LAWRENCE RIVALES

SENIOR CONSULTANT

Summary

Senior Consultant that specializes in APM products including AppDynamics and Micro Focus Application Performance Management.

Technical Skills

AppDynamics, Micro Focus Application Performance Management, Operations Bridge, SiteScope, Business Process Monitor, Universal CMDB, Virtual User Generator.

**Certifications**

AppDynamics Certified Associate Administrator, March 2021

AppDynamics Certified Associate Performance Analyst, March 2021

Splunk Enterprise Certified Admin, April 2020

Splunk Core Certified Power User, March 2020

Splunk Core Certified User, March 2020

SE Kickstarter Certification – AppDynamics, September 2018

ITIL v3 Foundation, March 2011

HP Accredited Integration Specialist – Infrastructure Monitoring using HP SiteScope v9, September 2009

HP Accredited Integration Specialist – HP Universal Configuration Management Database v7, August 2009

HP Accredited Integration Specialist – HP Business Availability Center v7, January 2008

**Experience**

Senior Consultant • Intact Technology • April 2013 – Present

* Currently assigned as a project team lead at the Internal Revenue Service. Major projects include developing and deploying monitoring solutions for Advance Child Tax Credit, WebApps, Affordable Care Act, eAuthentication and Big Data Analytics which led to a successful implementation and is currently still in production.
* Successfully implemented AppDynamics for filing season 2020-2021 which spawned multiple opportunities within the Internal Revenue Service.
* Successfully completed the IRS Operations Bridge migration as one of the technical leads for APM and SiteScope.
* Assists the Intact project manager, IRS project manager and contracting partners in communicating and organizing the projects including project tasks, timelines, and resources, which leads to a smooth and timely rollout.
* Leads the technical project team in organizing and disseminating information so that the entire team is in complete understanding of the customer requirements and solution.
* Assists the IRS operations and management team in resolving issues and provides information for next steps.
* Deployed Service Health Reporter, which helped the customer perform more complex reporting for executive management.
* Provided training to various IRS project teams and IRS operations center, which led to a better understanding of the solution and an increase in tool utilization.

Sr. HP BTO Suite SME • DMI • November 2012 – April 2013

* Delivered consulting services to clients for the HP Business Technology Optimization (BTO) Software for Business Service Management, which includes Business Service Management (BSM), Universal CMDB (uCMDB), Discovery and Dependency Mapping (DDM), Business Process Monitor (BPM), SiteScope, Real User Monitor (RUM) and Virtual User Generator.
* Granted a top-secret security clearance in November 2012.
* Provided consulting services as a contractor to the Federal Bureau of Investigation (FBI) which provided them with better decisions on moving forward.
* Designed the implementation of the BSM environment, which maximized the customer's resources.
* Provided all required documentation on time, which helped push the project forward.
* Deployed BSM, uCMDB, BPM, RUM and SiteScope with minimal issues, which improved the customer's confidence with the project team.

Consultant • Opalsoft, Inc. • May 2010 – November 2012

* Delivered consulting services to clients for the HP Business Technology Optimization (BTO) Software for Business Service Management, which includes Business Service Management (BSM), Universal CMDB (uCMDB), Discovery and Dependency Mapping (DDM), Business Process Monitor (BPM), SiteScope, LoadRunner and Virtual User Generator.
* Provided consulting services as a contractor to the Naval Facilities Engineering Command (NAVFAC), which improved their overall maturity with business service management.
* Managed scripting duties for various commands like NAVFAC, NAVFAC IT Center and CNIC, which provided proactive monitoring of various applications.
* Managed dashboard views, alerts, and reports for overall analysis of critical applications.

Consultant • B Sharp Systems, Inc. • April 2009 – May 2010

* Delivered technical classes for the HP Business Technology Optimization (BTO) Software for Business Service Management which includes Business Availability Center (BAC), Universal CMDB (uCMDB), Discovery and Dependency Mapping (DDM), Business Process Monitor (BPM), SiteScope, LoadRunner and Virtual User Generator.
* Delivered effective learning methods, which encouraged customers to take more training courses.
* Provided virtual and onsite training classes to customers to reduce costs on travel.
* Maintained good relations with primary client (Hewlett-Packard Software Education Services) and customers which resulted to continued business opportunities.

Learning & Development Delivery Specialist IV • Hewlett-Packard • April 2008 – March 2009

* Delivered technical classes for the HP Business Technology Optimization (BTO) Software for Business Service Management, which includes Business Availability Center (BAC), Universal CMDB (uCMDB), Discovery and Dependency Mapping (DDM), Business Process Monitor (BPM) and SiteScope.
* Delivered effective learning methods, which encouraged customers to take more training courses.
* Provided knowledge to the Content Development team regarding the training materials, which resulted in a reduction of errors and an improvement with the hands-on exercises.
* Successfully conducted a pilot virtual training class that developed into an offered training medium to reduce travel costs for the company and the customer.

Enterprise Service Management Consultant • Pepperweed Consulting • November 2007 – April 2008

* Provided consulting services regarding the implementation and deployment of HP BTO Software for Business Service Management to local and global companies.
* Acted as the lead BAC consultant in the project team for every engagement deployment. Implemented BAC, uCMDB, DDM, BPM and SiteScope to various global organizations that expedited the customers' time-to-value.
* Created functional and technical specifications documents which communicated fulfillment of the business requirements.
* Integrated HP Operations Management/OpenView Operations with BAC that enhanced a customer's existing monitoring investment.
* Migrated OpenView Internet Services to SiteScope and BPM. Secured a customer's discontinued product into new services.

BAC Consultant • MW2 Consulting • June 2007 – November 2007

* Provided consulting services regarding implementation and deployment of HP BTO Software for Business Service Management to global companies.
* Implemented Mercury Application Mapping (previous name of uCMDB/DDM). Successfully accomplished a customer's data center move.
* Implemented and administered BAC, BPM and SiteScope. Improved a customer's comprehensive monitoring solution.

Operations Center System Analyst • Indymac Bancorp • April 2007 – June 2007

* Determined impact of known and anticipated business needs upon system configurations in use.
* Performed prescribed software routines and procedures that kept resource consumption at a minimum.
* Troubleshot hardware and software issues which guaranteed performance and availability of the business applications.

Application Support Analyst III • Ameriquest Mortgage Company • January 2006 – April 2007

* Provided technical support for 50 in-house and vendor applications. Supported the applications development team by providing and documenting requirements and system enhancement specifications.
* Conducted user access audits, which ensured Sarbanes-Oxley (SOX) compliance for all supported applications.
* Documented procedures, technical processes and training manuals that provided up-to-date information to all application support analysts.
* Coordinated rollouts with other IT teams regarding product enhancements, which safeguarded business availability.

Support Center Analyst III • Ameriquest Mortgage Company • May 2004 – January 2006

* Problem Management and Severity Analyst for various IT teams relating to priority issues and problem reoccurrence. Coordinated various IT teams in identifying root cause and resolving priority issues.
* Created a technical FAQ that increased the team's first call resolution and reduced call time. Resolved hardware and software issues onsite and over the phone. Unsolicited feedback was positive.
* Successfully trained all support center associates, which resulted in a uniform level of customer service.

**Education**

Bachelor’s in Information Technology – Database Management • Kaplan University • Davenport, IA

A.S., Information Technology – Computer Network Systems • ITT Technical Institute • Anaheim, CA

Bachelor’s in Business Management and Entrepreneurship • San Beda University • Manila, Philippines