

ROGER LEE CORMIER

TECHNICAL PROJECT MANAGEMENT | LEADERSHIP & STRATEGY | CLOUD TRANSFORMATION

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PROFESSIONAL SUMMARY

PMP-certified Technical Project Manager, Enterprise Technology Strategist, and SaaS Integration Leader with 15+ years of progressive experience spanning digital transformation, SaaS platform delivery, financial workflow automation, API integration architecture, DevOps lifecycle management, cloud infrastructure, network systems engineering, secure communications, and enterprise modernization across education, retail, financial services, and military sectors. Recognized for bridging complex business strategy with technical execution, establishing comprehensive governance frameworks, optimizing multi-platform workflows, and implementing AI-driven automation to accelerate organizational capabilities.

Demonstrated success in ERP optimization (NetSuite, Vena, Ramp), large-scale SaaS integrations, AI-augmented PMO practices, CI/CD pipeline development, cloud integrations (Azure), financial system automation, Box/SharePoint data migrations (25TB), nationwide POS deployments (Toshiba 4690/TCxSky), and military-grade tactical communications systems. Highly skilled in leading cross-functional teams, vendor coordination, multi-site technical programs, and maintaining long-term architectural integrity while ensuring operational resilience and compliance with industry standards.

U.S. Army Veteran with extensive expertise in tactical and global communications, network operations center management, secure systems deployment, and high-stakes project execution under operationally demanding and combat conditions. Currently pursuing Master of Science degree in Organizational Leadership with emphasis in Technology and Data Analytics, with future goals to obtain Doctor of Business Administration degree specializing in technology management, innovation, or leadership.

CORE COMPETENCIES

Strategic & Leadership Capabilities

- Technical Project & Program Management across enterprise portfolios
- Enterprise Technology Roadmap Development & Multi-Year Strategic Planning
- Digital Transformation & Enterprise Modernization Initiatives
- PMO Governance, Maturity Development, Risk Management & Compliance Frameworks
- Strategic Leadership, Executive Communication, Cross-Functional Team Alignment
- Change Management, Process Transformation, Continuous Improvement

- Stakeholder Engagement, Vendor & Partner Management, SLA Oversight
- Team Leadership, Mentoring, Professional Development & Succession Planning
- Merger & Acquisition Technology Integration
- Strategic Planning, Risk Analysis, Problem-Solving & Decision Support
- Alignment of Tactical Execution with Long-Term Architectural Strategy
- Influencing Technical & Product Direction & Driving Trade-offs
- Client-Facing Technical Communication & Onboarding

Technical Delivery & Platform Expertise

- SaaS Platform Delivery, Integration, Migration, and Governance
- API Strategy, Design, Development & Integration for Multi-Entity Systems
- Cloud Architecture & Serverless Patterns (Azure VM, CI/CD, GitHub Actions)
- ERP Optimization & Financial Workflow Automation (NetSuite, Vena, Ramp, Checkbook.io)
- DevOps & Automation (Azure Functions, Azure Key Vault, Azure Communication Services)
- DevOps Lifecycle Management, CI/CD Pipelines, Automation Scripting (Azure, CloudFlare, GitHub Actions)
- AI-Augmented Document Creation (Grok, ChatGPT, Claude, Deepseek, Gemini, Perplexity, Copilot)
- AI-Augmented Programming & Development (GitHub Copilot, Cursor, OpenAI Codex)
- Web Development (Tanstack Start, CloudFlare Workers, Joomla, WordPress, React, TypeScript, Vercel AI SDK, Netlify)
- System Administration, Configuration, Security, and Change Management
- Infrastructure Delivery, Cloud Integrations, Virtualization, Infrastructure Migrations (SharePoint, Box, Asana)
- Workflow Management (Asana Workflows, Power Automate, Box Relay)
- Data Analytics, Dashboard Development, Reporting & KPI Tracking
- Documentation Development (SOPs, Playbooks, Test Plans, Training Materials, Project Plans, RACI Matrices, Communication Plans, Risk Mitigation Plans)
- Integration Governance, Reusable Architecture Patterns, Audit-Ready Processes
- Platform Extensibility, Scalability Planning & Maintainability Standards

