

Digital Areas and Technology Areas I have worked on

I partnered in the past 16 years at my employers / clients with both the Business and Technology teams to change how these teams operated and delivered value to internal and external customers by aligning all those teams around some of the ten (10) modern digital technology areas. This was done by challenging the status quo, and focusing on the following 5 topics:

1. **“Deliver First”** > Augment the digital experience of customers;
2. **“Outcome Economy”** > Digital disruption by finding new ways to competitively deliver;
3. **“Platform Evolution”** > Define new ecosystems where we can compete, and monetize on that evolution;
4. **“Intelligent Enterprise”** > Putting in place the enterprise architecture to become efficient and competitive;
5. **“Workforce Reimagined”** > working with HR and Business teams to gain momentum in developing the workforce to be at the forefront of technology



5 key areas to concentrate in Digital Transformation

Developing in 5 key areas (digital transformation) by leveraging the following digital technology areas

“Deliver First” > Augment the digital experience of customers



“Outcome Economy” > Digital disruption by finding new ways to competitively deliver;



“Platform Evolution” > Define new ecosystems where we can compete, and monetize on that evolution;



“Intelligent Enterprise” > Putting in place the enterprise architecture to become efficient and competitive;



“Workforce Reimagined” > working with HR and Business teams to gain momentum in developing the workforce to be at the forefront of technology



Some examples of Technology projects I managed...



Internet of Things (IOT) & Mobility: Implemented functionality at prior employer to Increase work efficiencies / field services / reduction repair costs & time (internally or externally) using Mobility. Direct impact on processes & face-to-face interactions. Lead the implementation internal platform (through proprietary SW suite of systems) for communication chat or video capabilities / face to face drone flight prep – on demand help to pilots / troubleshooting calls, etc. IOT / Sensors – design / manufacturing of delivery drones with full sensors for live feedback loop on all components (HW, SW, Avionics, etc.)



Collaboration / Social: Engage internal Sales & Services teams using Social Media channels to input into CRM tool. Gather data insight as well as generated new sales by developing the Customer Insight & Growth Strategy (Sales & Customer Service). Solved “customer issues” live (reduce pressure on Service Center), and piloted community engagement app. Monitored the community's activity and analyze pilot community activity / collaborations through analytics.



Cloud based solutions: Cloud implementation / Migration from on prem. Developed past employer's cloud in preparation for Licensing rights. Analyzed Cloud operating behavior from clients / enterprise hybrid cloud / Internally optimize all our 150+ SaaS applications (Implementations: HR Workable, HR Paylocity / Engineering Jama-Connect - E2E traceability and audit of HW, SW components / Finance MS D365 F&O / etc.)

