LOUGINE SCOTT

Email: 96lkyent@gmail.com
Mobile Phone: 310-321-2856

A senior Information Technology Consultant with extensive domestic and international project experience. Sr. Project Management, Sr. Business Analyst, Product Owner, Scrum Master, Test Manager/Lead (SIT, UAT, etc.), QA Management and SQA Tester expertise/services are provided. Experience in various industries in Entertainment, Pharma/BioTech, Healthcare, Banking (ATM, POS, Payments, Settlement), Financial Services/ Securities (previously licensed securities broker), Web, eCommerce, Education, Real Estate, Aerospace, (Development, COTS, Production Support with emphasis on Cyber Security and Data Loss Prevention) and infrastructure projects including the following strengths applied in both short-term and long-term contracts per the client's business needs:

- Project Management, Product Owner, SCRUM Master Certifications & experience with multiple Project life cycle methodologies (Agile/Product Owner/Scrum, Kanban, SAFE, RUP/UML, Waterfall, PMI/PMBOK, Global Systems Methodology)
- Excellent written and verbal communication skills process re-engineering, digital transformation, and data migration.
- Extensive Quality Assurance, Validation, and IT testing background (Unit, Functional, Integration, Regression, UAT, white-box, black-box, load, performance, smoke, End-2-End (E2E), IQ, OQ, PQ) with use of manual and automated test tools.
- Preparation of all project life cycle documentation, (URS, User Stories, Use Cases, FS, DS, Trace Matrix, Test Plans & Scripts, Validation Master Plans, IQ, OQ, PQ, Gap Analysis, Final Summary Reports, Sprint Plans etc.)
- Strong knowledge of FDA Regulatory Requirements (21CFR Part 11, 210, 211, 820, EMEA, ERES, Healthcare Regulatory (HIPAA))
- Knowledge of Sarbanes-Oxley Regulations, Global Harmonization Task Force guidance), GMP/GxP Certified, CAPA, GAMP5, IQ/OQ/PQ Validation, Integration/Regression/UAT testing, and documentation preparation and execution, Computerized Systems Validation (CSV, Equipment and Environmental (FQ's)); FMEA and FTA hazard analysis)
- Extensive experience with Data Migration projects (ETL, Data Migration, Cleansing, Data Mapping, Verification, Conversion, Tableau, BO/BI, etc.), Data Security
- Change Control Management and Project Delivery

WORK EXPERIENCE

Humana, Inc.
02/2020 to 10/2020 - Remote
Project Manager (PMO) – (Medicare Customer Portal/Chatbot)
- Agile (SAFe) and Waterfall hybrid methodology utilized for **implementation of re-designed customer-facing Medicare portal architecture to Azure Cloud,** supporting increased customerwebsite traffic.
- Increased customer chat interaction and corporate metrics reporting with integration of vendor-hosted chatbot functionality and SalesForce CRM Classic platform architectural re-design.
- Strengthened Medicare portal site security via deployed enhanced encryption/decryption standards.
- Interfaced with all technical scrum teams also functioning as primary liaison between the technical teams, business stakeholders, cross-functional teams, and vendors.
- Scheduled end user application demos, tracked/verified successful software (SIT, UAT, vulnerability, security, smoke, etc. testing), defect resolution, obtained stakeholder approvals.
- Tracked live system production support issues for Production applications supported by various scrum teams.

- Environment Architecture: (Microsoft Project, Azure Cloud (ADO), Teams, SalesForce (Classic), SAP, Webex, SharePoint, ServiceNow, Clarity, etc.). Legacy system and interface decommissioning.

