, priorities and scope in conjunction with business goals

• Gathered, analyzed and documented business requirements for a major system enhancement or full system selection and implementation

• Lead testing of systems, applications or system interfaces

• Developed test plans and scripts to ensure turnkey solutions to internal and external customers

• Developed detailed functional system design specifications

• Resolved and documented system enhancement and production issues

• Managed the production support

• Provided short-term and post implementation support for new systems as needed

• Provided Sarbanes-Oxley security compliance

• Provided user and data security management

**T-Mobile**

July 2002 – January 2005

Sr. Analyst III – Billing and software enhancement – Supervisor

• Managed and guided a team of 12 Business Systems Analysts (8 FTEs and 4 Contractors) responsible for billing system enhancements and troubleshooting

• Gathered and documented business requirements for software enhancements to the Billing System (AMDOCS/Samson)

• Executed data and database integrity audits (Oracle, HPUX)

• Provided data load, configuration and extraction script development in Perl, Korn, and SQL (Oracle/HPUX)

• ETL development and updates for tax rates were done in Oracle for the billing system

• Developed test requirements, test plans and test scripts for enterprise web services online activations system

• Participated in test runs with testers recorded bugs

• Trained testers on shell and SQL script development for use in automated test applications

• Reviewed and validated test results

• Analyzed production tax data discrepancies with the business units and developed corrections and worked with developers

• Acted as liaison between finance business units for projects, requests analysis and status reviews

• Acted as liaison between business units (tax, sales, marketing, accounting, fraud) and development for system and software enhancements and integration

• Developed test requirements for software functional tests

• Performed data validation during testing

• Created production support, implementation and deployment documentation for all integrations and enhancements in the billing and sales systems as they related to taxes

• Reviewed and interpreted legal and tax ramifications of changes in FCC rules and regulations for the wireless telecommunications industry

• Reviewed and interpreted business impacts to development or process change requests

**Yotta INC.,**

March 2002 – June 2002

Consultant for Storage Mediation development Project

• Developed test requirements and plans for Storage Mediation software

• Conducted Quality Assurance tests for each release of the prototypes

• Developed User Guide and Installation Guide for the prototype

**Temko INC.,**

November 2001 – March 2002

Consultant to Develop Studio Management System

• Developed and documented software requirements for franchise exercise and training studio management

• Developed platform and software environment requirements and designs

• Developed network architecture to link all studios

• Developed database architecture on Sun system using Oracle 8i/9i/10g and Portal 9IAS

**AT&T Wireless**

September 1999 – November 2001

Program Manager – Wireless Services Technology and Development Group

• Program management of all Inter System handoffs implementations between wireless roaming partners and AT&T Wireless

• Program management of the Accidental Roaming Borders between AT&T Wireless and Rogers Wireless (Canada)

• Technical liaison for the new feature implementations between Wireless TDMA carriers and AT&T Wireless

• Prepared Engineering Development Requests (EDR) and operations requirements documents for new feature implementations (call delivery, handoffs, billing resolution and settlement)

• Project managed the integration of existing and newly acquired markets

• Contributed to development of plans and milestones to quickly integrate newly acquired markets

• Managed the process and activities to integrate current and newly acquired markets

• Managed AWS cross-functional integration teams

• Managed Wireless Network Services Division (WNS) planning, engineering, implementation, and operations teams to integrate new mergers and acquisitions

• Planned, coordinated and managed First Office Application and implementation testing for roaming partners and affiliates as part of the AT&T Wireless Service Bureau

• Tested applications as part of the AT&T Wireless Service Bureau

• Tested applications included: Short Message Service Center (Aldiscon/Logica) (Over the Air Activation/programming), intelligent roaming database, cellular text messaging

• Prepared the Short Message Service Center system and Over the Air Activation systems for production/commercial readiness

• Performed advance SCI features, SS7 network troubleshooting

• Conducted testing and validating usage and functions of Two Way/Mobile originated messaging from mobile phones

• Project managed the validation of advance features operation for Common Look and Feel in all roaming markets domestic and international

• Coordinated and managed handoff design and implementation with AWS roamer partners

**The Boeing Company**

January 1997 – September 1999

Senior Systems Integration Consultant

• Managed the project and integration for ATE software and hardware implementation

• Developed schedule and release plan for automated test equipment software and hardware configuration for the Commercial Airplane Group factory lines (747, 767, and 777)

• Planned, managed and implemented system and software migrations to new operating systems HP-UX 10.20, 30, 11.0

• Managed 20 development and production HP 9000 servers used for Aircraft Final Assembly testing on a 24X7 schedule

• Managed test equipment configuration

• Managed research and testing of wireless networking of UNIX and PC systems for production support

