

## RIGO "JOSE" A. PINELL

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### SENIOR IT MANAGER | DIRECTOR LEVEL

I am a Senior IT Manager experienced in planning, managing, leading, and delivering IT programs and projects through a unique blend of formal education, technology acumen, and managerial and personal traits. In more than twenty years of professional career, I have occupied roles of increased responsibility, provided strategic oversight and leadership, and successfully built high-performing teams and professional relationships to deliver technology projects in the Private and Public Sectors, most notably, in the Manufacturing and Retail Industry.

I have achieved notable degrees and certifications that includes a **Bachelor's Degree in Computer Science**, a **Master's Degree in Project Management**, a **Professional Certification in Project Management**, and most recently, and **Full Stack Web and Mobile Development Certification**. All these experiences have reinforced my proficiency in understanding and communicating complex ideas to a diverse audience, including, executives, functional and technical managers, technical teams, vendors, customers, and non-technical users.

On a personal note, former colleagues that know me well might say that I am a friendly person who enjoys building durable professional relationships and that learns new and complex ideas very quickly. I enjoy learning new topics about science and technology through books and professional associations like ACM, IEEE, PMI, and HBR, and I am always looking for ways to apply those ideas in a business context. Besides being proficient in spoken and written English, I am also proficient with Spanish and German, and I enjoy showing my language skills when necessary and appropriate.

Core competencies include:

Management and Strategy	Application Architecture	Business Intelligence
Leadership and Staff Development	Application Development	Artificial Intelligence
Project Management	Application Support	Process Automation
Stakeholder Management	Waterfall and Agile Methodologies	CI/CD Processes and Tools
ERP/CRM/WMS/EDI/VCP/OTM	Flex-Stack Web/Mobile Development	Cloud Computing

### EXPERIENCE

**G&W Electric**, Bolingbrook, IL, USA

**May 2021 – Present**

#### Senior IT Business Systems Analyst

Providing strategic business analysis services to business units to gain in-depth understanding of the business strategy, processes, services, roadmap, and challenges, and help to develop, configure, implement, and maintain the ERP system and its application integrations to support business processes and functions through projects and other continuous improvement initiatives. In this role, I am also responsible for addressing operational, financial, and technological risks, and identifying opportunities to improve the business operation by leading small to mid-sized projects and assisting other project managers on larger and more complex projects in support of internal and external customers and vendors.

- Supporting the implementation of several business solutions by effectively adapting to competing demands, building relationships and partnerships with key stakeholders to identify business needs, determining and carrying out the necessary processes, monitoring progress and results, and capitalizing on improvement opportunities. In these projects, I have had several opportunities to successfully negotiate needs and expectations of multiple stakeholders.
- Collaborating closely with other business system analysts and developers to implement requirements and provide the necessary guidance to testers during the QA process.
- Assessed business processes, identified system inefficiencies and opportunities, and made recommendations to improve these processes through system automation and system development best practices.

- Demonstrating up-to-date expertise in IS and applying this expertise to the development, execution and improvement of action plans by providing advice and guidance to other developers and business system analysts in the application of best practices and latest technological advances.
- Leading or participating in multiple projects by completing and updating project documentation, managing project scope, adjusting schedules when necessary, determining daily priorities, ensuring efficient and on-time delivery of project tasks and milestones, following proper escalation paths, and managing customer and supplier relationships.

**Compass Minerals, Overland Park, KS, USA**

**February 2018 – August 2020**

**Manager of Applications Development**

Directed and led a team of on-shore and off-shore application architects, software engineers, and business system analysts in charge of implementing, enhancing, and maintaining the business systems of the organization. Joined forces with business and IT stakeholders to plan and deliver several information system projects including upgrades, disaster recovery, high availability, cybersecurity, networking, telecommunications, etc.