- Agile, Hybrid & Iterative Project Delivery (Waterfall-to-Agile Adaptation)

Infrastructure, Security & Payments

- Network Architecture & Optimization (Cisco Routers, Switches, Firewalls, VLANs, WAN, SonicWall)
- Secure Communications & Tactical Network Engineering
- Security & Compliance (PCI-DSS, Encryption at Rest/In-Transit, Least-Privilege Architecture, Audit Logging, SOC Readiness, Risk Mitigation, Zero-Trust)
- Telecommunications Systems (General Dynamics STT Satellite Terminals, HCLOS, Harris Radios, 15M/30M Antenna Systems, Promina multiplexers, SATCOM, RF LOS)
- Virtualization & Hypervisor Management (VMware ESXi, Hyper-V)
- Network Operations Center (NOC) Management, SATCOM Bandwidth Optimization, Fault Recovery, Systems Administration
- Payments & Fintech Integration (API/Tokenization, POS Terminals, EMV, eWIC)
- Escalation & Incident Management (Root Cause Analysis, Uptime Continuity)

TECHNICAL PROFICIENCIES

- **Cloud & Infrastructure Platforms:** Azure Functions, Azure Networking, Azure Key Vault, Azure Communication Services, Azure Virtual Machines, CloudFlare Pages, CloudFlare Workers, CloudFlare AI Workers, Netlify, Vercel, Vercel AI SDK, VMware ESXi, Hyper-V, Docker, Containerization, Windows Server (2008-2022), Linux (Ubuntu, Debian, Arch)
- **DevOps & Development Tools:** Git, GitHub, GitHub Actions, GitHub Copilot, GitHub Codespaces, CI/CD Pipeline Automation, Testing Frameworks, Deployment Validation, Rollback Procedures, Version Control, Branch Management, Code Review Workflows, Cursor, OpenAI Codex, Visual Studio Code
- **ERP & Financial Systems:**
 - **NetSuite:** System Administration, SuiteScript Development, API Integration, Workflow Automation, Custom Dashboards, Role Management, Security Configuration, Multi-Entity Management
 - **Vena:** Custom Development, Automation, Data Ingestion Pipelines, Financial Reporting, Budget Management
 - **Ramp:** Multi-Entity Accounts Payable, Spend Management, Invoice Approvals, Real-Time Reconciliation, Implementation & Process Transformation
 - **Checkbook.io:** Vendor Disbursement Platform, API Development, SuiteScript Integration, Audit Trails, Payment Visibility

- **SquareWorks:** Check-printing integration with NetSuite ERP
- **Productivity & Workflow Platforms:** Smartsheet (System Administration, Workflow Automation, Governance, Custom Dashboards, Notifications, Bridge Integrations, Change Management), Asana (AI-Augmented PMO, Workflow Orchestration, Documentation Automation, Project Tracking, Backlog Management), Microsoft 365 Suite (SharePoint, OneDrive, Teams, Outlook, Power Automate, Power BI, Visio), Box (Content Management, Box Relay Workflow Automation, Migration Planning)
- **Programming & Scripting Languages:** Python (Data Processing, Automation, API Integration), JavaScript, TypeScript, React (Front-End Development), SQL (Database Queries, Reporting, Data Analysis), VBScript, Batch, Bash (System Automation, Deployment Scripts), YAML (Configuration Management, Pipeline Definitions)
- **Payment Systems & Point-of-Sale:** Toshiba TCxSky/4690 POS Systems, Verifone & Ingenico Payment Terminals, First Data, WorldPay, & Index Payment Processors, PCI-DSS Compliance, EMV Certification, eWIC Integration
- **Networking & Telecommunications:** Cisco Routers, Switches, Firewalls, Multiplexers, SonicWALL Firewalls, STT Satellite Terminals, HCLOS (High Capacity Line of Sight), Harris Tactical Radios, 15M/30M Antenna Systems, Promina Multiplexers, SATCOM, RF Line of Sight (LOS), VLAN Configuration, WAN Failover, Bandwidth Optimization
- **AI & Automation Tools:** ChatGPT, Grok, Gemini, Claude, Perplexity (Documentation Generation, Analysis, Workflow Automation, Research), Cursor (AI-Assisted Development, Code Generation), Asana AI (Automated Backlog Triage, Status Updates), GitHub Copilot (Code Completion, Pair Programming)
- **Ticketing & Support Systems:** ConnectWise, Zendesk, Power Automate + Smartskey + M365 (Custom Ticketing Solutions), SLA Management, Automated Categorization, Prioritization, Audit Tracking, Triage
- **Security & Compliance Frameworks:** PCI-DSS Compliance & Audit Readiness, Encryption at Rest and In-Transit, Least-Privilege Architecture Design, Audit Logging, Incident Response, Risk Mitigation, SOC (System and Organization Controls) Readiness, Finance & Accounting (F&A) Compliance

