**Evan Luwisch**

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**Experience**

**Global MIS Lead**

**Cellebrite** 2016 - Present

* Plan and execute the global MIS road map
* Leading a team of developers, analysts and project managers in delivering global information system enhancements, feature developments, security, support, compliance in an integrated a cloud environment.
* Providing superior service to our internal clients and stakeholders with a commitment to understanding the needs of the business through consistent communication delivering scalable technical system solutions leveraging SasS Cloud & Mobile CRM, ERP, BI, HRIS and LMS applications
* Streamlining Lead to Cash, Sales Operations, Fulfillment and Finance processes.
* Manage application systems integration through API’s, Interfaces and WS protocols.

**Recent Key Deliverables:**

* **Salesforce Sales Cloud and Community (Lightning): Customer facing self-service portal featuring our unique product offerings allowing users to create cases, view case statuses, upload and download documents, chat with customer services reps and account managers. Created Interactive forums and knowledge base.**
* **Salesforce Mobile Application Project: Led the development and implementation of a Salesforce mobile application for intake, chain of custody, shipping logistics including QR scanning and case creation throughout the full life cycle of the case. (Salesforce has asked us to take part in an IOS beta build as a result of our mobile app)**
* **LMS Application and Infrastructure Migration (Moodle to Totara): Led the design, build, migration and development effort. Operating the team in an agile, continuous integration model to deliver enhancements, upgrades and service to the instance as the business scales globally including e-commerce and micro learning capabilities.**
* **Led GDPR compliance project for all applications**
* **Five 9 implementation to 200+ users across 20 countries**

**Responsibilities:**

* Develop and deliver the systems applications road map enhancing and optimizing the application stack throughout the global organization
* Lead project design and architecture aligning closely with the executive team and stakeholders
* Manage C-level management KPI reporting leveraging Qlik BI
* Ensure effective and proper change management
* Present the Global road map to the Executive team, lead steering committees and road shows
* Maintain department SLA’s consistently exceeding expectations
* Maintaining corporate standards and compliance in all systems both internally and customer facing
* Maintain clean databases and environments through best practice and controls
* Keep consistent communication on key deliverables, statistics and system enhancements to the business
* Update and manage Ecosystem design, architecture and API documentation
* Ensure user guides are consistent and accurate with current application instances
* Vendor management and contract negotiation insuring SOW’s and MSA’s meet requirements and budgeting

**Applications & Development Manager**

**World Business Lenders** Costa Mesa, CA 2014 - 2016

* Department Head managing the enterprises applications and development teams
* IT Project Manager for the architect, build and deployment of the firm’s critical hybrid cloud based SaaS and iPaaS applications
* Managed all related vendors and external consultants with project budget of more than $1MM
* Conducted process analysis and discovery (JAD) sessions with the user community gathering business requirements and relating them to the technical team resulting in efficient applications development
* Managed the integration process and schema architecture within the iPaaS platform
* Provided scope and project prioritization, paying strong attention to detail and deadlines
* Managed SD-WAN implementation project to deliver network optimization and security services to 16 locations nationally
* Developed and oversaw the training of 500+ sales employees on Salesforce CRM system including developing training materials, decks and conducting on site branch training sessions as well as live webinars
* Drafted conceptual designs, wireframes and KPI’s presentations for C-level management
* Techno-functional team lead for the CRM, loan process pipeline commercial loan administration workflows and processes
* Directed IT teams in the areas of scheduling, technical direction and future applications and database planning
* Developed and oversee process along with QA testing for IT projects leveraging Agile methodology
* Provided thought leadership in the design, development, support and implementation of enterprise applications
* Developed project plans, budgets, resource hours, timelines and milestones
* Conducted end to end testing and validation and QA of all application developments, patches and updates prior to release
* Communicated regularly with the user community via weekly release notes and monthly newsletters
* Salesforce / Pardot / Wave Analytics Project Manager and Global Systems Administrator
* Migrated and cleanse legacy data leveraging SQL, Access and Dataloader.io
* Managed CTI project within Salesforce maintaining a complex database for TCPA compliance

**Key Highlights & Achievements**

* Delivered Sales and Service Cloud Enterprise wide Salesforce CRM implementation for 500+ users with real time bi-directional data sync in a hybrid cloud ecosystem
* Managed large vendors contracts, MSA’s and SOW’s
* Improved communication between business units and IT resulting in project efficiency
* Delivered complex technical projects on time and under budget
* Implemented cost saving measures specifically related to process automation within the document underwriting process reducing duplicate entry, processing times and manual entry
* Developed key adoption metrics through reports and views that added actionable insight

**Project Manager**

**Sotheby’s International Realty** Newport Beach, CA April 2013 – 2014

* Project Manager for the development and implementation of corporate intranet and marketing systems
* Created and integrated department workflows and rules automation
* Lead the UI development and UX for 600 realtors
* Developed training materials and programs

**Senior Accounts Manager**

**ING Financial** Irvine, CA 2010 - 2013

* Drafted comprehensive investment and retirement plans for individuals and business clients
* Created specialized financial plans leveraging insurance and trusts
* Provided portfolio balancing and risk management solutions
* Presented ING proprietary solutions to groups of investors and brokers

**Project Manager**

**Astor Construction** New York, NY 2005 - 2010

* Project Manager for multi-million dollar commercial and residential construction projects from inception to close out
* Maintained OSHA requirements and compliance for all projects
* Produced and defined project requirements, SOW’s and RFP’s
* Cost estimating, vender and subcontractor management
* Worked closely with NY City Planning and the Dept. of Buildings on permits, resolving objections and obtaining approvals

**Financial Advisor**

**Janney (Janney Montgomery Scott)** Ft. Lauderdale, FL 2000 - 2005

* Managed over $100 Million in assets consisting of equities, derivatives, corporate and municipal bonds, REITS and annuities
* Conducted in depth retirement planning and financial portfolio analysis
* Presented financial solutions for seminars, businesses and high net worth individuals
* Created tax advantaged estate planning solutions utilizing, LP’s, trusts, insurance and CRT’s
* Series 7, 65/63 Licensed, Life and Health and VA Insurance Agent

**Education**

**Florida International University** – Bachelors of Science

School of Mass Communications 1996 - 2000

**Business Skills**

* Excellent communication skills both written and verbal
* SDLC, Agile, Waterfall and professional Scrum Master
* Able to effectively communicate and engage employees and all levels of management
* Superior attention to detail, organization, time management and project management skills

**Technical Skills**

**DB Tools**

SQL Server, SQLite, MS Access

**CRM**

Salesforce, CPQ, Lightening, Einstein, Dataloader.io, Sugar CRM, Inside Sales, Zoho, MS Dynamics

**ERP**

SAP-Oracle, NetSuite, QuickBase, SAGE

**HRIS**

SAP Success Factors

**LMS**

Totara, Moodle

**Business Intelligence**

Wave Analytics, QlikView, QlikSense, NPrinting

**Logistics**

Enfopack

**Marketing Automation**

Pardot, Eloqua, Marketo

**Web Services, Interface Applications and API’s**

Celigo, Iconduct, Workato,SOAP & REST client

**Infrastructure & DB Monitoring Tools** AWS Ops Works**,** Data Dog