- Directed and led a team of highly-skilled application architects, software engineers, and integration specialists in the implementation, enhancement, and maintenance of the business systems of the organization, including ERP, CRM, EDI, WMS, Supply Chain Management, Logistics Management, Order Bidding, Order Fulfillment, BI, and other *on premise* and *cloud* systems. The team included 6 on-shore members, 2 full-time off-shore members, and up to 12 additional off-shore members added on a project basis.
- Managed the execution of large-scale software development, automation, and upgrade projects to improve the order-to-cash, procure-to-pay, and record-to-record processes of the organization.
- Participated in the development of economic measures for project selection, and directed and led the planning and execution of projects within approved requirements and constraints.
- Assisted the interim VP of IT with the planning of a large-scale modernization program to the ERP and BI systems, which consisted of 10 projects involving mission-critical systems in the order-to-cash process. Managed the software development efforts of the entire program through its successful delivery.
- Collaborated with other IT stakeholders and developed a strategy to modernize the application integration approach from a monolithic to a SOA architecture that will enable the organization's digital transformation.
- Coordinated the proof-of-concept and vendor evaluation for the implementation of an iPaaS solution to support the new system architecture.
- Developed a multi-year and multi-million software implementation plan and obtained approval and funding for its implementation.
- Managed vendor relationships, including developing and negotiating staffing plans, and procuring and supervising the work of contractors.
- Established a team culture that encourages operational excellence and individual performance by linking projects to organizational and individual targets, and by empowering the team to deliver results (focus was on business value, performance, agility, collaboration, accountability, compliance, self-improvement, and continuous improvement).
- Directed, led, and guided team members by clarifying business objectives, analyzing customer needs, managing threats and opportunities, dealing with issues, setting team goals, and by providing constructive and performance feedback.
- Developed strategies to retain skilled and engaged team members and to attract and hire talent by providing training, challenging work, and opportunities for career growth, and by promoting high performers to more challenging roles.

- Implemented a knowledge transfer and training program to ensure that the team has the knowledge, training, and resources necessary to achieve its goals.
- Attended training sponsored by the business with the purpose of applying this new knowledge to improve business processes and further leverage the technology footprint of the organization.
- Ensured that the team follows established procedures and standards for change management by ensuring the execution of joint design sessions, code reviews, and audits, and by developing preventive and corrective actions and plans.
- Built and maintained collaborative relationships with IT and business stakeholders by effectively managing expectations, interests, and communications.
- Worked with the business solutions team, functional users, and other IT teams to gather, refine, and document system requirements following Waterfall, Iterative, and Agile methods.
- In collaboration with other IT teams, coordinated application architects and engineers in the implementation of a prototype for an e-Commerce portal to facilitate customers to track orders, check account status, print invoices, and other features using and Agile approach for project management, and Angular, Java, JavaScript, HTML5, Oracle JDE Orchestrator, and Auth0/Okta for technology.
- Collaborated with IT and business stakeholders and managed several migration and upgrade projects for mission-critical business systems. One of the projects saved the company more than \$600K in execution costs.
- Managed an annual budget for professional services and software maintenance of more than \$1MM.

**Scot Forge, Spring Grove, IL, USA**

**October 2013 – February 2018**

**Senior JDE Analyst / Developer**

Led the implementation, enhancement, and maintenance of the ERP system of the organization. Built a complete system to manage quality. Developed and implemented integrations between the ERP and legacy systems. Managed a training and knowledge transfer program, and coached new developers.

- Analyzed business requirements and customer needs, designed functional and technical specifications, and implemented, enhanced, and supported the ERP system for the customer service, sales, manufacturing, procurement, and finance business units.
- Collaborated with multi-disciplinary project team members to identify inefficiencies or opportunities to improve business processes, determine corrective actions, and evaluate innovative solutions with agility and a servant leadership mindset.
- Built a complete new system for managing quality in manufacturing processes that integrates with the financial system in real time, made possible tracking costs by business unit and product, and increased user productivity.
- Designed and developed integrations between the ERP and legacy systems to facilitate printing of invoices and product certifications and that decreased errors and increased productivity.
- Implemented APIs in legacy systems developed in Java and .Net, built stored procedures in PL/SQL, and used Magic XPI as an integration platform.
- Developed and managed a knowledge transfer and training program aimed at identifying capability gaps, building new capabilities, aligning team capabilities, improving team agility, retaining skilled and motivated team members, and reducing expenses on professional services.
- Provided guidance to the new breed of developers.
- Worked together with vendors and contractors to unify software and technology implementation efforts in order to make sure that solutions fit business purposes.
- Attended post-graduate education and training paid by the business with the purpose of applying this new knowledge to improve business processes and further leverage the technology footprint of the organization.

