Stephen Aguda

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Professional Summary

Experienced technical implementation manager with a passion for gathering, reviewing, designing and translating business requirements into solutions. Strong people, system architecture and cross-functional communication skills.

Work Experience

Implementation Manager
Orbund SIS, LLC
June 2022 to Present

- Manage SaaS implementations from client kickoff through training handoff
- Primary point of contact for internal and external stakeholders throughout the implementation process
- Condict discovery by gathering, designing and reviewing business and functional requirements
- Design and document business workflows and process alignments f
- Learn and translate relationships between customer requirements and solutions
- Work independently with cross-functional teams to produce a total solution based on requirements
- Document and maintain comprehensive business requirements artifacts

Implementation Manager
DentalVSS, LLC
September 2021 to June 2022

- Manage and implement the deployment lifecycle of strategic initiatives
- Implement enterprise HIPPA compliant apps, data and voice to support a 100% remote workforce
- Deploy proprietary remote integrations for a PaaS private cloud national network of dental practices
- Conduct daily meetings with stakeholders

Solutions Architect & Scrum Master
cloudlink365, LLC
July 2018 to July 2021

- Manage the customer on-boarding processes from design to go-live with all stakeholders
- Relocation of workflows and technology from on-premise to private cloud ecosystems
- Analysis and mapping of current legacy business processes to IaaS and SaaS solutions
- Performing and conducting daily Scrum Standups and Retrospectives with development teams

Director, IT / Enterprise Systems Engineer
Smoothie King Franchises, Inc
April 2014 to July 2018

- Implemented and deployed Office 365 E1,E3 & E5 for corporate HQ users and 900 domestic and international franchisees. Managed support processes and daily administration

• Designed and Implemented document sharing and collaboration libraries using SharePoint and OneDrive for Business, SSO Federated Identity
• Implemented SAML Single Sign-On for enterprise applications such as Box, Office 365, Corporate Help Desk and Kronos. Utilized Okta, ADFS and Azure AD Connect

Education

Management (Bachelor's Degree)

Tableau, Plotly, Infogram
Southeastern Louisiana University Tools

Skills

- Microsoft Office
- Project management methodology
- Communication skills
- Project coordination
- Leadership
- Management
- Project management
- Agile
- Analysis skills

Certifications and Licenses

Certified Scrum Master