PROFESSIONAL EXPERIENCE

Technical Project Manager (Remote) | Vertex Education (October 2022 – Present)

- **Enterprise Strategy, SaaS Integration & Architecture:**
 - Shape the enterprise technology roadmap for a multi-entity K-12 education network, defining reusable integration patterns, platform standards, and scalable SaaS architecture to support over 150 subsidiary organizations.
 - Develop multi-year technology enablement strategies to align Finance, Operations, IT, and Business technology with organizational goals, ensuring compliance with educational

regulations.

- Drive the modernization of enterprise systems, lead the transformation of financial workflows, and execute the technical integration of subordinate organizations during merger and acquisition activities.
- Evaluate, recommend, and implement a portfolio of cloud-based, serverless, and automation solutions including Ramp, NetSuite, Asana, Box, SharePoint, Vena, and Azure.
- Maintain platform extensibility and integration governance, ensuring all development aligns with long-term scalability, maintainability, and architectural integrity.
- Led, planned, and delivered over 10 complex system automation, integration, and enhancement initiatives for NetSuite, Vena, Ramp, Smartsheet, Box, and related platforms, optimizing operations and aligning technical systems with business goals.
- Designed and directed the technical implementation of multi-entity SaaS integration and workflow frameworks, supporting 300+ external clients and 100+ internal staff across K-12 education finance and operations networks.
- Managed custom software development for API-centric, Python-based Box and Smartsheet integrations, building robust financial and compliance applications.
- Served as the API integration lead and technical escalation point for multiple financial automation solutions using Ramp, NetSuite, and Python-based workflows, partnering with clients and developers to design secure, scalable integration strategies.
- Lead the end-to-end delivery of SaaS integrations, automations, and platform enhancements, coordinating internal teams (Finance, Operations, IT) and external vendors.
- Customize SaaS platforms to meet multi-entity operational requirements, optimize approval workflows, automate document routing, and centralize service requests.

- **PMO Development & Governance:**

- Institutionalize technical PMO practices, templates, governance tools, RACI matrices, and reporting dashboards to standardize delivery discipline, risk tracking, and performance visibility across all initiatives.
- Develop comprehensive project plans, risk mitigation strategies, resource allocation models, and dependency management frameworks for complex, multi-stakeholder initiatives.
- Contributed to technical PMO development by creating templates, risk frameworks, intake processes, functional design reviews, use case documentation, and reporting dashboards for standardized project delivery.
- Established and enforced governance practices around project scope, resource planning, risk, issue logs, and dependencies, utilizing tools like Asana and Smartsheet for hybrid planning and milestone tracking.
- Enforced integration, workflow, and data governance, ensuring maintainable, auditable, and

scalable solutions across all platform implementations.

- Conducted stakeholder retrospectives to refine onboarding workflows and improve platform adoption rates.

- **System Administration & Change Management:**

- Administered NetSuite and Smartsheet systems, governing roles, security, workflow automation, dashboards, ticketing, change management, and communications plans.
- Owned the end-to-end platform implementation across NetSuite, Smartsheet, and internal tools, ensuring data integrity, automation, and successful user adoption.

