*Ernest V. Hall, MBA, PMP*

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***Summary*** Technical consultant with extensive experience working with DDP risk mitigation solutions. Demonstrated success in selling and launching complex technology for Fortune 500 companies. Expert in all phases of software development, including requirements analysis, design, implementation, integration, and deployment. Enjoy learning and developing novel solutions to streamline and monitor technology implementations. Comfortable bridging the business and technology divide. Customer-oriented, collaborative, and a team player.

***Skills*** Enterprise Application Sales and Solutions, Software Engineering and Agile Development, Project Management, and Technical Management. Expert in writing SQL and with R, Pandas, and SAS data analytics frameworks for performing ETL. Programming languages include (but are not limited to) Java, Python, and UNIX scripting. Experience with standard interchange formats, including Web Services, XML, JSON, and HTML. Proficient in creating performance dashboards with Tableau. Comfortable working in Windows, Mac, or UNIX environments.

***Experience***

**07/21-Present Solution Consultant**

#### Lexis-Nexis, Phoenix, AZ

Provide technical support, product knowledge, and deployment guidance through presentations, demonstrations, and design creation for professional services to support sales.

**03/15-07/21 Principal Solution Consultant**

#### Fidelity Information Services (FIS), Phoenix, AZ

Enterprise application solutions and sales. Provide large-scale data analytics and fraud consulting services to e-commerce merchants. Pre-sales technical consultant for FIS Enterprise Merchant Fraud Toolkit (utilizes Lexis risk mitigation products). Technical consultant for merchant IT on JavaScript deployment, API deployment (including Android and IOS), and complex fraud rule development. Data analyst duties include reviewing merchant payment transactions to identify fraud patterns, which are then converted into fraud rules. Each payment transaction consists of nearly 200 individual attributes; data sets comprise millions of transactions. Data analytics utilize R and Pandas and create custom software with Java, Python, and UNIX scripts. Data for analysis is extracted from multiple sources, including a custom fraud portal (CSV), databases (via SQL), and internal reports (excel and Txt). Data cleaning and transformation are done via R and Pandas, as well as by creating custom software programs. Analysis and presentation of results using Tableau. The position is both business and IT customer-facing. Currently consulting with approximately 100 e-commerce merchants.

**08/14-03/15 Implementation Project Manager**

#### Tracelink Inc., Wakefield, MA

I implemented cloud application software that enables pharmaceutical companies to comply with drug tracking and serialization regulations. My duties included requirements analysis, solution design, scoping, and final implementation on the Tracelink life sciences cloud, with a heavy emphasis on understanding existing customer data and systems to enable integration utilizing Tracelink’s XML transaction set. The position was customer-facing and required communication and coordination with multiple external customers and internal company resources.

**03/13-08/14 Implementation Manager**

#### Silverlink Communications, Bedford, MA

Implemented complex communications programs to drive patient engagement. My duties included creating and documenting specifications for patient outreach programs and managing the implementation of solutions from conception to go-live. Implementations had complex multi-corporate systems integration utilizing web services. Specialized in pharmacy benefit management communications programs. Implemented eight outreach programs for multimillion-dollar accounts.

**09/12-03/13 Electronic Health Record (EHR) Implementation Project Manager**

#### Commonwealth Care Alliance, Boston, MA

Implemented the eClinicalWorks EHR application to replace the company’s existing system. Added crucial project management expertise and process improvement. Planned and executed iterative implementation approach. Completed gap analysis, data migration, hardware procurement, application configuration, and initial deployment of the EHR application.

**01/09-09/12 Program Manager and Senior Technical Consultant**

#### CaseNet Inc, Bedford, MA

Successfully led three customer implementations of CaseNet’s Enterprise Care Management software. Managed uncertain and fluctuating management structure while projecting a consistent presence to the customer. I mediated differences between corporate policy and customer needs.

* I drove the software implementation engagements, including creating the project schedule, managing the project scope and deliverables, directing assigned business and technical resources, and ensuring on-time project delivery.
* Led all technical aspects of the software implementation, including requirements definition, hardware and software specifications, and database setup.
* Coordinated software releases and the deployment of software into customer environments.
* Responded autonomously to rapidly changing customer requirements.

**03/08-10/08 Lead Technical Manager**

#### Grand Circle Travel, Boston, MA

Directed a team of 6 software developers responsible for enhancing and maintaining the company’s reservation, customer relationship, and airline quality management systems.

* Managed project to procure and implement time-tracking software for three groups within the IT department.
* I managed the entire IT Production Support function for several months in crisis mode with minimal supervision and a one-day ramp-up.

**01/06-01/08 Full-Time Graduate Student**

University of Massachusetts – Lowell

Graduated in the top 2% of graduate class with a Master of Business Administration, Finance Option.

* Earned the Beta Gamma Sigma designation, the highest recognition a business student can receive in a business program. Learned to apply analytical tools and techniques to business problems.

**10/05-2/06 Manager of Integration**

#### SynXis, Newton, MA

#### Technical expert on integration software issues on behalf of customers, sales team, and account

#### management team.

* Managed 5 software engineers responsible for integration software development and deployment of the company’s hotel reservation management software.
* Scheduled and drove software development and installation releases on time.

**8/04-6/05 Manager, Property Support Services**

#### Pegasus Solutions Inc., Scottsdale, AZ

Managed team responsible for providing technical software support for the company's three main hotel property management systems.

* Identified, documented, and prioritized software defects.
* Scheduled and managed 24/7 customer support.
* Provided technical guidance to hotel property owners and General Managers to resolve software support issues.
* Interfaced with the Product, Service Delivery, and IT departments to review and prioritize defect fixes and enhancement requests.
* Provided team with monthly developmental and improvement strategies, maintained appropriate staffing levels, and ensured adherence to company policies.

**6/01-8/04 Manager, Central Reservation System (CRS) Programming Services**

Pegasus Solutions Inc., Scottsdale, AZ

Scheduled the department’s software maintenance releases, which included prioritizing defects and enhancements.

* Assigned resources for development, coordinated testing dates with the Quality Assurance department, and coordinated software release deployment into production.
* Defined the workload for the company's offshore development staff. Ensured work designated for offshore was completed correctly and on time.
* Defined, maintained, and enforced team wide performance metrics and Service Level Agreements.

**6/00-6/01 Software Engineer**

Pegasus Solutions Inc., Scottsdale, AZ

Designed and developed software enhancements for the company’s web-based software applications.

**7/97 – 6/00 Software Engineer**

Nintendo of America Inc., Redmond, WA

Developed device drivers in C for new hardware interfaces to the Nintendo 64 game console.

* Provided Nintendo 64 operating system technical support to game developers.
* Wrote software programs in C to test Nintendo 64 and GameBoy platforms.

**1/93 – 7/97 Software Engineer**

Motorola, Government Space and Technology Group, Scottsdale, AZ

Designed cryptographic management system components for the Canadian Military using C.

* Developed Perl program to communicate with a customized requirements database. This program managed all the software requirements for the cryptographic management project.
* Created test plans for Motorola GSM cellular phones
* Tested GSM cellular phones, which required C programming and understanding the GSM communications protocol.

***Education*** **Master of Business Administration, Finance Option**

University of Massachusetts, Lowell

**Bachelor of Science in Computer Engineering**

University of New Mexico, Albuquerque

**Project Management Professional (PMP) Certified**

Project Management Institute (PMI)

**Certified Java Programmer**

**Machine Learning Specialization (Stanford Online)**

***Memberships* Beta Gamma Sigma**

International Business Honor Society