

## **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), Google Cloud Platform, (Compute, Storage, Network), Amazon Web Services (EC2, IAM, S3, VPC), 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, Orlando, FL**

#### ***IT Project Manager***

**11/2019 – 05/2020**

- Provided management oversight of the following IT projects:
  - Assessed and piloted migrating on-premises backups to Google Cloud Platform Cloud Storage
  - 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 Agile 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 PaaS solutions by leading the implementation journey and business transformation strategies. Customers included: Cognizant / Emblem Health, Wal-Mart, AT&T, Encana Oil & Gas,

## James Minks

jminks64@gmail.com

904-654-2121

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

- Responsible for developing and managing client relationships, business strategy and growth, P&L management, solutions and delivery.
- Knowledge and experience in dealing with Networking, Unix & Systems Infrastructure Workflow management tools such as Jira, Bug DB and 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 commitments by 25% 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 agile 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, Web Center and Oracle E-Business Suite 12.1.3.
- Managed transportation projects leveraging AWS for compute, storage, and database (RDS, DynamoDB).
- 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.
- 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.
- 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, databases, SOA Suite, Identity and Access Management, Web Center.
- Managed twenty support engineers, from recruitment, training and coaching to communicating job expectations and delivering performance reviews.
- 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