

# Kyle C. Moody

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## Professional Overview

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**Information Technology Professional** with project management experience in designing, implementing, and maintaining application systems architecture. Multi task and detail oriented professional with excellent communication and interpersonal skills and a focus on interfacing with and managing key clients.

## Technical expertise

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IBM EMM (Unica - Campaign, Interact, UMO), PeopleSoft System Administration, UNIX (AIX 5.x, 6.x, 7.x), Windows (XP, Server 2003, 7), Red Hat, Batch Scripting, App Messaging, Integration Broker, Data Mover, WebLogic, Apache, BPEL, SQL, FTP, Telnet, SSH, GPG, TCP/IP, SSL, Nagios, Sharepoint, Mercury ITG, MS Office Suite, Lotus Notes

## Recent Experience

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*Slalom Consulting*

**Marketing Technology Consultant**

*Atlanta, Georgia*

**November 2013 – Present**

Provide strategic marketing solutions and technical architecture support to help clients improve their level of customer insights and ultimately drive engagement more effectively.

- Led digital marketing technology assessment for a large communications company to map out current-state landscape, propose solutions/recommendations for identified pain points and guide future state road-mapping
- Initiated loyalty program integration design for real-time personalization, data mart design, batch campaign management, and reporting for large beverage company
- Implementation of IBM EMM (Unica) Products - Campaign, Interact, and UMO 8.6
- Campaign and Interact Administration as well as backend server support

## Previous Experience

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*Accenture, LLC*

**PeopleSoft Production Infrastructure Team Lead**

*Atlanta, Georgia*

**February 2009 – November 2013**

Provide leadership for the onshore production support team while maintaining oversight over the global development team. Project Management experience for application upgrades and system enhancements.

- Responsibilities have shifted to the support of the client's live PeopleSoft environments which consists of system audit support, health-checking, monitoring and process improvements in addition to the technical administration and troubleshooting of each environment.
- Lead for overall Release Management Process and responsible for the implementation of new code into the production environments.
- Responsible for coordinating hardware maintenance with third party hosting organization. Defining implementation windows and detailing work plans for multiple vendors to follow in order to minimize system impact as well as arranging testing, verification, and signoff.
- Project Management experience surrounding upgrades to various PeopleSoft applications (HCM 9.0, Portal 8.9) as well as the implementation of new applications (CRM 9.0, EPM is 9.0, TAM module - HCM 9.1). Provided detailed project reporting, setting client expectations regarding budget requirements, project scheduling and implementation plans.

*Accenture, LLC*

**PeopleSoft Development Infrastructure Team Lead**

*Atlanta, Georgia*

**February 2005 – February 2009**

Provide leadership for global team of 10+ onshore and offshore analysts in the administration and maintenance of client's PeopleSoft Development and Test servers.

- Responsible for the performance and availability of client's PeopleSoft staging environments which consists of 6 UNIX Servers (AIX 5.2) and 12 Windows Servers (Server 2003). Led all PeopleTools technical administration and troubleshooting on servers as well as overall AIX and Windows server support.
- Oversaw the implementation and maintenance of all Infrastructure components for customized application projects requested by the client.
- Implemented QA practices around developer's migration workflow to minimize risk of data loss or corruption.

*Accenture, LLC*

**Level 2 CRM Business Analyst**

*Atlanta, Georgia*

**August 2003 – February 2005**

Served in a client liaison role acting as the primary contact between the client and the technical applications teams regarding all outstanding Service Requests.

- Responsible for receiving 1000+ technical inquiries per month from the client, analyzing each issue, and working with the applications team through the resolution process.
- Oversaw all communications with the client regarding updates to unresolved issues to ensure all updates were communicated clearly and effectively as well as to provide expectations regarding the resolution timeframe.
- Facilitated monthly reporting efforts for analysis by senior management. Built custom Excel macros to quickly and accurately compile several different reporting metrics to provide a clear picture of how our teams were spending their time each month.
- Provided financial analysis for on going projects to senior management. Coordinated with each project team to obtain a weekly breakdown of the time spent by each project resource. Provide clear picture of budget status for each project to better monitor project development without sacrificing margins.

*Synavant, Inc.*

**Technical Analyst**

*Norcross, Georgia*

**December 2001 – August 2003**

Provided technical support for an ISO 9002 Certified CRM company that outsourced its services to large pharmaceutical corporations.

- Provide support for Windows OS (9x, NT and 2000), MS Outlook, Office and various third-party and in-house application as well as all client hardware (IBM/Dell Laptops, HP Printers and NEC PDA's).
- Responsible for the research and resolution of all client generated technical issues.
- Ensured consistent, accurate and timely communication to the client and other internal departments, such as Hardware Services, the Data Center and Project Management

Education \_\_\_\_\_

Furman University - Greenville, South Carolina

Bachelor of Arts: Business Administration

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