- Organized and managed an innovative project aimed at predicting mechanical properties of forged products by using advanced techniques for AI and machine learning. The proof-of-concept achieved a predictive accuracy of more than 80%, which resulted in the creation of a new team in charge of making this technology operational.

**Boumatic, Madison, WI, USA**

**May 2012 – September 2013**

**JDE Analyst / Developer / OBIA Architect**

Developed, enhanced, and maintained the ERP system of the organization. Built and customized reports, dashboards, and KPIs in BI using Oracle and Informatica products for data integration. Created inbound and outbound integrations between the ERP and the CRM and BI systems in *on premise* and *cloud* deployments.

- Analyzed business requirements and customer needs, designed functional and technical specifications, and implemented, enhanced, and supported the ERP and BI systems for the customer service, sales, manufacturing, supply chain, and finance business units.
- Collaborated with multi-disciplinary project team members to identify inefficiencies or opportunities to improve business processes, determine corrective actions, and evaluate solutions with agility and a customer-focused mindset.
- Designed and developed integrations between the ERP and the CRM on the cloud to share customer and sales data inbound and outbound. Leveraged APIs in both systems, and developed proxy classes in Java and XML.
- Managed the implementation, enhancement, and maintenance of the BI system, which supported the objective for executives to achieve a more timely view of the business operation.
- In collaboration with vendors and business stakeholders, implemented the OBIA system and customized reports, dashboards, and KPIs for Financial Analytics, Procurement and Spend Analytics, and Supply Chain and Order Management Analytics using Informatica Power Center and Oracle Data Access Components as integration technology.
- Working together with the CFO/CIO and business stakeholders, planned and executed the acquisition of new OBIA licenses increasing user adoption by 150% and reducing the cost per license.
- Summarized and effectively communicated the status of projects to the CFO and CIO and other relevant stakeholders.
- Attended training sponsored by the business with the purpose of applying this new knowledge to improve business processes and further leverage the technology footprint of the organization.

**OCAL, S.A., Managua, Nicaragua**

**March 2005 – March 2012**

**Manager of Applications Development / Analyst / Developer / Architect**

Directed and led a team of senior software engineers and consultants in charge of implementing, enhancing, and maintaining the business systems of the organization. Led the implementation and support of several systems, including ERP, SFA/CRM, WMS, HCM/Payroll, BI, and other *on premise* and *cloud* systems. Collaborated with other IT managers and the IT Director to develop strategies to further leverage the technology footprint of the organization and take advantage of new technology.

- Directed and led a team of senior software engineers and consultants in charge of the implementation, enhancement, and maintenance of the business systems of the organization, including ERP, SFA/CRM, WMS, Payroll, BI, and other *on premise* and *cloud* systems.
- Managed the execution of software development, automation, upgrade, and migration projects aimed at improving the order-to-cash, procure-to-pay, and record-to-record processes of the organization.
- Formed part of the steering committee responsible for developing economic and functional measures for project selection, and directed and led the planning and execution of projects within approved requirements and constraints. Examples of these projects include the ERP (JDE), SFA/CRM, WMS, and BI.

