**Shawn McIntosh (PMP)** 

**SUMMARY:**

Shawn McIntosh is a senior technology manager, leveraging 20 years of IT and business leadership including, enterprise architecture, application development, program management, solution architecture, and consulting expertise. Mr. McIntosh delivers a high level of sustainable value and quality service to business in a range of industries, including financial services, healthcare, manufacturing, logistics, quality control, technology and consumer products. Throughout his career, Mr. McIntosh has had the opportunity to work with international companies, and teams while utilizing cross-functional teams to develop and improve the processes and technologies used to conduct business and gain a competitive advantage. Mr. McIntosh has been director of information technology, enterprise architect, technical architect, data architect, delivery manager and program manager for both technical and non-technical projects throughout the world, for commercial and in-house software development projects. Mr. McIntosh began his career while still in school as System Programmer and Analyst, and continues to advance his knowledge and skills in a variety of industries and service verticals.

**SKILLS:**

**Languages:** Java, C#, PHP, VB.Net, ASP.Net, HTML, XML, SQL, PL/SQL, and Cobol

**Internet Technologies:** JSP, AJAX, EJB, Struts, Swing, Java Beans, HTML, JavaScript, JMS,

XML/XSL, RMI, Spring, Hibernate, Struts, JSF, GWT, Flex.

**Application Servers:** BEA Weblogic, WebShpere, Jonas, Jboss, OC4J, Apache, Tomcat

**Platforms:** Windows NT/XP/Server NT & 2003, Linux, RHEL, Unix, AIX, OS/400

**Databases:** Oracle 6,7,8,9i,10g,11g, DB2, Teradata, MS SQL, MySql, PostgreSQL, Progress

**Tools:** Eclipse,Erwin, ER Studio, DB Tools, Toad, Data Junction, Oracle Warehouse

Builder, Brio, Informatica, Business Objects

**EAI:** Vitria, Biztalk, MQ series, webMethods, Weblogic, Tibco, InnerAccess,

Cloverleaf

**Networking:** LAN/WAN, TCP/IP, VPN, VLAN, hubs, switches, routers, load balancers, and firewalls.

**Methodologies:** Project - PMI, Prince2, SEI/CMM, ITIL, EVO,

Development - RUP, Agile, RUP/XP, OOA&D, IIP, Crystal, DSDM

Architecture – TOGAF, ADM,SOA, ITIL, Zachman Framework, MDA, DoDAF

**EXPERIENCE:**

**04/08 to Present - Independent Consultant / Contractor**

* **Delta Airlines – Atlanta, GA**

Architect - Contract

* Served as member of Enterprise Architecture Solutions Team, tasked with meeting senior business leaders and driving their application visions into conceptual, logical and physical architectures that meet both the business needs as well as the overall IT strategic direction.
* Team member Architecture Collaboration Team, which acts as advisory board to projects to ensure all aspects of technical design are aligned with Enterprise Architecture.
* Lead Architect on rewrite of airline reservation system, including but not limited to Architectural participation in JAD sessions, Functional and Non Functional requirements translated into Architectural Framework (Conceptual, Logical, Physical Architectures) and Technical Specification, including Data Models, Sequence, Component.
* Conducted feasibility study with business to determine overall IT strategy for fraud and abuse system to replace legacy application that is at end of life.
* **Alere Health Care – Atlanta, GA**

Architect - Contract

* Conducted research and analysis on open source and COTS technologies to determine technological fit and total cost of ownership of technologies within the enterprise.
* Developed a prototype for enterprise integration platform, consisting of combination of open sources and commercial platforms.
* Developed conceptual, logical and physical diagrams for data hosting to consolidate and optimize data from disparate sources.
* Conducted technology reviews of projects, including but not limited to, infrastructure, security, development frameworks, system performance, data architecture, system integration and SOA.
* **Cox Enterprises – Alpharetta, GA**

Senior Technical Analyst / Architect - Contract

* + Reviewed and Translated High Level Business Requirements, into Functional and Technical Specification, including Logical and Physical Design, Data Models, Sequence, Component, and Deployment Diagrams.
  + Presented and Participated in weekly Architecture Software Engineering Design Reviews, a peer review for all projects in the design phase of their lifecycles.
  + Project Lead Technical Architect, on several enterprise projects, including but not limited to (IPDR, Ciena On Server, VM for Cox Media). These projects are designed to transition from legacy systems and non supported databases to new enterprise environments.
  + Researched and Designed interface standard for connectivity between the Alcatel-Lucent 5620 SAM and several legacy systems, this facilitated the extension of life of these legacy systems thereby reducing overall TCO on project.
* **Synovus Financial – Columbus, GA**

