**Summary / Background**

* A relevance-focused, peer-respected, & flexibly-adjusted pacesetter with nearly a decade of I.T. experience in Insurance, Pharmaceutical, Federal, Utility, Media, Finance, Health, & Education sectors.
* Has key emphasis with roles as **Project** **Manager** - Initiator, Planner, Executor, Controller, Monitor, Closer-Business Analyst, Systems, Data, & Information Specialist, Chief Technology Officer, & Requirements Liaison, + others.
* Leveraged to lead global, national, regional, large scale public & private projects affecting millions of dollars, thousands of objects, & hundreds of individuals & their teams in cost cutting & profit generating motives.
* Well-versed in several model, lifecycle, & methodology styles & process, environment, & phase conditions.
* Familiar with application usability testing, intelligence reporting, ETL warehousing functional & technical arenas.

**Major Achievements**

* **Business Application & Enterprise Technology** – Delivering hundreds of components driven by legal & regulatory government mandated healthcare reform & how it affects **HCSC, BCBS** insurance exchange modifications & millions of patrons across five states.
* **Global Desktop Solutions Delivery Team** – Led **Abbott Labs** project that consolidated from old to new domains, installed & updated Outlook / Exchange client email from Lotus Notes / Domino mailbox, & expedited global logon scripts. Consisted of 10,000 special / service / test accounts, 40,000 user ids, 40,000 employee computers, & 10,000 lab machines, or 100,000 total objects.
* **Local Census Office #2530** –Achieved rank of #1 on critical performance indicators out of ~40 in a tri-state region with Chicago HQ for the **USCB** – **DOC**,part of a decennial count of nearly 600K people in a 20 county geographical area centered in Springfield, being held responsible every information technology aspect of job amidst a group of ~150+/- personnel.
* **Supply Chain Procurement** –Helpedby communicating to business stakeholders how functional testers prevented from bugs, errors, & defects. Successfully converted reporting module from Microsoft to SAP outfit at **PSEG** facilitating combinatorial, black-box, specification, performance non-functional system testing for full-fledged user acceptance, validation, visual, & ad hoc testing.
* **Human Resources Information Systems** –Reinforced vendor hiring data with reports to show **Yahoo!** global finance forecasts of requisition trends are to follow suit in Americas based on India & Europe.

**Bank Mortgage Office of Finance** –Improved choices of fixed income transactions applied to fund recipient banks based on **FHLB** intelligent research done on home & community lending data, demographics, & liquidity.

* **Infection Disease Treatment & Prevention** –Improved process by which data was transcribed in records from scanned clinic forms to reflect effective & efficient information collection –directly proportional to accurate & precise statistics applied by **IDPH**.
* **Technology Enhanced & Online Learning** –Part of a platform performing research to show what (doesn’t) work(s) in remote schooling policies via MIS department & OTEL/COLRS program position with **UIS**.

**Professional Experience**

**Project Manager**, Controller & Monitor October 2012 – Present

Health Care Services Corporation {**HCSC**} Largest U.S. Member Owned [Health Insurance] Firm

Blue Cross & Blue Shield {**BCBS**} of IL, TX, OK, NM, MT **Chicago** Loop HQ + **Naperville**, Illinois

Application / Implementation Command Center {**A**/**ICC**}

**Non Production Deployment + Release Gatekeeper, Production Life-Cycle Phase Change Engineer** {ITG BAS}

* Serve as internal audit to ensure requirements analysis, development, & integrative testing are done correctly.
* Constantly exposed to concept, planning, design, acceptance, maintenance, evaluation, & disposition concerns.
* Prompted for architecturally sound problem-solving, concurrent process optimizing, & procedurally prepared & reviewed quality assurance, risk mitigation, feasibility study, cost/benefit viability, functional procurement, & break fixes.

**Infrastructure & Middleware Project Coordinator, Facilitator, Tracker** {ITG ECR}

* Bridging architecture / design with application / maintenance via reliability / collaboration provisioning of 200+ initiatives & their Visio diagram / Excel Logical Bill of Material (LBOM) updates, modifications, & transcriptions.
* Resolving ~3500 issues of varied complexity across a spectrum of interdependent Subject Matter Experts [SME]s, tracking standard operating procedures (SOP)s, intrinsic rule factors, & filed incidents to address delay with problem resolutions & proper points of escalation, remediation, & engagement, sometimes configuration remediation.
* Proactively anticipating required actions (up to 50/per change/environment) to achieve set milestones – such as deliverable of fundamental server builds with security, buffered app team smoke /shake / check out after verification, & critical pre-/post- requisite automations & configurations - benchmarking prior & later critical paths.