- Directed and led the design and implementation of the SFA/CRM system using mobile devices (PDA) with features to process and inquire sales orders, customers, inventory, price, and discounts. Parameters were loaded in the mobile devices and when synchronized remotely, new customers and sales orders were processed in the ERP system, and new data were loaded to the mobile devices.
- Directed and led the design and implementation of the WMS system using mobile barcode computers with features to process, inquire, and report inventory transactions, perform cycle count and physical inventory, manage security, integrate with the ERP and BI system in real time, and many other features.
- Led a team of highly skilled software engineers in the implementation, enhancement, and maintenance of business applications using JDE, BSSV, Oracle Database, Forms and Reports, PL/SQL, Microsoft SQL Server, Visual Basic, .NET, Crystal Reports, Java, and XML.
- Installed and configured OBIEE on Fedora Linux, and created the necessary processes to extract, transform, and load data from the ERP running on Oracle Database and Microsoft Windows.
- Created a data warehouse to consolidate data from disparate sources including ERP, SFA/CRM, WMS, and HCM/Payroll, and developed KPIs for sales, marketing, logistics, and finance business units.
- Working together with the IT Director and other managers, developed strategies for taking advantage of software and hardware technology to improve revenues, streamline business processes, comply with regulations, and keep the business competitive.
- In collaboration with other IT managers, planned and managed the execution of several upgrade and migration projects including JDE, Oracle Database, and Microsoft Windows.
- Planned and supported the database migration from Oracle Database x32 to Oracle Database x64.
- Supported the installation of Microsoft Windows Server 2008 R2 where the Oracle Database x64 would reside.
- Implemented, enhanced, and maintained business applications using JDE, BSSV, Oracle Database, WebLogic, Forms and Reports, PL/SQL, Microsoft SQL Server, Visual Basic,.NET, Crystal Reports, Java, and XML technologies.
- Developed the HR/Payroll system including the interfaces with the ERP using Oracle Forms, Oracle Reports, Oracle PL/SQL, and Oracle Database. This system increased financial visibility, reduced reconciliation errors, and improved regulatory compliance.
- Performed advanced JDE CNC tasks including upgrading the JDE tools release from 8.96 to 8.98, system patching, installing ASUs and ESUs, and building and deploying packages.
- Developed change management and security policies for JDE, Oracle Database, Microsoft SQL Server, and Microsoft Windows.

**Inter-American Development Bank – Managua, Nicaragua**  
**Systems Manager (Consultant)**

**February 2004 to September 2004**

Directed and led a team of international consultants tasked with the implementation of the “SIGPRO” Project, a web system to serve the general public by providing a central repository of academic information from several national universities. The project was a component of a major program aimed at accrediting the tertiary education in the country.

- Working with the Program Director, a multidisciplinary team of functional and technical consultants and key members of academic sector, directed and led the planning and execution of the SIGPRO Project to build a web system to collect, integrate, and analyze the academic offer of most of the Nicaraguan universities.
- Managed a team of application architect, database architect, and software engineer consultants in charge of implementing the project using PHP, JavaScript, XML, MySQL Server, SQL Server, Apache Tomcat, and OLAP O3.

- Supported the system rollout and subsequent maintenance phases.
- Implemented preventive and corrective maintenance work, and installation and configuration of hardware and software for the computer, servers, and network equipment assigned to the program.

**Inter-American Development Bank – Managua, Nicaragua**

**May 2001 to February 2004**

**Software Engineer**

Collaborated with senior software engineers in the implementation, enhancement, and maintenance of the SIGFA Project, a large-scale web system to support the processing of financial records for the national government. Developed web applications using Oracle and Microsoft technology.

- Worked alongside senior application architects and software engineers to implement, enhance, and support the SIGFA Project, a large-scale web system called “e-SIGFA” for collecting, integrating, and reporting financial information for all public institutions in the Nicaraguan government.
- Architected a prototype for web applications using Java, JSP, Servlets, HTML/CSS, XML, Oracle Database, PL/SQL, OAS, and Portals, which the team later incorporated as a foundation for developing new web applications ready for production.
- Developed applications and reports for the e-SIGFA using Oracle Forms, Oracle Reports, Oracle Designer, Oracle PL/SQL, Oracle Database, and Oracle Application Server.
- Implemented, enhanced, and maintained a small version of the e-SIGFA using Microsoft stack. This system was deployed to remote government institutions with limited Internet connectivity.
- Attended post-graduate education and training sponsored by the business with the purpose of applying this knowledge to improve business processes and further leverage the technology footprint of the organization.