Technical Analyst - Contract

* + Reviewed and improved SDLC process and templates, authoring improvements in the areas of Function Point Analysis and Estimation, BRD (Business Requirements Doc), DBD (Database Design Doc), and WSDD (Web Service Design Doc).
  + Designed SOA focused web applications for Case Management, Foreign Exchange, Exception Processing Workflow, and Customer Portal.
  + Created UI and Prototype screens based on Business and Functional application requirements.
  + Researched and determined integration requirements for third party and in-house developed applications.
* **Intercontinental Hotels Group. - Atlanta, GA**

Solutions Architect - Contract

* Review legacy systems and infrastructure to provide Architectural and Systemic roadmap for future state strategic development platform within SaaS / SOA environment.
  + Design and Prototype Web Services for reporting systems, including but not limited to (BPEL, Web Service (Messaging – SOAP, Processing, Logic, Contract- , WSDL definition, XML Schema, WS Policy)
  + Reviewed current Web Services and Service Contracts for expansion or augmentation for new projects being designed.
  + Conduct review of current J2EE and DotNet development design patterns and practices to validate that the applications meet both SOA specifications as well as performance expectations.
* **Coalition America. - Atlanta, GA**

Technology Consultant / Architect - Contract

* Developed SOA roadmap for CIO to merge recent acquisitions into long term technology stack (J2EE / Oracle / Jboss with DotNet / Mssql / Bistalk that would facilitate the utilization of acquired assets as well as legacy systems.
* Trained BA’s in the analysis, definition and documentation of application services and their inclusion in the Technical Architecture Document.
* Participated the creation of RFP for new service based customized ERP application to meet their business niche.
* Directed project intervention / rescue for CAI new ETL project., intended to move data from MSSQL to Oracle and back. The original design which had elements of FoxPro, VB.Net, C# was overly complicated and experiencing slow response times. I work with team to redesign process, conducted code reviews and QA the system. The new ETL system went live and is performing better than original specifications.

**02/07 to 04/08 MailExpress Inc. - Atlanta, GA**

Director

* Defined and Developed IT department, including organizational design, SDLC, project and process methodologies, resource planning and sourcing.
* Managed the BA, PM, QA, Development and Help desk resources within the IT organization, as well as, having budget and career development responsibilities over these groups..
* Established service level agreements for service level, application response time and functional performance of all enterprise applications.
* Responsible for researching and developing new technologies for enterprises current and future business models. The areas covered included but where not limited to, Master Data Management, Service Oriented Architectures, Transaction Messaging and Queuing, Web 2.0, OCR, Business Process Automation, Open Source Technologies, J2EE, ASP & VB Dot Net, Database Warehousing Strategies, etc.
* Responsible for developing and managing the enterprise architecture including the SDLC methodology, data architecture, application frameworks and tools, quality assurance, and configuration management.
* Designed and developed application prototypes for proof of concepts for new technologies for inclusion in the enterprise architecture.
* Developed and deployed application architecture and coding standards for all enterprise applications.
* Develop and participated in funding presentations for securing venture capital to business.

**10/04 to 02/07 AGSI Consulting - Atlanta, GA**

Senior Manager / Technology Practice Lead

* Senior Manager responsible for development and support of technology & business solutions service offerings, including but not limited to Architecture (TOGAF, Zachman, SOA, MDM, ITIL) Technology Research and Evaluation, Strategic Planning, SDLC, Organizational Change, Off Shoring, Technology and Business Solution.
* Represented AGSI in several Webinars and Magazine interviews around technology based strategies (SOA, MDM, TOGAF, ITIL) and solutions for business, as well as, future state of IT within several industry verticals.
* Principal Consultant in Organizational and Resource Analytics “Organization Analysis that is Fact based and Defensiveable”, with the creation of the **Work Force Capacity Calculator**  and support models.
* Team Lead on AGSI largest account redesign of SDLC and Organization to move from Legacy System to new J2EE environment with development being outsourced to 3rd party.
* Principal Consultant on evaluation and transformation of IT department from support / enhancement model to in-house OOAD / Agile development and support model.
* Contributing Team Member on Technology aspect of AGSI M&A methodology, ensuring technology organization and system alignment with overall M&A activities.
* Successfully piloted new Agile process with major financial institution in VA and SC.

