James Minks

Piney Flats, TN 37686 | 904-654-2121 | jminks64@gmail.com |linkedin.com/in/jimminks/

Project Manager

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 utilization of cloud solutions. Collaborator with experience partnering with stakeholders to define deliverables and assign responsibilities.

Software

Microsoft Azure Kubernetes Service (AKS) | Microsoft Azure API Management | Google Cloud Platform | Amazon Web Services | Oracle Cloud at Customer (Exadata Database Machine X7-2) | Oracle E-Business Suite 11 & 12.2.6 | Oracle Database | NetScaler | F5 Big IP | Rally | Confluence | JIRA | Clarity | Microsoft Teams | Slack | Microsoft Project | Visio | SharePoint

Professional Experience

CVS Health, Piney Flats, TN   07/2022–08/2023
Project Manager Scrum Master, (Remote)
Led software and Azure Kubernetes infrastructure projects for CVS Health Pharmacy Benefit Management (PBM) delivery team.
- Led the adoption of Microsoft Azure Kubernetes Service (AKS) and Azure API Management (APIM) for CVS Health PMB project delivery team resulting in a $5M savings per year on licensing and support fees.
- Facilitated work using Scaled Agile Framework (SAFe) 5.1. Coached team members in Agile.
  - Reduced the time spent on fixing bugs by 60% by exercising DevOps pipelines (Infra as Code) vs. manual builds and deployments.
  - Reduced the time spent on unplanned work by 70% by leveraging scaled agile framework processes (Daily Standups, Sprint Planning, Sprint Reviews, Retrospectives).
- Led a cross-functional team of Product Owners, Business Owners, Business Analysts, Engineers, and Architects to effectively and efficiently deliver desired business outcomes.
- Collaborated closely with all project stakeholders, defined deliverables, assigned individual responsibilities.
- Identified resources needed, developed timelines, and hold team members accountable.
- Provided updates to stakeholders using agile and/or classic waterfall methods when applicable.

Beacon Hill (CVS Health), Jacksonville, FL   08/2021–06/2022
Project Manager Scrum Master, (Remote)
Led client facing and Azure Kubernetes infrastructure projects for CVS Health PBM project delivery team.
- Directed software and infrastructure projects for CVS Health PBM.
- Oversaw gender enhancements, required by Massachusetts state law, to the RxClaim and CDH middle tier applications for Blue Cross Blue Shield Massachusetts (BCBSMA), facilitating being in compliance.
- Managed the development of the RxClaim system including requirements, design build, testing and deployment for BCBSMA Pillar Rx.
- Built prod and non-prod Azure clusters and infrastructure for Benefits, Clinical, APIM and TAS applications for the 2022 myPBM Ecosystem.
- Directed hardware expansion and build for SP RX 2.0 applications on 5 environments (PROD, DR, TRN, PT, CTE).
- Expanded hardware capacity for the EZQuery Web Portal application.

Kforce (Humana), Jacksonville, FL   **03/2021–07/2021**
Senior Information Technology Project Manager
   • Oversaw enhancements to the Author by Humana portal for Members and Providers.

Continual Education, Jacksonville, FL   **06/2020–02/2021**
   • Continued educational studies within technologies: Agile/SCRUM, ITIL, AWS, and Oracle Cloud Infrastructure.

NDA Client, Orlando, FL   **11/2019–05/2020**
Senior Information Technology Project Manager
   • Provided management oversight of the following IT projects using Jira and Confluence:
        o Assessed and piloted migrating on-premises backups to Google Cloud Platform Cloud Storage as viable and cost-effective Disaster Recovery option for on-premise data storage.
        o Upgraded the NCR Counterpoint POS systems to meet security requirements.
   • Reported weekly project status, issues, risks, dependencies, and change requests.

Experis (Florida Blue), Jacksonville, FL   **06/2019–10/2019**
Senior Information Technology Project Manager
   • Oversaw client development and project management activities for Agile Cloud (Azure) projects.
   • Responsible for project financials and providing input and justification for costs and budget impact.
   • Managed major operations outages and communications to business partners.
   • Provided customer training on IT service desk processes, Rally, and status 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 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 IaaS solutions by leading the implementation journey and business transformation strategies. Customers included: Cognizant / Emblem Health, Wal-Mart, AT&T, Encana Oil & Gas, Ventiv Technology, Toyota North America, Great American Insurance, Fundserv, Wisconsin Department of Administration, and Michigan State University.

Alluvion Staffing (Florida Blue), Jacksonville, FL   **09/2017–01/2018**
Senior Project Manager
   • Supervised a 15-member Agile team, with $750K budget and facilitated Agile Medicare projects using Azure cloud.
   • Provided feeds to CMS for Medicare STARS program of provider and member data requirements.
   • Participated in sprint planning, backlog refinement, daily standups, sprint reviews and customer demos.
   • Managed project scope, budget, timeline and resources, providing project status reports to executive leadership.

CSX Technology, Jacksonville, FL   **02/2011–04/2017**
Senior Project Manager / Solutions Architect
  • Successfully implemented a $3.7M portfolio, including Oracle Hyperion Financial Management and Planning, Primavera P6, Contract Manager and upgrade to Oracle E-Business Suite 12.2.6.
  • Managed transportation projects leveraging AWS for computing, storage, and database (RDS, DynamoDB)
  • Spearheaded implementation of modernized Oracle E-Business Suite (ERP, HCM) from 12.1.3 to 12.2.6.
  • 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.

Additional Experience

Oracle Corporation, Orlando, FL
Senior Manager-Oracle Global Support
Provided Oracle eBusiness Suite (eBS) support for Fortune 500 companies. Areas supported included installations, upgrades, patching, Forms, Reports, AOL, Workflow, Interfaces, HTTP Server and Databases.

Education

Bachelor of Science (BS), Business Administration, Computer Science
Concord University, Athens, WV

SAFe 5.1 Courses

  • Leading SAFe
  • SAFe for Teams
  • SAFe Scrum Master

Certifications

  • Scaled Agile Framework (SAFe) 5.1.
  • Certified Scrum Master (pursuing).
  • Project Management Professional (PMP).
  • ITIL v3 Foundation.
  • AWS Cloud Practitioner.
  • Oracle Cloud Infrastructure Foundation Associate.
  • Oracle Cloud Infrastructure Architect Professional.
  • Oracle Cloud Infrastructure Architect Associate.