**EDUCATION**

**Full Stack Web and Mobile Development Certification**, Kansas University, Overland Park, KS

**Project Management Professional Certification**, Project Management Institute, Newtown Square, PA

**Master of Science in Project Management**, University of Wisconsin, Platteville, WI

**Computer Network Administration Certification**, National University of Engineering, Nicaragua

**Bachelor of Science in Computer Engineering**, National University of Engineering, Nicaragua

**PROFESSIONAL TRAINING AND DEVELOPMENT**

Kansas University:

- Enrolled in *Full Stack Coding Boot Camp*, Kansas University, March 2021 to August 2021

AWS Training and Certification:

- *AWS Technical Essentials Day*, AWS, March 2021
- *Migrating to AWS: A High Level Introduction*, AWS, February 2021

SnapIT Solutions:

- *IT Project Management*, SnapIT Solutions, November 2020

Career Academy:

- *IT Operations Specialist*, Career Academy, February 2021
  - *CompTIA A+ & Network +*

Oracle University:

- *Java Design Patterns Ed 1*, Oracle University, August 2019
- *JavaScript and HTML5: Develop Web Applications Ed 1*, Oracle University, August 2019
- *Oracle Service Bus 12c: Administration Ed 1*, Oracle University, July 2019
- *Oracle SOA Suite 12c: New Features and Capabilities Ed 1*, Oracle University, July 2019
- *Oracle 9IAS Portal*, Oracle University, 2002
- *Administering Oracle 9i Application Server*, Oracle University, 2002
- *Oracle9i: Access the Database with Java and JDBC*, Oracle University, 2002
- *XML: Develop Applications*, Oracle University, 2002
- *Create Servlets and Java Server Pages*, Oracle University, 2002
- *Java Programming*, Oracle University, 2002
- *Oracle Designer: Repository*, Oracle University, 2002
- *Oracle Designer 6i: PL/SQL Web Design and Generation*, Oracle University, 2002
- *Oracle Designer 6i: Forms Design and Generation*, Oracle University, 2002
- *Oracle Designer 6i: Systems Modeling*, Oracle University, 2002
- *Oracle Designer 6i: First Class*, Oracle University, 2002
- *Enterprise DBA Part II: Performance and Tuning*, Oracle University, 2002
- *Enterprise DBA Part IB: Backup and Recovery*, Oracle University, 2002
- *Enterprise DBA Part IA: Administration and Architecture*, Oracle University, 2002
- *Oracle Reports Developer: Build Internet Applications*, Oracle University, 2002
- *Oracle Forms Developer: Build Internet Applications II*, Oracle University, 2002
- *Oracle Forms Developer: Build Internet Applications I*, Oracle University, 2002
- *Oracle Developer: Release 1 to Release 6 New Features*, Oracle University, 2002
- *Oracle: PL/SQL Program Units*, Oracle University, 2002
- *Introduction to Oracle SQL and Oracle PL/SQL*, Oracle University, 2002

Informatica University:

- *Informatica Power Center 9.x Administration*, Informatica University, April 2013
- *Informatica Power Center 9.x Level 2 Developer*, Informatica University, April 2013
- *Informatica Power Center 9.x Level 1 Developer*, Informatica University, April 2013

KPI University:

- *Certified Associate of Business Intelligence*, KPI University, May 2012
- *Oracle BI Analysis & Dashboards 11g*, KPI University, May 2012
- *Oracle Data Warehouse Administration Console (ODAC) 10g Administration*, KPI University, May 2012

Magic XPI:

- *Magic XPI 4.0*, Magic XPI, 2014

Other Certificates:

- *A Leader's Thoughts on Strategy*, Vado, January 2020
- *Creating Accountability for Business Results*, Vado, January 2020

- *Inspirational Leadership, Learning Heroes*, January 2020
- *Giving Feedback That Gets Results, Enspark*, January 2020
- *Diversity: Unconscious Bias*, SAI Global, April 2020
- *Global Anti-Corruption*, SAI Global, June 2019
- *Safeguarding Confidential Company Information*, SAI Global, May 2018

### **TECHNOLOGIES AND PLATFORMS**

ERP, JDE, CRM, EDI, DSI, WMS, VCP, OTM, BI, Salesforce, AI, SOA, Java, PHP, C, JavaScript, Informatica, ODAC, MuleSoft, Magic XPI, SaaS, PaaS, Oracle Database, Microsoft SQL Server, Oracle MySQL

### **PROFESSIONAL ASSOCIATIONS**

- Project Management Institute (PMI)
- Association for Computing Machinery (ACM)
- Institute of Electrical and Electronic Engineers (IEEE)

### **LANGUAGES**

English (Fluent), Spanish (Native), German (Intermediate), French (Beginner), and Italian (Beginner)