- **AI-Augmented Automation & Process Innovation:**

- Leverage AI tools (ChatGPT, Asana AI) to automate PMO reporting, backlog triage, documentation analysis, and insight delivery.
- Utilize advanced AI capabilities to accelerate PMO reporting, automate backlog analysis, and reduce administrative workload by 40% through generative automation.
- Championed the use of generative AI for process automation, documentation, and project communications, deploying ChatGPT, Asana AI, and GitHub Copilot.
- Automated four core workflows and reclaimed over 100 manual hours monthly through AI-augmented process transformation.

- **Technical Development, DevOps & Documentation:**

- Contribute to CI/CD pipeline development with GitHub Actions, ensuring testing, validation, deployment standards, and rollback procedures.
- Produce comprehensive test plans, technical documentation, support guides, onboarding materials, playbooks, and training resources for system adoption and operational continuity.
- Coordinated cross-functional delivery across Finance, IT, and Operations for scalable workflow solutions and platform enhancements.
- Produced comprehensive documentation, test plans, support guides, partner-facing materials, and training resources (infodocs, workflow diagrams, API usage tutorials) to support system adoption, user enablement, and internal/external teams.
- Scripted automations using Python and YAML to streamline repetitive tasks and reduce manual intervention.

- **Business Requirements Translation:**

- Translate operational and financial requirements into actionable technical specifications, development backlogs, automated workflows, and system configurations.
- Translated complex finance, operations, and compliance requirements into technical

specifications, automation workflows, and SaaS configurations.

- Collaborated with leadership to translate pain points into technical roadmap initiatives and negotiated technical trade-offs with senior stakeholders, resolving ambiguity to deliver aligned outcomes.

- **Developer Support & Technical Enablement:**

- Provided code-level guidance, proactively resolved integration blockers, and served as the primary technical escalation point for developers, integration partners, and vendor support teams.
- Created training materials and conducted sessions with internal users, fostering rapid adoption of new systems.

- **Major Project Initiatives:**

- **Vertex Hub Launch:** Launched Vertex Hub, an automated platform integrating service requests, approvals, document storage, notifications, and version control, streamlining communication and enhancing operational transparency. Empowered client engagement across education and business divisions, improving self-service capabilities and reducing manual request processing time by 50%. Powered by custom API integrations with Zendesk, Asana, SharePoint, Azure Blob Storage, and Hubspot.
- **Box to SharePoint/OneDrive Migration (25TB):** Oversaw the data migration of 25TB of organizational content from Box to SharePoint/OneDrive, including permissions mapping, governance framework design, data validation, and end-user training for 300+ staff and clients.
- **Box Relay to Asana Workflow Migration (100+ Workflows):** Migrated 100+ legacy Box Relay automation workflows to Asana Workflow approval processes, integrating with the Microsoft 365 ecosystem and designing centralized, intelligent workflow solutions.
- **Ramp-NetSuite AP Modernization (Vertex):** Executed Ramp-NetSuite accounts payable modernization, leading a multi-entity AP process overhaul that reduced month-end close time by 35% and improved spend visibility for 120+ client organizations.
- **Box-Vena Integration (400+ Users):** Engineered a high-impact Box-Vena integration leveraging Azure Functions and serverless CI/CD pipelines, automating data ingestion for 400+ users and reducing manual data entry by 85%. Architected Python-based API integrations connecting Box, Smartsheet, Vena, Checkbook.io, and NetSuite.
- **Ramp-NetSuite SaaS Integration (EdTec):** Led the Ramp-NetSuite AP automation initiative, architecting automation using Azure Functions and Microsoft Power Platform to cut manual effort by 70% and redeveloping AP/reconciliation workflows for automated controls and compliance.
- **Checkbook.io-NetSuite Vendor Disbursement Platform:** Developed a secure vendor disbursement platform integrating Checkbook.io with NetSuite using custom SuiteScript, creating comprehensive audit trails and real-time payment visibility. Administered and

integrated Ramp, SquareWorks, and Checkbook.io with NetSuite ERP.