**Change Management Scheduling + Sequencing, Reviewing + Approving, Monitoring + Completing**

* Accommodating task scheduling on 400+ minor & moderate Change Orders [CO]s, 12+ sub-environments across 3 major environments of DEV/INT, TST/L&P, & PRD/DR/DECOM categories.
  + Reviewing stringent potential impact considerations – description of affected components, including servers, location, business justification, outage risk assessment – plan details with testing scripts / proof, exact implementation specifications, sequence, time allotment, verification, & back out / remediation.
  + Attaching budget qualified Clarity codes, vice-presidential lead time exceptions, director-level freeze-friendly must-do justifications, managerial approvals, & configuration items, [especially in lieu of government mandated, AdminSimp affecting & NGEN scrutiny override situations], to ensure COs are absolutely accepted for a change board ready to reject on basis of peak time risk, conflict with other simultaneous COs, & prior / similar outage occurrences.
  + Presuming responsibility for meaningful disaster recovery, necessary decommissions, multiple enhancements in one go, & emergency weekend fixes for weekday outage experienced.
  + Working with a variety of special interest groups such as release management for weekend bridges, internal change auditors correcting mistakes, & external change managers tracking expirations, issues, & actions required.

**Metrics Derivation – Predictive Forecasting, Capacity Performance, & Budget Strategy**

* + While supporting statistical models, utilizing past measures & current pipelines in determining future configuration considerations, capacity plans, performing tuning, budget decisions, & strategy preparation.
  + Discovering patterns to draw out key indicators of breadth & depth of work, materials, & numbers tracked.
  + Using a daily, weekly, monthly, quarterly, yearly timeframe to view average volume conducted, man-hours expended on change, & server attributes utilized, ascertaining utilization & efficiency + delay & throughput concerns.
  + Helping to contribute to measures tracking the number, kind, & trend of issues faced not only readable by what stage they occurred, but on which environments they affected.
  + Taking vital understanding of TST preventative actions that would help deter potential risks, learning from spring 2013 DEV (pseudo PRD) outage experienced & fall 2013 network outage, for example.

**Affected Groups & List of Specifics**

version updates, OS file systems, host files, UNIX, AIX, LINUX, Windows Virtual / Physical Automation with SAN/LUN, Monitoring, Zena, Backup/TSM, VMWare, configurations, data source, framework, property files, connection factories, WebSphere, MQ, SQL, Oracle, DB2, z/OS MF, LANMAC, SOC, DNS, Reverse Proxy, LDAP, Firewall, Load Balancer, …

**Project Manager,** Planner & Executor January 2011 – October 2012

**Abbott Laboratories** / [right before abbvie split] Largest Illinois [Pharmaceutical] Company

Global Information Services {**GIS**} Abbott Park, Illinois

**Domain Consolidation - to** ONEABBOTT **from** NORTHAMERICA **&** INTERNATIONAL**, later split to** ABBVIE

* + Set precedence by spearheading a repeatable strategy to migrate ~100,000 objects at headquarters that transcribed to similar adaptations at sites across the country & world for the remaining to be completed.
  + Perpetually massaged data of machine names, user names, & special/service/test accounts ensuring transition through sensitive process-driven, functionally aware, & decision critical situations varying by complexity; held on-demand to be ready to fix unexpected errors quickly, assuring smooth operability of accounts on applications, logon scripts, mapped drives, personal files, desktop settings, minimizing loss of client productivity.
  + Coordinated with trusted points of contacts requesting me by department, building, application exception, quarantine, & other dynamics, such as machine type, (VMWare, Macintosh, Multi-User), high profile-individuals & divisions (Corporate Audit, Finance, HR, Office of Chairman, Legal Counsel, VPs), function specific considerations, i.e. drug safety, interaction, first-line support, home, lab, qualified regulatory affairs, etcetera.