Allergan
10/2019 to 04/2020 - Remote
Project Manager/BA/Validation Lead (eCommerce Medical Aesthetics Customer Portal and Interfaces)
- Agile and Waterfall hybrid methodology utilized supporting **implementation of re-designed Azure Cloud-based Medical Aesthetics Customer Portal residing on SalesForce Lightning (CC1) platform, supporting increased marketing promotions effectiveness, customer website traffic, product sales and training options eliminating manual processes.**
- Improved site performance metrics reducing functional issues identified by Physicians, Sales, and internal Business Users such as improving order processing times, page display times and inquiry response times implementing ETL and SalesForce CRM design changes.
- Increased reporting metrics capture of customer questionnaire responses eliminating manual processing **via implementation of new and enhanced product marketing campaigns/promotions**.
- Increased site Production availability statistics via successful test validation supported by creation of detailed requirements/user stories, SIT, QA, Regression, Security, UAT, Performance, Dry Run and Rollback test documentation and execution.
- Interfaced with all technical scrum and validation team members also functioning as primary liaison between the technical teams, business stakeholders, cross-functional teams, and vendors. Scheduled/and presented end user application functionality demos and obtained stakeholder approvals.
- Tracked live system production support issues supported by development teams and provided hands-on production smoke testing.
- Environment Architecture: (Microsoft Project, Teams, Azure Cloud (ADO), SalesForce (Lightning), Snowflake, SAP, HP Quality Center, SOAPUI, Postmaster, WebEx, SharePoint, ServiceNow, etc.).

Sony Studios
03/2016 to 09/2019
Product Owner/Project Manager /Business Analyst (Test Management/Execution) – (Script & Deal Management, Licensing, Contracts, Mobile Apps)
- Agile, Kanban and Waterfall project methodologies utilized Agile, Kanban and Waterfall project methodologies utilized implementing SaaS applications in vendor hostedAWS Cloud environment in PAS Division, reporting to PMO, Corporate Finance and Executive Stakeholders.
- Interfaced with technical resources functioning as primary liaison between the technical teams, cross-functional teams, and the business stakeholders for Motion Pictures Business Affairs, (SPE,SPWA, SPA, Screen Gems) and Story Department.
- Scheduled/and presented end user application functionality demos and end user training sessions for various applications (DealPoint (participant licensing and rights deals), DARTS (participant licensing and rights deals), Contracts (participant licensing and rights terms), ScriptTracker, Focus,).
- Tracked LIVE system production support issues supported by development teams and provided hands-on production smoke testing.
- Project objective was to reduce in-house development and support costs by outsourcing of Motion Picture story/script(ScriptTracker) creative process, and Development Deals (DARTS) process applications.
- Project objective was to increase Creative Executive productivity with inclusion of Mobile App interface adding collaborative flexibility during script review/annotation/finalization/approval.
- Digital transformation of manual processes while increasing ease of use and reporting capabilities via replacement of legacy Citrix application with AWS cloud-based Participant Deal Management application supporting Jasper, Tableau and Business Object reporting. Partial Focus application functionality hosted in SaaS AWS Cloud, Finance budget functionality remained on-prem.

- In conjunction with vendor team responsible for creation and execution of detailed SIT, Regression, UAT, Performance, Security, Disaster Recovery, and Rollback testing processes and procedures, defect management, MDM data conversion, cleansing, and data integrity verification. (Primary author of the new Deal Management application functional requirements, and enhancement of vendor prepared Traceability Matrix).
- Environment Architecture: (Microsoft Project, Teams, Kronos, SharePoint, Citrix, AWS Cloud, AirWatch, Intune, Apple, Zoom, WebEx, JIRA, CMS, Jasper Reports, Tableau, Business Objects,MDM, Teradata, Aspera, TestRail, ServiceNow, Scenechronize, ScriptTracker, Focus, DARTS, etc.).

Sony Studios
01/2014 to 03/2016
Sr. Business Analyst/BRM (Test Management/Execution (Legacy Applications and Networks)
- **Post cyber-attack stand-up, restoration, replacement, support, data recovery of multiple enterprise applications** increasing corporate productivity options in Motion Pictures and Television divisions. [Legal Affairs Contracts(participants licensing and rights contract terms), **Production Finance (Focus), Business Affairs Deal Management (DARTS: Deals and Rights Tracking System),** Entertainment (potential Agiloft implementation), SharePoint File Server implementation for Production Finance, Business Affairs)
- Scheduled/and presented end user application functionality demos and end user training sessions for various restored and newly developed applications (DARTS, Contracts, Focus, RightLines, SharePoint, DealPoint, ScriptTracker, **TV Payroll,** File Servers, etc.). Also, prepared training quick start guides, training materials and testing materials.
- Tracked and supported LIVE system production support issues supported by development teams and provided hands-on production smoke testing.
- Strengthened enterprise network security implementing data loss prevention methodologies and more stringent user security processes and configurations such as (two-factor authentication, laptop re-imaging, file share creation, data security analysis, data retrieval/restoral, disaster recovery and contingency plan analysis, mobility Enterprise Mobility Management (EMM) replacement support and SharePoint Administration services.
- Increased enterprise network and applications stability and availability metrics utilizing enhanced requirements creation, development, defect resolution, software deployment, data security practices and procedures for all environments (development, test, staging and production).
- Environment Architecture: Citrix, Business Objects, BI, Jasper, ServiceNow, Angular, JIRA, interfacing with vendor hosted AWS Cloud environment, IDM, CMS, Scenechronize, Kronos, SharePoint, Agiloft, Microsoft Dynamics, SAP, Teradata, Aspera, JIRA, HP ALM Quality Center, GoogleDocs, ScriptTracker, Focus, DARTS, automated onboarding/payroll BTL Talent application, RightsLine, several COTS applications, in-house proprietary applications, and data management tools.