- **Power Automate Ticketing System (350+ Monthly Tickets):** Architected and implemented a centralized, standalone ticketing and SLA management system (Power Automate, Smartsheet) handling 350+ monthly tickets, improving average resolution time by 30% and reducing manual routing by 70%.
- **Cloud & CI/CD Infrastructure:** Built serverless automation using Azure Functions and implemented CI/CD pipelines with GitHub Actions and Azure Pipelines to automate build, test, and deployment cycles, optimizing deployment velocity, uptime, and code quality.

Technical Project Manager | Ravyx (formerly STCR) (February 2016 – March 2023)

- **Strategic POS & Payment Systems Management:**

- Directed the enterprise POS and payment system architecture across 150+ retail locations, managing software/hardware platforms (Toshiba TCxSky/4690), payment terminals (Verifone, Ingenico), and distributed retail infrastructure.
- Led strategic, nationwide multi-site deployments, implementations, and rollouts of PCI-compliant POS and electronic payment systems, ensuring operational security and regulatory compliance.

- **POS Platform Implementation & Integration:**

- Managed end-to-end POS deployments including Toshiba TCxSky/4690 systems, Verifone and Ingenico terminals, and integrations with First Data, WorldPay, and Index payment processors.
- Directed the deployment, installation, and configuration of terminals across 100+ retail locations, coordinating logistics, network setup, site provisioning, QA, and on-site teams.
- Installed, configured, and supported Verifone and Ingenico terminals, managing remote provisioning, firmware upgrades, and live diagnostics.
- Ensured PCI compliance, encryption key injection, and terminal health monitoring using administrative toolkits and remote device APIs.
- Implemented EMV-capable SDKs across terminal deployments, enabling secure encryption-at-entry and PCI-compliant payments.

- **Automation & Deployment Innovation:**

- Built custom automation tooling and utilities (30+ scripts in Python, VBScript, Batch) to accelerate deployment, automate reporting, facilitate eWIC integrations, and execute security patch rollouts.
- Increased deployment speed by 300% through automation scripts, reducing manual intervention and improving consistency.
- Reduced field escalations by 40% through preemptive QA validation and automated

deployment processes.

- **Virtualization & QA Infrastructure:**

- Managed and maintained 50+ VMware virtual test and QA environments for simulating production scenarios, validating new configurations, and ensuring seamless integration prior to live rollout.
- Provided hands-on developer support, rigorously testing and debugging issues across staging and production environments.

- **Process Standardization & Documentation:**

- Authored comprehensive technical documentation, deployment guides, SOPs, and training materials, standardizing field processes, rollout procedures, and escalation paths for scalable onboarding and operational excellence.
- Managed QA processes, go-live coordination, and delivered client-facing training programs and workshops for staff, field techs, and client adoption, improving technical competency and reducing support burden.
- Optimized deployment workflows, reducing project turnaround by 30% and improving first-time resolution rates.

- **Customer Experience Enhancement:**

- Delivered analytics-driven UX tuning and training for customer-facing lane operations, driving a 45% increase in self-checkout adoption and improving system usability.

- **Technical Support & Stakeholder Management:**

- Provided Tier 3 support for enterprise-level technical issues, serving as the primary liaison and key escalation point for complex hardware, software, and system integration challenges.
- Acted as the client-facing technical lead, coordinating issue escalation, integrating feedback, and driving resolution of multi-location payment challenges between clients, vendors, and internal engineering teams.
- Collaborated with engineering and compliance teams to align terminal solutions with PCI standards and latency requirements, reducing P1 incidents by 50%.
- Facilitated go-to-market and support readiness by creating technical documentation and conducting training sessions for GTM, support, and operations teams.

Telecommunications Systems Manager - U.S. Army (Fort Drum) | July 2008 – December 2015

- **Tactical Communications & Network Engineering (25Q):**

- As a 25Q (Multichannel Transmission Systems Operator-Maintainer) NCO, engineered, operated, and maintained critical, deployable network infrastructures supporting secure, high-capacity tactical and global communications under operationally demanding and

combat conditions.

- Maintained and secured mission-critical communications networks (LAN/WAN, IP-based voice, SATCOM, RF LOS), ensuring 100% mission uptime and operational continuity during deployment operations in high-risk environments.