• Determined roles and responsibilities for support of development, test, production, and engineering systems

• Insured all systems used for Aircraft testing are or can be Y2K compliant by year-end 1998

• Trained and assisted electrical engineers on HP9000 servers and HP-UX 10.20/11

• Assisted in determining system architectures that will best take advantage of current technologies available

• Performed systems administration duties on aircraft Final Assembly servers

• Supported systems migration of final assembly servers from Win 95 to Windows NT 4.0

• Developed and maintained web servers on HP-UX 10.20 and Windows NT 4.0

• Researched and tested new architectures for final assembly servers (HP 9000 and Intel Pentium)

• Developed web based systems administration using PERL, JavaScript, KORN shell and DHTML

• Updated systems and documentation for Y2K patches

• Assisted in development of HPIB device drivers for aircraft testing and measurement

• Tested and evaluated new equipment as potential upgrades for aging systems

• Determined standard configuration for all final assembly test equipment (PC and UNIX)

• Responsible for new systems integration and stability

• Developed and Implement disaster recovery plans for the development and production environments

• Developed sound and stable archiving procedures and processes for rapid and reliable data and system recovery

• Researched and developed a web based systems administration environment to facilitate production management

• Researched and evaluated new architectures for system and software upgrades

• Reviewed and developed storage management plans for development systems

• Performed systems migration to newer Operating Systems

**AT&T WIRELESS**

March 1994 – November 1997

Wireless Services IS Operations Manager

• Managed IS Operations budget approximating $4 million

• Managed Vendor relationships and contracts for HW/SW maintenance

• Managed Regional IS operations relationships

• Managed operational support for partner markets

• Built a team responsible for the distributed (remote) management of 100+servers nationwide, which consisted of 10 staff members (Sr. Sybase DBA, Sr. UNIX SAs, PMs, and BAs)

• Performed production operations testing management in cellular communications for nationally deployed applications

• Provided desktop support management for NEXTSTEP OS

• Managed the collection and delivery of call detail records used for billing images and insertion into data warehouse

• Developed and establish Service Level Agreements between partner companies and regional markets for operational support

• Managed the overall operations of the cellular collection network and fraud detection systems and applications for the entire US for AT&T Wireless

**Logicon, LTSI**

January 1987 – September 1995

Senior Technician / Senior Systems Manager

• Provided LAN/WAN design, troubleshooting and implementation of 150 nodes used for Military Training simulation (changed every 3 months due to training scenarios linking Japan, Korea, Germany and Other CONUS sites)

• Managed security using military secure and un-secure methods of data communications

• Used systems configuration tools to design and code in C and VAX/VMS DCL, SUNOS, and (DEC) Ultrix

• Installed and troubleshot workstation and network devices

• Integrated UNIX, VAX and IBM environments to facilitate training scenarios

• Supervised, managed and trained technical staff on different platforms and network environments

• Planned and implemented workstation configurations for each training scenario

• Managed clustered Mainframes and devices (VAX 6420 & 7620, 8600) used to drive simulation training

**Training**

* Avanade Delivery Management -DMA I and II
* Avanade Systems Integration Delivery Leadership
* Avanade Consulting excellence
* Amalga UIS 2.0 integration – Microsoft Corp
* PMP - Self study
* Element K - SQL: Advanced querying (MS SQL server 2005 /MS Access 2007)
* Seminar WDS - Data Warehouse Design Solutions
* Starbucks - Project management – Situational Leadership
* LIOS - Collaboration in times of intensity
* AT&T Wireless - Introduction to Project management
* Fred Hutchinson Cancer Research Center seminar – SharePoint tools and methodologies
* Self - Total Access Analyzer
* AT&T Wireless Agile – Scrum methodologies: Effective Presentations, Project Management
* Starbucks - Situational Leadership, Project Management workshop
* IBM Training Center - Advance Systems Administration AIX 4.XX, Advanced RS6000/AIX Systems Administration
* HP - Advanced HPUX 10.10/10.20 Systems Administration
* Sybase - Sybase SQL Server Administration
* Boeing/Oracle - Oracle SQL and SQLPlus course
* INTEL Corp Systems Administrator, Network Administrator, and Systems Operator Certificate
* Houston Associates Inc. - Defense Simulation Internet certificate - CSC
* Goethe University (Germany) - German Language Certificate
* SAP/R3 Fundamentals
* AT&T - Wireless Telephony Signaling System 7 (SS7) methodology

**Education**

* University Southern California , MSSM- Systems and Security Management cert
* Florida Atlantic University , B.A. Management Science and Systems
* Broward Community College , A.A Business Administration
* University Of Miami, Florida , USAR Commission - Military Science

**Professional Activities/Other Items**