**10/02 to 10/04 Electrolux Home Products - Augusta, GA**

Director

* Program Manager responsible for business and technical projects, application development and support operations for 10 manufacturing and logistics facilities throughout North America and China.
* Budget and P/L responsibility for 16 million operational and 8 million capital budget, with 65 resources (Application Development, QA, Application Support, DBA’s, Project Managers, and Business Analysts) located throughout the North American Operations.
* Successful completion of over 400,000 man-hours of projects and initiatives, utilizing in-house, and off shore resources in India and China.
* Project Lead on web based development projects designed to give EHP strategic advantages in supplier negations and quality tracking, inventory network optimization, business process workflow and sales force automation.
* Developed and implemented Service Level Agreements and helpdesk escalation process with internal as well as external customers and suppliers for both new and legacy systems throughout manufacturing and logistic environments, improving call closure time by 25%, as well as, building platform for Helpdesk knowledge base and change control governance.
* Project Manager on North American Supply Chain Performance Analysis and Improvement Initiative Alignment. Project compared EHP key supply chain process against major competitors and current strategic objectives. The projects output was an 18 – 24 month strategic and operational plan, identifying 125 million in savings for senior management.
* Co-Developer of a custom methodology for project creation and management for EHP based upon PMI and RUP standards. Process combined with Microsoft Project Server allowed standardized project creation, reporting and analysis across organization.

**11/00 to 10/02 Matria Healthcare - Atlanta, GA**

Director, Applications Group

* Director responsible for the development and management of application developers, application support, quality assurance, database administrators, and data/ETL team.
* Responsible for research and development of new technologies to provide competitive advantage within the healthcare vertical.
* Technical architect and development lead on project intervention for web based disease management system.
* Rewrote and tuned queries for better performance as well as conducted code reviews. This effort facilitated system stabilization and increased system utilization.
* Developed alternative solutions for enterprise application integration and DSS, resulting in 500K savings for company.
* Increased application up time from 83% to 94% overall and 98% on legacy systems.
* Developed legacy data integration program for new call center, converting over 190M data elements with 96% successful conversion rate. Program facilitated go-live over weekend with no down time form operations.
* Technical architect for 8M capital project, facilitating integration and scalability of 6 disparate systems co-located in multiple states.

**02/97 to 11/00 Lend Lease - Atlanta, GA**

Senior Program Manager, Application Development

* Manage developer groups and projects designed to facilitate complete application development and project life cycle including but not limited to setting and communicating client expectations, development of timelines, allocation of resources, detail project plan, requirements definition, technical specifications, work-break-out, risk analysis, solution design, testing, tracking, updating and reporting.
* Architect and Project Manager on company’s first web based property management software solution.
* Architect and contributing developer for capital review system. This system was used by the investment group to determine life cycle value in potential real estate investments.

**04/93 to 03/97 United Family Life - Atlanta, GA**

Director, Marketing Information Systems

* Responsible for the creation and execution of all strategic and operational plans design to utilize technology to provide a competitive advantage within the marketplace for UFL.
* Created STAR system that used advanced data mining and customer behavioral modeling to determine and predict customer satisfaction and probability of customer loss.
* Evaluated existing systems as well as research new systems, development and architecture in addition to current system enhancements.
* Additional responsibilities included acting in liaison role, interfacing with customers (internal and external) as well as developers, senior management and external vendors.

**03/90 to 04/93 R&G Slaone - Little Rock, AR**

Project Manager

* Responsible for the formulation and execution of key projects associated with the consolidation and relocation of five manufacturing facilities, six product lines and three distribution channels.
* Major projects included IT systems, resource capacity planning / allocations, warehousing and logistics, manufacturing, sales, marketing and finance.

**04/87 to 03/90 AMW Industries - Conway, AR**

System Programmer / Analyst

* Research and developed first generation ERP system for manufacturing and logistics operations.
* Conducted research and analysis on information systems, operational processes, and primary and secondary markets and competitors for sales and marketing operations.
* Developed strategic and tactical models, which served as foundation for strategic, operational and tactical change throughout the organization.

**EDUCATION:**

Harding University - Searcy, AR

B.B.A

Jones International University, CO

M.B.A

**CERTIFICATIONS:**

PMP - Project Management Professional