- **Network Infrastructure & Systems Deployment:**

- Led the configuration, deployment, and maintenance of Cisco routers, switches, encryption devices, and firewalls as part of the WIN-T (Warfighter Information Network-Tactical) infrastructure, supporting real-time, encrypted tactical communications.
- Operated and maintained complex telecommunications systems including General Dynamics STT satellite terminals, HCLOS (High Capacity Line of Sight), Harris tactical radios, 15M/30M antenna systems, and Promina multiplexers.

- **Network Operations Center (NOC) Management:**

- Supervised 24/7 Network Operations Center (NOC) functions as the NCOIC, leading incident detection, escalation, fault recovery, bandwidth optimization, and rapid resolution across secure and unsecure channels to ensure operational continuity.

- **Strategic Asset & Lifecycle Management (Supply Sergeant):**

- As the unit Supply Sergeant (E-5 NCO), governed, managed, and maintained full property accountability for \$35M+ in high-value telecommunications and IT assets, executing full lifecycle asset planning, procurement, sustainment strategies, and logistics coordination.
- Oversaw all logistics operations for a large inventory, implementing a technology-driven tracking system that boosted asset visibility and reliability by 50%.

- **Enterprise Logistics Systems Administration:**

- Architected, implemented, and administered enterprise logistics and asset management systems (SAMS-E, GCSS-Army), automating inventory tracking, lifecycle support, and preventative maintenance schedules.

- **Logistics & Supply Chain Operations:**

- As the senior Logistics NCO, directed and synchronized all supply chain operations, logistics, and IT system protocols for a large, geographically dispersed signal unit during high-tempo missions and joint exercises.
- Translated complex operational logistics and signal support requirements into scalable technical workflows, standardizing data input, maintenance schedules, and logistics reporting, which improved planning accuracy and asset visibility.

- **Process, Compliance & Standards Development:**

- Developed, built, and enforced Standard Operating Procedures (SOPs) and technical documentation for the Command Supply Discipline Program (CSDP), ensuring data integrity,

100% system uptime, regulatory compliance, and successful audits.

- Introduced digital asset tracking and lean supply chain management methodologies, reducing equipment waste and improving turnaround by 40%.
- Developed risk mitigation strategies and communications standards, aligning IT systems with mission objectives.

- **Leadership, Training & Stakeholder Management:**

- Analyzed logistics performance data and presented data-driven technical findings, readiness reports, and business intelligence insights to senior command, optimizing resource allocation, sustainment strategy, and budget decisions.
- Managed and led cross-functional teams to standardize logistics procedures, improve data quality, conduct regular inventories, manage hand receipts, and streamline supply chain operations.
- Conducted deployment readiness, convoy safety, and operational procedures training for over 800 personnel, improving operational mobility, safety compliance, and rapid deployment capabilities.
- Trained, mentored, and led junior signal support specialists (Soldiers) in technical SOPs, configuration management, escalation protocols, troubleshooting procedures, and communication security (COMSEC) standards, reducing operational error rates and improving NOC resilience.

- **Systems Integration & Security:**

- Executed and integrated hardened DODIN-A (Department of Defense Information Network-Army) systems across mobile, fixed, and brigade-level command sites, ensuring interoperability, redundancy, and cyber-resilience.
- Provided technical advisory support to command leadership.

CERTIFICATIONS

- **Project Management Professional (PMP)** — Project Management Institute (*August 2025*)
- **CompTIA Network+** — CompTIA (*May 2009*)

EDUCATION

- Master of Science (M.S.), Organizational Leadership
(Emphasis: Technology and Data Analytics)
Excelsior University, Albany, NY — Expected July 2026
- Bachelor of Science (B.S.), Information Technology

Excelsior University, Albany, NY — July 2024

Honors: SALUTE National Honor Society

- Associate of Applied Science (A.A.S.), Technical Studies in Computer Technologies
Excelsior College, Albany, NY — January 2011

AWARDS & HONORS

- Joint Meritorious Unit Award
- Joint Service Commendation Medal
- Army Commendation Medal
- Army Achievement Medal (2 awards)
- Good Conduct Medal (2 awards)
- Non-Commissioned Officer Professional Development Ribbon
- Certificate of Achievement (4 awards)