**Details of Methodology**

* + Used a team mailbox, construed database, & flash GUIs to automatically obtain pre-requisite machine information such as scheduled confirmations, network pings, & Notes Names, pre-gauging successes / failures rates.
  + Notified several application, special project, local desktop technicians routinely to ensure everything is ready prior to & that it all works soon after migrations with extensive follow-up & triage.
  + Conducted on Windows Server 2003/8 with administrative privileges using the Active Directory Migration Tool on enterprise Ethernet or using remote mechanism on VPN.

**Flowchart of Events**

* + Pre-Staging - created objects in the tree of the forest, set multiple username logon scripts, synchronized paths of machine organizational units, & most importantly, ensured users are logged off their machines.
  + Post-Staging - cleared password resets, modified UNIX attributes, & unlocked trust relationships broken due to interruptions, power outages, & acute multiple firewall, IP (VPN) conflict, & operating system settings.
  + Seasoned Troubleshooter - Delegated to & guided for team members creating & handling tickets, provided numbers to managers for reports, & conducted tools testing & process development with several colleagues.
  + Special Teams / Jack of All Trades - Led web conferences, trained departmental, building, lab/application medics, informed network, engineering, desktop, open implementation, & asset management of issue details.
  + Direct Reporter - used expert-customized tools like batch, VB, & shell script pointing to definitive object status.

**One-Email – To Outlook Exchange from Lotus Notes Domino / Global Logon Scripts - GDAP**

* + Set up for Outlook software installation deployments on Altiris SMP, MS SMS, or in-house application SIS tied to AD group policy per Office software version, minimum hardware specifications for space, RAM, & processor speed.
  + Ensured clients replicated mailbox contacts, web-synchronized Blackberries, & applied WebEx Plugin in lieu of mailbox migration on action required notifications.
  + Swept on matches against main lists for floater users on multiple machines in Engineering using OWA, Macintosh Creative Suite with 2011 patch, & iManage legal application sensitive email, / Symphony SAP application exceptions to automated mailbox migrations.
  + Ran filters on an internal tracking database mechanism on Delphi interface / MS Jet / Access database, along with t-sql code manipulation for reports.
  + Worked with engineering to identify legacy map drive group & home drive designation in order to apply them to global standard creation, utilizing Europe & Australia sites as a model to expand throughout Asia & Latin America.

**Problem Resolution**

* + Helped resolve Outlook concerns regarding full transcriptions of Journals, OST/PST backups of email, delegate Calendar controls for executives, (de)encryption file considerations, & language packs.
  + Documented Outlook Web Access (Lite vs. Heavy), 2003/2007/2010 differences, & biannual update / service pack recommendation log per options, settings, & preferences suggestions.
  + Delineated on primary definite & multiple indefinite installations due to Windows licensing restrictions.
  + Relied upon to point out desktop hardware hurdles preventing Japan, Europe, Australia, Puerto Rico, & other North America sites selected to test run before Lake County.
  + Fostered global desktop architecture project (GDAP) documentation & training to promote efficient procedures of narrowing down from all data attributes to decide upon relevant fields to streamline accurate process.

**List of Technologies**

adfind, cscript .vbs, .bat, ipconfig /, nbtstat -, ping, nslookup, cd \ runas a- compmgmt.msc,

MS Active Directory, Excel, Access, SharePoint, Project, Server 03/08, Windows XP/7;

Domino Lotus Notes, Outlook Exchange, Delphi, Jet Database, T-SQL, VB Macros, Add-On/Tools

**Project Manager** **of Technology** / Chief Information Officer / Initiator & Closer January 2009 – December 2010

**United States Census Bureau** Department of Commerce, Economics & Statistics Administration [Federal Agency]

**FO, QA, R, A** Divisions  **Springfield** Illinois Local Office #2530 / Chicago Regional Office

[Network/Software/Hardware, **F**ield **O**perations, **Q**uality/**A**ssurance, **R**ecruiting, & **A**dministration Systems Analysis]