Amgen, Inc.
10/2013 to 12/2013
Project Manager (PMO)/Business Analyst (Backfill)-BI/BO Reporting
- **Increased the data metrics capture and reporting capabilities of the Product Complaints Metrics and Trending system (PCMT)** via the Phase 2 data migration of the IRPC system database to the PCMTsystem database.
- Increased end user productivity by applying ETL and EDW changes supporting enhanced Business Objects and ad-hoc reports reporting capability.
- Refined UAT, Dry Run, RT1, IQ, and OQ validation test procedures and SDLC documentation preparation.
- Environment Architecture: Utilized SharePoint, Microsoft Office, Business Objects, HP ALM Quality Center, and proprietary tools

Universal Music Group
02/2012 to 9/20/2013
International Sr. Project Manager/Business Analyst (Test Execution –Contracts, Copyrights, Royalties, Finance Applications)

- **Digital transformation of recording artists contract, copyright, royalties and financial payments manual processes and procedures.**
- Increased productivity for corporate domestic and international staff, decrease man hours associated with artist management while reducing corporate expenditures.
- Conversion of legacy (TRACS) application to a customized vendor web-based COTS software for International Business Users.
- Multi-phase implementation of the International Royalty System (Royalties, Rights, Participation, Copyright(Works, Claims, Sales, Contracts, Licensing) and Sales File processing.
- Agile and Waterfall project methodologies utilized.
- SDLC documentation prepared and/or reviewed (vendor FRS, GUI mock-ups, use case, external interfaces, analysis, data mapping, database schemas analysis, UAT test plan/scripts, training manual).
- Provided hands-on back-end and front-end SIT and UAT testing of Contracts, rights, and licensing applications.
- Utilized TRACS, SharePoint, Microsoft Office, TOAD, proprietary applications and Master Data websites, and tools.

Amgen, Inc.
01/2011 to 01/2012
Business Analyst/ Validation Test Lead - CODE (Clinical Trials Reporting)

- FDA approval and drug production pipeline timelines decreased due to the **re-designed detail and summary Clinical Trial Reports,** enabling management to interpret and report out Clinical Trials results data more accurately.
- Agile and Waterfall hybrid methodology utilized.
- Environment Architecture: Business Objects, DataFlux (legacy system), eClinical, Cognos Reports, SharePoint, HP Quality Center, JIRA, Confluence, Data warehouses (ETL) environment.
- SDLC Documentation prepared, reviewed and/or executed (reporting requirements, data analysis summary for data warehousing for reference data and reporting, report mock-ups, use cases, SIT and UAT test scripts, ETL modifications, vendor Design documentation, training materials.
- Digital transformation of manual processes, procedures.
- SharePoint Administrator maintained.
- Interfaced with the domestic and international Clients, tracked live reporting system production support issues supported by development teams and provided hands-on production smoke testing.

