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Summary
- A senior Consultant with extensive domestic and international project experience in both customer-facing and technical domain.
- Increased customer chat interaction and corporate metrics reporting with integration of vendor- hosted chatbot functionality and Salesforce CRM Classic platform architectural re-design.
- Agile, LEAN principles, 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.
- Strengthened enterprise network security implementing data loss prevention methodologies and more stringent user security processes and configurations such as two-factor authentication, 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.
- Agile, Kanban and Waterfall project methodologies utilized implementing SaaS applications in vendor hosted AWS Cloud environment in PAS Division, reporting to PMO, Corporate Finance and Executive Stakeholders.

Education
- Fisk University, Nashville, Tennessee -- Indiana University, Bloomington, IN

Educational Certifications and Professional Memberberships
- UCLA Extension Coding Bootcamp /Full Stack Development Certificate
- Securities Re-Training
- Product Owner Certification
- Scrum Master Certification
- Computer Learning Center - San Francisco, California (Computer Programming Certificate)
- University of Phoenix – (Project Management Certificate)
- Otis College – (Design Program)
- Financial Industry Brokerage Licenses: Series 7 & 63 Memberships: Project Management Institute (PMI), NAACP Former Memberships: WITI, OCRA, NASD

Technical Summary
Applications/Languages/Tools: Rest API, Visual Studio, GIT, GitHub, HTML, CSS, Bootstrap, JavaScript, React, MERN, JQuery, Sequelize, MongoDB, Mongoose, MongoDB, MySQL, Node.JS, ES6, Express, Microservices, JSON, BSON, Bcrypt, Jest, Dotenv, Heroku(Salesforce Cloud), 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.), Postman, Insomnia, HP ALM, TestRail, JIRA, 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, GitHub, JIRA, Vidder, Amazon AWS, Microsoft Azure DevOps (ADO), IDM, Zen Mobile, AirWatch, Microsoft Intune, WatchDox/Blackberry, Apple Push Notifications, File Share configuration. COBOL, TAL, SCOBOL, ABAP, shell scripting, C, C++, C#, DHTML, CICS, Visual Basic, 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.

Professional Experience
Scott Law Firm, PC   **Jan 2021 to June 2021**
Project Manager/Business Analyst
- Digital transformation of manual processes and procedures supporting electronic legal documentation completion, billable hours processing, case load management, logging, and reporting.
- SharePoint Document Repository configuration to support increased efficiency for case and contracts organization and

tracking.

Humana, Inc.   **Feb 2020 to Oct 2020**
Project Manager/Sr. Business Analyst (PMO)
- Agile (SAFe), LEAN principles, and Waterfall hybrid methodology utilized for implementation of re-designed customer-facing Medicare portal architecture to Azure Cloud, supporting increased customer website 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, maintained the RAID Log, Issues Log and Risk Log.
- 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   **Oct 2019 to April 2020**
Project Manager
- Agile, LEAN principles, 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.
- Management of development team with third party vendor prioritizing test issue fixes, tracked live system production support issues, 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   **Mar 2016 to Sept 2019**
Product Owner/Project Manager / Sr. Business Analyst
- Agile, Kanban and Waterfall project methodologies utilized implementing SaaS applications in vendor hosted AWS 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 QA/UAT testing and production smoke testing.
- Project objectives:
- To reduce in-house development and support costs by outsourcing of Motion Picture story/script (ScriptTracker) creative process, and Development Deals (DARTS) process applications.
- 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   **Jan 2014 to March 2016**
Sr. Business Analyst/BRM

- Post cyber-attack stand-up, restoration, replacement, replacement, 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.   **Oct 2013 to Dec 2013**
Project Manager/Sr. Business Analyst

- Management of development team and coordination of development and validation tasks.
- 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 PCMT system 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   **Feb 2012 to Sept 2013**
Project Manager/Sr. Business Analyst

- 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, Residuals, 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.   **Jan 2011 to Jan 2012**
Validation Lead

- 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.
- 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.

Boston Scientific   **Nov 2010 to Dec 2010**
Sr. Business Analyst/Validation Lead
- Requested by client to return for completion of additional work attached to original project (2009 to 2010).
- Enabled normal business activities to resume with the timely satisfaction of FDA 483 Consent Decree, with the IBM legacy application conversion to a customized NetRM web-based COTS application.
- Agile project methodology utilized.
- Responsible for preparation, review, and execution of Validation Test Scripts for Crystal Reports and training quick start guide.
- Regression and UAT tested post implementation modifications for the NetRM and SAP applications.