* + Performed process improvement, functionally coordinative, decision support systems analysis for a federal agency local office of a tri-state region on various time-implicative, volume-intensive, data-intricate measures of largest Illinois geographical area for decennial population tabulation.
  + Under supervision of Office Manager, Regional IT Specialist, & Lead Support Coordinator, provided multi-tier technical support for data communications, network, & server infrastructure.
  + Deployed, troubleshoot, reset satellite handheld computers, and (re)imaged client desktops, wireless laptops, VOIP telephones. (Re)Configured switches, servers, Ethernet securities & managed intranet portal accounts, rights, active directories. Oversaw operation control system & web integrated platform applications.
  + Issued Remedy ticket, knowledge base, vendor provisions & solutions for word processing, database, spreadsheet, publishing, presentation, & email programs for an office led by regional & headquarter offices.
  + Maintained, configured, troubleshoot on ~150 total assets in SAN / mesh & bus topology of client / servers: Cisco routers, Catalyst switches, & Avaya phones & sidecars, Dell PowerEdge server, APC UPS battery & control units, OptiPlex workstations / flat displays, & Inspiron laptops, HP LaserJet / InkJet / All-In-One printers, cartridges, toners, trays, stackers, finishers & Pavilion laptops, Xerox Work Centre copiers, Motorola scanners, + Harris mobile devices.
  + Administered network with Altiris+McAfee Agent tools with knowledge of DNS, DHCP, & TCP/IP on Windows XP / PowerShell, Active Directory Rights Management Services, & Oracle Applications identity management interfaces.

**Project Coordinator** in Application Testing & Quality & Assurance April 2008 – December 2008

Public Service Electric & Gas {**PSEG**} ¾ NJ Population across 2,500+ square mile Diagonal Corridor [Utility]

Supply Chain Management [**SCM**] **Procurement** Newark, **New Jersey**

* + Relayed between project sponsors & quality & assurance technicians requirements to convert business intelligence platform from Microsoft to SAP for corporate, delivery, source, technology, fossil, & nuclear provisions.
  + Fine-tuned for reconciliation, accounting, & finance decisions related to inventory tracking for a number of order, supply, equipment, instrument, & repair service via software, hardware, & telecom support.
  + Tracked on SharePoint portal parsing, manipulating, & scheduling of data per extraction, transformation, load processes via SQL Server / Visual Basic / Toad formats, including process maps on Visio diagrams.
  + Worked with other business & systems analysts to test SAP NetWeaver Business Intelligence functionality.
  + Calibrated for reporting, monitoring, forecasting, projecting, & budgeting tools to remain intact.

**Project Administrator** in Business Intelligence Reporting & ETL Data Warehousing October 2007 – March 2008

**Yahoo!** [Internet Media]

Human Resources Information Systems [HRIS] Sunnyvale, California (**Bay Area**)

* + Worked with enhancements in transforming from data sources to object targets via vendor web platforms, warehouse & mart processes, & report & universe strategies as a liaison between functional users & data admins.
  + Involved constituencies of executives of human resource, education learning, & finance audit management.
  + Utilized Oracle / SQL Server RDBMS extracted data transformed by DataStage & load monitored with Toad middleware for Vurv / RecruitMax vendor requisition hiring data.
  + Reported on Business Objects to test & administer contexts to track India, Europe & Americas global finance implications from HR requisitions.
  + Processed modeling on Embarcadero, managed critical path on Microsoft Project, formatted for data with platforms of SAS / Oracle Enterprise Suite.
  + Resolved tickets managed by Siebel & led disaster recovery plan server tools Task Scheduler & UNIX CRON.

**Project Engineer** in Business Intelligence Universe Design April 2007 – September 2007

Federal Home Loan Banks {**FHLB**} [Mortgage Securities]

Office of Finance {**OOF**} Reston, Virginia (**Washington, District of Columbia**)

* + Improved decisions on financial trade platforms researching markets of recipient banks.
  + Supported fixed income transactions in secured loans, commercial papers, & mortgage-backed securities.
  + Managed aggregate & regionally compartmentalized bank data as regulated by headquarters.
  + Conducted universe administration as well as data warehousing capabilities for combination of reporting tools.
  + Used DB2/Sybase extracted + parsed data transformed + manipulated by Informatica, & loaded via Toad.
  + Developed a variety of ad-hoc, dashboard, & decision style formats with BO, CR/E, & OD.
  + Modeled on Erwin, managed projects on Primavera, & calculated statistics on SPSS.
  + Accessed documents intra-networked & collaborated on eDocs / SharePoint.

