

SUMMARY

- Insightful technology leader with the unique ability to translate big picture vision into detailed action plans, effectively rectify issues, identify dependencies, provide proactive resolutions and deliver enterprise-level software solutions to facilitate corporate transformation to cloud solutions.
- Demonstrated track record of success in the delivery of multiple IT projects ranging from limited business endeavors of less than \$100k to enterprise solutions consisting of over \$1B in construction projects.
- Skilled in delivering expertise to senior corporate leadership and presenting best practices in implementation strategies at collaborative industry conferences.
- Proficient in Waterfall, Agile and Hybrid software development methods, skilled in the architecture, design, development, and deployment of mission-critical information and software systems, as proven by experience and supporting certifications.
- Skilled verbal and written communication skills, as evidenced by an ability to quickly cultivate and effectively maintain positive, ongoing relationships with individuals from diverse cultural backgrounds and at all levels of the organization.

PROFICIENCIES

Customer Relationship Management
Staff Oversight, Training & Development
Strategy Development and Execution

Managed Service Delivery
Account Management
Change Management

Project Management
Vendor Management
Stakeholder Management

SOFTWARE

Oracle Cloud at Customer (Exadata Database Machine X7-2, Compute, Storage, Network), Amazon Web Services (EC2, IAM, S3, VPC), Azure (Compute, Storage, Network, IAM), Oracle E-Business Suite, Oracle Hyperion Financial Close Management, Oracle Hyperion Planning, Oracle Primavera Unifier, Oracle Primavera P6, Oracle Primavera Contract Manager, Salesforce CRM, Oracle Database (R5-R19c, ADB), NetScaler, F5 BigIP, Microsoft Office, Microsoft Project, Visio, PWA, SharePoint, Confluence, JIRA, Clarity and CA Rally.

CERTIFICATIONS

Project Management Professional (PMP)
AWS Cloud Practitioner
Oracle Cloud Infrastructure Architect Professional

ITIL v3 Foundation
Oracle Cloud Infrastructure Foundation Associate
Oracle Cloud Infrastructure Architect Associate

EXPERIENCE

JW Marriott, Jacksonville, FL

IT Project Manager

11/2019 – 05/2020

- Provided management oversight of the following IT projects:
 - On-Premises Backups to the AWS S3 using AWS File Gateway
 - NCR Counterpoint POS upgrade
- Reported weekly project status, issues, risks, dependencies and change requests.

Florida Blue, Jacksonville, FL

06/2019 – 10/2019

Senior Information Technology Project Manager

- Oversaw client development and project management activities for Cloud (Azure) projects.
- Responsible for developing and maintaining project plans and tracking financials.
- Directed a cross functional team of two business analysts and ten IT project managers.
- Managed major operations outages and communications to business partners.
- Provided customer training on IT service desk processes, Rally tool, and reporting, resulting in 50% improvement in adoption and usage.
- Documented and managed project deliverables, issues, changes, risks, and dependencies using Jira and Confluence.

Oracle Corporation, Jacksonville, FL

02/2018 – 05/2019

Senior Technical Account Manager

- Managed a highly successful cross-functional Agile team of 3 architects, 2 install coordinators and 10 field engineers with a \$2.8M annual budget.
- Accelerated customer adoption of Oracle solutions by leading the implementation journey and business transformation strategies. Customers included: Cognizant / Emblem Health, Wal-Mart, AT&T, Encana Oil & Gas,

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Ventiv Technology, Toyota North America, Great American Insurance, Fundserv, Wisconsin Department of Administration, and Michigan State University.

- Developed strategic relationships with customer stakeholders to understand the customer's business needs and develop strategic solutions.
- Knowledge and experience in dealing with Networking, Unix & Systems Infrastructure Workflow management tools such as JIRA, BugDB, PagerDuty & MOS.
- Responsible for providing customers with the guidance and support needed throughout the full life cycle of hardware and software installation and implementation, to ensure the successful and most effective use of Oracle's products.
- Documented and managed project deliverables, issues, changes, risks, and dependencies using Jira and Confluence.
- Oversaw database migrations from Oracle 11+ to 19c, upgrading host VMs (RedHat, Oracle Virtual Machines).
- Accountable for the profitability of Oracle services and increasing customers' cloud commitment through portfolio management.
- Served as a liaison for escalating customer issues across multiple Oracle lines of business.

Florida Blue, Jacksonville, FL

09/2017 – 01/2018

Senior Project Manager

- Supervised a 15-member scrum team, with \$750K budget and facilitated Agile Medicare projects using Azure cloud.
- Participated in sprint planning, backlog grooming, daily standups, sprint reviews and customer demos.
- Managed project scope, budget, timeline and resources, providing project status reports to executive leadership using Jira and Confluence.

CSX Technology, Jacksonville, FL

02/2011 – 04/2017

Senior Solutions Architect / Project Manager

- Successfully managed a \$3.7M portfolio, including Oracle Hyperion Financial Management and Planning, Primavera P6, Contract Manager, Primavera Unifier, Oracle AutoVue and Oracle E-Business Suite 12.1.3.
- Spearheaded implementation of modernized Oracle E-Business Suite from 12.1.3 to 12.2.6 for 10,000 users.
- Established a high-performing Salesforce / CRM team and effectively manage systems-related projects and initiatives on time and within budget.
- Managed transportation projects leveraging AWS for compute, storage, and database (RDS, DynamoDB).
- Responsible for Managed Service Delivery of an Agile cross-functional project team of technical resources and leveraged relationships with multiple third-party vendors (Grant Thornton, Finit, Infosys) to ensure optimized achievement of operational objectives.
- Formed a data governance board for CSX to provide oversight on the use of Primavera applications (P6 & CM) and provided guidance on implementing Federal Railroad Administration reporting requirements for engineering projects.
- Lead in implementing enhancements to Intermodal's legacy Transportation Management System (TMS) application and integration with the Oracle Financials application.
- Facilitated project team status meetings to derive project schedules, deliverables and project costs using Jira and Confluence; anticipated and addressed related issues and risks; coordinated inter-project dependencies; and optimized vendor resources.

Oracle Corporation, Orlando, FL

09/1995 – 01/2011

Senior Manager - Oracle Global Support

- Provided first-class Oracle eBusiness Suite (eBS) support for Fortune 500 companies. Areas supported included installations, upgrades, patching, forms, reports, AOL, HTTP Server, JDK, framework, and databases.
- Managed twenty support engineers, from recruitment, training and coaching to communicating job expectations and delivering performance reviews.
- Built and maintained sound working relationships with the business users and the global IT teams.
- Responsible for customer escalations by working with cross-functional teams in sales, support, engineering and operations to resolve support requests and meet SLAs.
- Identified trends, performed root cause analyses and implemented preventive and corrective actions.

EDUCATION

Concord University, Athens, WV

Bachelor of Science in Business Administration / Computer Science