**Douglas H Mason**

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***Expertise & Skills***

* Certified Microsoft Dynamics CRM consulting, implementation, migration, integration and customization.
* Creation of custom web-based applications on top of CRM via Adxstudio.
* Migrating legacy data into CRM and integrating systems with CRM via SSIS and Scribe Online.
* Design and implementation of custom systems, including architecture, data modeling and database creation.
* Business analysis: initial analysis, process documentation, requirements gathering and use case creation.
* Implementation, integration and customization of commercial-off-the-shelf (COTS) systems.
* Leading, coaching, mentoring and influencing both IT and business colleagues.
* 15 years of pharmaceutical experience (Eli Lilly), including regulatory, validation and 5 years R&D IT.

***Recent Technical Skills***

C#, .NET, ASP.NET, Agile Methodologies, Microsoft Dynamics CRM, Adxstudio, Scribe Online, SSIS, Power BI, SSRS, WCF, REST, IIS, SQL Server, MS-SQL, Oracle, PL/SQL, XML, JSON, JavaScript, jQuery, LINQ, TFS, SVN, Bitbucket, JIRA, Confluence, Visual Studio.

***Professional Experience***

**Consultant – Leaf Software Solutions, Inc.** 12/2014-present

* Providing certified, experienced Microsoft Dynamics CRM consulting for wide range of customers.
* Everything from initial analysis to administration and support, including:
  + Business analysis, process documentation, requirements gathering, use case creation, system design, installation, configuration, customization, integration, unit testing, system testing, user acceptance, start-up, training, support and remediation.
* Created custom web-based applications on top of CRM via Adxstudio (ex: Event Management).
* Designed and led multiple CRM legacy data migrations and ongoing system integrations, including integrating CRM with Atlassian’s JIRA (time entry).

**Sr. .NET Developer – ITT Educational Services, Inc.** 2/2013-12/2014

* National rollout of custom, integrated system to 140 campuses for students, faculty and administrators based upon Microsoft Dynamics CRM, C#.NET and SQL.
* Integration with legacy systems, including SQL and Oracle.
* Led complex migration of legacy data into CRM via Microsoft SSIS.
* Coached and mentored developers.

**IT Consulting** 11/2010-2/2013

**National Non-Profit Organization**

* Developed, enhanced and supported custom, integrated multi-website system based upon Microsoft Dynamics CRM, SharePoint, C#.NET and SQL to support over 500,000 members.
* Implemented online payments by integrating with PayPal’s Payflow Pro.
* Developed and implemented custom web application for CRM access by non-CRM users.

**Major Automobile Re-Marketing Company**

* Enabled customer to successfully integrate with newly acquired partner and move transportation portion of business processes to partner.
* Developed and implemented WCF-based web services.
* Converted complex C#.NET system to integrate with partner.

**Custom Software Development Company**

* Created custom .NET systems for broad range of industries, including data modeling, database design.
* Consulted directly with external customers to identify business needs.

**Global Utility Company**

* Improved management and decision making for electric power generation by developing and implementing .NET web-based portal with real-time services to provide metrics from power generation plants.

**Eli Lilly and Company** 9/1995–11/2010

**Global Medical** (6/2009-11/2010)

Technology Leader for development of LillyMedical.com for use by Eli Lilly Medical personnel and external health care professionals.

* + Business analysis, process documentation, requirements gathering, use case creation, system design, installation, integration, unit and system testing, user acceptance testing, start-up, and training.
  + Ensured architectural design included integration points for services based integration.
  + Led integration with Customer Reference Database for authentication of health care professionals.
  + Ensured protection of health care professional's privacy information.
  + Responsible for system security and “*Security Plan”* validation document.

**Product R & D** (6/2004-6/2009)

Successfully influenced movement toward “Web 2.0”.

* Introduced and educated Product R&D management and staff about SOA and web services.
* Influenced teams to deliver high quality, user-friendly web-based applications by helping them overcome biases and fears of JavaScript, DHTML and AJAX / async.

Created Information Pathways Portal to deliver information from multiple systems to scientists.

* Proved viability and business value of combining a single access point with remote web services.
* Leveraged knowledge gained to influence development teams to adopt same architecture.

Electronic Laboratory Notebook

* Worked directly with R&D scientists and external vendor to deliver business case, requirements and influence vendor’s product design.

Knowledge sharing.

* Worked with Quality to define validation requirements for web services, including device-specific.
* Authored documents to share knowledge and establish best practices, including:
  + - “*Standards & Guidelines for Implementing Web Services in PR&D IT*” and
    - “*PR&D-IT Web User Interface Design Tips & Techniques*”.
* Presented “*Integration of Information Systems via SOA: The Key to Achieving Eli Lilly's Laboratory Informatics Vision*” at IQPC Electronic Laboratory Notebook & Laboratory Informatics conference.

**Regulatory Transformation** (11/1998-6/2004)

Invented and developed InfoMap communication and collaboration system for Product and Program Teams.

* Met business-critical collaboration and information sharing needs. Provided very positive, sustained and broad business impact.
* Chosen by Eli Lilly-ICOS joint venture (Cialis product) as sole collaboration tool, and hailed as playing critical role in success of the joint venture.
* Used for over 10 years with over 6,000 users globally, 291 InfoMaps.

**Global Business Units** 5/1997-11/1998, and **Business Intelligence Center** 9/1995-5/1997

***Certifications, Leadership, Awards and Education***

* MCPS: Microsoft Certified Professional (F233-4873) certification
* MS: Microsoft Dynamics CRM 2013 Applications (F233-4872) certification
* Co-founded and led first Central Indiana Lotus Notes user group: “*CNOTE*”.
* Founded and served as President of the Eli Lilly Association of Lotus Notes Developers: “*LAND*”.
* Established and led monthly meetings of the Eli Lilly “*PR&D IT SOA Forum”*.
* Speaker and attendee at “*IQPC Electronic Laboratory Notebook & Laboratory Informatics”* conferences.
* Recipient of Eli Lilly's “*LRL President's Award*” and “*Solution Achievement Award*”.
* BS Computer Technology with Highest Distinction, Purdue University, GPA: 5.93 / 6.0