**Project Planner** inStatistics, Information, Data Management July 2006 - April 2007

Illinois Department of Public Health {**IDPH**} **Springfield**, Illinois

* + Influenced policy protecting state residents facilitating people with & at risk of getting infectious diseases.
  + Supported team members developing regulatory programs allowing disease treatment & prevention.
  + Maintained, evaluated, & recorded form values & organized proofing, verifying, & validating data sets.
  + Manipulated form contexts merging questions & answers on questionnaires & tweaking optical content scans.
  + Assessed human errors linked to vague standards of manual versus automated methods.
  + Reworked status quo to obtain accurate & concise data + meaningful fiscal, research, & jurisdictional reports.
  + Balanced capabilities of fund-driven trainers, directors, inspectors with clear documents & calculations.
  + Benchmarked, milestoned, critical-pathed with vendor offers, interstate counterparts, & federal hierarchies.

Research / Policy / **Program [Project] Manager**, University of Illinois @ Springfield {**UIS**}September 2005 – June 2006

Office of Technology-Enhanced Learning {**OTEL**} / Center for Online Learning, Research, & Service {**COLRS**}

* + Proposed Blackboard changes to developers by gathering feedback requirements from students, teaching assistants, & instructors of online class syllabus groups, layout structures, & course documents. Transposed Dreamweaver web elements to designers of user requests for features, materials, & functionalities.
  + Interacted with virtual private network, remote desktop connection, server & database maintenance, plus client error troubleshooting personnel to fix classroom issues, realize improvements, & monitor performance.
  + Met special requests of Management Information Systems professors for enhancing department research, published papers, or course supplemental reading online, including Business & Technology curriculum updates, pedagogy assessment, & accreditation qualifications.

**Technical Exposure**

**Microsoft** Windows OS cmd.exe, MMC, PowerShell for NT - 2000, XP/Server System, Vista, 7

Office (Word, Excel, Outlook, PowerPoint, Publisher, Access, SharePoint, Project, Visio)

SQL Server (T-SQL) Analytic, Reporting, Integration Services, Active Directory, Exchange, SMS

**SAP** Business Objects, Sybase, Crystal Reports, Excelsius, Decisions, Netweaver Business Intelligence

**Oracle** RDBMS (PL- SQL), e-Business Suite / Applications, Financials, PeopleSoft, Siebel Systems

**IBM** AIX, WebSphere, DB2, DataStage, z/OS MF, Lotus Notes Domino, SameTime

**Computer Associates** Service Desk Change, Clarity PPM, Erwin, **bmc** Remedy ITSM, AtriumOrchestrator, CMDB

**Cognos**, QlikView, Informatica, SAS, Mathematica, **Adobe** Acrobat, PDF, ShockWave, Flash, DreamWeaver

**Cisco**, **VMWare**, **UNIX**, LINUX, Solaris, Novell, Altiris, Symantec, McAfee, Blackberry, iPhone

**SDLC**, **Waterfall**, **CMMI**, **PMI** / **IBA** PM / BA BOK, UML / BPM, ITIL, RUP, Data/Test Integrity, Validation, & Q/A

**Agile**/**Scrum** Sprint, Product, Backlog, Iteration, Increment, Burn Down Meetings, Artifacts, & Deliverables

**Education & Recognition**

University of Illinois at Springfield {**UIS**} Postgraduate Degree

Masters of Science in Management Information Systems (**MIS**), Magna Cum Laude

AACSB Accredited Earned Excellence: The Best Business Schools in the World

The Sloan Consortium: Institutions Committed to Quality Online Education

Class Training in CBAP, PMP, CISSP Certifications & Participation in OMG IEEE, ACM Organizations

University of Illinois @ Urbana-Champaign {**UIUC**} Undergraduate Degree

Bachelor of **Economics**, Cum Laude, with Econometrics & Statistics Courses

Top Twenty-Five Nation Rated Percent Business Department, Gourman Report

Theses Subjects of Decision Analytics, Applied Metrics, Operations Research

Eisenhower High School, Decatur, Illinois Diploma Salutatorian, Egregia Cum Laude, **Math & Science** Advanced Placement Credit

National Honor Society, Gold Delta Recipient, Illinois State Scholar as Academic Top Two Percent