Additional Project History:

- **Boston Scientific – Neuromodulation**
- **St. Jude Medical**
- **B. Braun Medical -** Project Manager/Validation
- **Genentech, Inc -** Project Manager/Business Analyst
- **Leiner Health Products –** Validation Audit Analysis
- **DirecTV, Inc. -** Project Manager/Development
- **Pegasus Financial Services Group -** Project Manager/Business Analyst
- **HealthCare Partners -** Business Analyst
- **Alza Corporation (Johnson & Johnson) -** Project Manager/Validation **–** Global Validation Project Manager
- **Alpha Therapeutics, Alhambra, CA –** Sr. Project Manager/Validation and Development Projects
- **iXL, Inc., Los Angeles, California Sr. -** Project Manager/Business Analyst – Web B2B, B2C – e-commerce

- **Continental Datagraphics, Inc., Culver City -** QA Project Manager

Vendor Consultant for the following Banking Clients:

- **ABN AMRO Bank, Chicago, Illinois -** QA Global Project Manager Y2K/Compliance Auditing
- **Glendale Federal Bank/Alltel, Inc., Burbank, California -** Project Manager/QA Manager/Business Analyst – Glendale Federal Conversion Project
  Deluxe Data Corp., - Global Project Manager/Business Analyst/Developer – (Application Support Consultant/ Financial Advantage/Connex) **–** Multiple Banks & Financial Corps **(VISA, First Interstate, Bank of America)-** POS, ATM, Teller, Settlement
- **Applied Communications, Inc. (ACI), -** Global Project Manager/Business Analyst/Developer/Test Manager - (Application Support Consultant Base24 Specialist) **–** (Domestic & International Banks – onsite services – **Banco de Credito, Cayman National Bank, Bermuda, WesPac Bank, BofA, First Interstate** - POS, ATM, Teller, Settlement)
- **Chicago Stock Exchange (Midwest Stock Exchange/NASDAQ),** - Sr. Project Manager/Business Analyst managing the connection of Brokerage Houses.
- **Wells Fargo Bank -** RDS ATM (IBM legacy) Application developer for several projects.

TECHNICAL SUMMARY

Software Applications/Tools: SalesForce Lightning & Classic, SalesForce Sandbox Toolkit, SalesForce CC1 SIT and PROD Java Web Services, Snowflake, Confluence, TrackWise, ServiceNow, SharePoint and Documentum Workflow and Document Repository Systems, Content Management System (CMS), SharePoint, Scenechronize, OneDrive, Microsoft Teams, Skype, Aspera, proprietary motion picture and television Production applications, Contract and Deal Management applications, SaaS (conversion & new development), Mobility/Mobile Device Management (MDM), Rights-Line, Entertain Partners Payroll applications, laptop re-imaging and data security, Crystal Reports, Business Objects, Cognos, Reportwriter software, InfoBatch Reporting System (IBRS), LIMS, Security (LDAP, Safeguard, Open Directory, Encryption, etc.), Oracle Clinical, SQL Server, MES, SAP (R/3, APO, BW, EBP). (Enterprise, Knowledge, and DreamWeaver modules), WebObjects, WebLogic, BlueStone, Level8 GMQ interface, MSMQ queuing interface, MapQuest NT Server, Mercury Suite (WinRunner, LoadRunner, etc.), testing simulators, VRU, Oracle AERS, MFGPro, DataFlo, eClinical, NetRegulus, NetRM, Base24, Connex, Change Control applications, PM, and Calibration Management COTS software, Ipswitch FTP Professional.
TOAD, Postman, HP ALM, (JIRA, Vidder, AWS, IDM, Zen Mobile, AirWatch, Microsoft Intune, WatchDox/Blackberry, Apple Push Notifications, File Share configuration. COBOL, TAL, SCOBOL, ABAP, shell scripting, C, C++, C#, HTML, DHTML, CICS, Visual Basic, Java scripting, SQL, JAVA, Business Objects, R, ASP, XML, UML, .NET, Cold Fusion, BroadVision 4.1 & (5.0 Intro), Citrix, ETL, Data Warehouse, SAN, Oracle DB, RDBMS.

EDUCATION & PROFESSIONAL MEMBERSHIPS

Fisk University, Nashville,
Tennessee Indiana University,
Bloomington, Indiana
Computer Learning Center - San Francisco, CA (Computer Programming Certificate - 1989)
University of Phoenix – (Project Management Certificate- 2008)
Product Owner Certification - 2016
Scrum Master Certification - 2002
Otis College – (Design Program)
Financial Industry Brokerage Licenses: Series 7 & 63
Memberships: Project Management Institute, NAACP
Former Memberships: WITI, OCRA, NASD