Genentech   **Aug 2010 to Nov 2010**
Project Manager/Validation Lead
- Verification of Supply Chain and Complaint User Provisioning (CUP) FDA Compliance. Risk assessment of SAP- R/3 & SAP-GRC Complaint User Provisioning (CUP), current SAP functional modules (R/3, APO, BW, EPB, SCM, SMP, etc.).
- SDLC Documentation review and/or preparation of (Preliminary Hazard Analysis (PHA), Component Functional Criticality Assessment (CFCA), Risk Management Reports, Project Charters, and Validation Project Plan).
- Agile project methodology utilized.
- Utilized GoogleDocs, SharePoint and Documentum for project tracking and document repositories.

Boston Scientific   **Dec 2009 to Aug 2010**
Validation Lead/Sr. Business Analyst
- Conversion project of an IBM legacy platform application to NetRM, a vendor web-based COTS application with client specific customizations interfacing with SAP and DataFlo, to satisfy FDA 483 Consent Decree.
- Implementation of the NetRM Complaints Handling System & CRM, Non-Conformance Module upgrade, and Electronic Medical Device Report (eMDR) functionality.
- Agile project methodology utilized.
- Responsible for preparation, review, and execution of Validation Test Scripts for Crystal Reports and training quick start guide. Regression and UAT tested post implementation modifications for the NetRM and SAP applications.
- Functioned as primary liaison between the technical teams and the business stakeholders.

St. Jude Medical   **June 2009 to Dec 2009**
Configuration Management Lead/ Sr. Business Analyst
- Increased plant production line volume output, improved 24/7 production support through digital transformation of manual processes and procedures for the web-based Rockwell MES system interfaced to MFGPro legacy application system.
- SharePoint Administrator (used for project tracking, issues, and document repository).
- Systems interfaced with MFGPro via BizTalk.
- Interfaced with technical resources functioning as liaison between the technical teams and the business stakeholders.
- Scheduled/and presented end user application functionality demos and end user training sessions, also preparing SOPs, training manual and quick reference guide.

B. Braun Medical   **Aug 2007 to Mar 2009**
Validation Lead (QC & QA/) Sr. Business Analyst
- Digital transformation of the manual Batch Record increased assembly line production volume, product quality and product sales.
- Installation of the Rockwell Pro-Pack PMX MES Electronic Master Batch Record.
- Interfaced with technical resources functioning as liaison between the technical teams and the business stakeholders.

- Scheduled/and presented end user application functionality demos and end user training sessions, prepared SOPs, training manual and quick reference guide.

Genentech   **Oct 2006 to Aug 2007**
Sr. Business Analyst
- FDA approval and drug production pipeline timelines decreased due to the enhanced 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.
- SDLC project documentation (FRS, OQ, Regression test scripts, training quick reference guide).
- Tracked live reporting system production support issues supported by development teams and provided hands-on production smoke testing.

Leiner Health Products   **July 2006 to Sept 2006**
Project Lead/Validation Business Analyst
- Verification of MES FDA Compliance. SDLC Documentation preparation, review (URS, SOPs, Traceability Matrix, Werum vendor FRS, IQ, OQ, PQ).

DirecTV, Inc.   **Oct 2005 to July 2006**
Project Lead/Business Analyst– (Programming Guide eCommerce (ATG))
- Refinement of the customer site experience, increasing product sales, increasing customer interaction while constantly upgrading DirecTV programming guide functionality, design, performance, and site mapping during six-week delivery schedule.
- Management of development and testing resources functioning as liaison between the technical teams, creative site design teams and the business stakeholders.
- Scheduled/and presented end user application functionality demos and end user training sessions.

Pegasus Financial Services Group   **July 2004 to Oct 2005**
Business Analyst
- Mortgage loan processing efficiency increased, improved website performance, and increased user-friendly site mapping allowing increased loan officer usage achieved through detailed identification of user requirements, data analysis, data migration and scheduled production releases of Encompass software upgrades.
- Digital transformation of manual processes and procedures supporting electronic loan application completion, loan servicing processing, commission payments, logging, and reporting.
- SharePoint Administrator (project tracking & document repository).

HealthCare Partners   **June 2004 to Aug 2004**
Business Analyst
- Procurement projected costs savings achieved due to vendor initial high-level acceptance of Request for Proposal (RFP) terms for Electronic Medical Record (EMR) project.
- SharePoint Document Repository utilized.

Additional Project History:
- Pfizer, Inc., San Diego, CA & UK Offices – 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
- Food.com (Papa Johns, Take Out Taxi), Cupertino, CA – Technical 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