Objective

Technical management position which will allow me to leverage my 15 years of Business Intelligence, 8 years software consulting, and 10 years of management experience to drive an organization to the next level of data visualization and decision making.

Profile

Motivated technical manager with 20 years of experience focused on Business Intelligence platforms across multiple industries (health care, pharmaceuticals, insurance) and technologies as well as managing multiple web-based client facing applications including content management, e-commerce, job board, and customer management. Extensive experience interacting directly with clients during the sales process and as a consultant embedded with client teams. Knowledgeable in both traditional waterfall and agile project management approaches, most recently managing multiple scrum teams with responsibility for both internal business support and client facing applications. Managed a team of 12 resources comprised of full-time, consulting, and off-shore resources; including hiring and ongoing job appraisals. In addition to application development, I have managed tactical response teams with responsibility for problem identification, root cause analysis, and resolution. Coordinated with account management department to participate in multi-million dollar sales calls to provide business and technical details of solutions as well as live product demonstrations.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Healthcare * Pharmaceuticals * Insurance * Asset Management * E-commerce * Job Board * Customer Relationship Management | * Project Management * Scrum Master | * Business Intelligence * Data Architecture/Modeling * ETL * Oracle DB Administration * Web Development |

Professional Experience, Management

AGILE PROJECT MANAGEMENT

* Manage all aspects of the project development lifecycle encompassing:
* Requirements/Prioritization – met with stakeholders (clients, product management, sales) to translate the voice of the customer into development epics and user stories. Once defined, worked with teams to estimate the effort and set relative priority within the project roadmap.
* Architecture/Design – translate the business definition of the user story’s acceptance criteria into a technical plan for implementation, validating with the product owners.
* Development – work on the day-to-day tasks involved in implementing the technical design including resolution of impediments and changes to design based on feedback.
* Quality Assurance – defined processes to promote changes to testing environments, report issues, and manage test data. Worked with QA resources to define testing approaches, methodologies, execution plan, and work estimates based on acceptance criteria and design.
* Documentation – management of the technical and business level documentation requirements of the product including installation, operations, FAQs, and an internal Wiki.
* Application Support – put processes in place to handle client reported issues, assess impact and data cleansing needs, produce patch releases, and integrate fixes to main development stream.
* Management Oversight – conducted standard scrum meetings (kickoff, daily standups, business reviews, and retrospectives) as well as management level reporting (work breakdown, daily burndown, project health).

Master data Management (MDM)

* Implementation across the organization of an MDM strategy, including:
* Definition of database best practices, naming standards, DDL generation, and processes.
* Organized cross-functional/department team to review and set standards as well as approve new work artifacts
* Setup documentation to map data through all applications of the system from originating source (external file, UI, or web service) to database layers (column/table with data transformations) to outputs (BI universe object, XML)

Personnel management

* Director of cross-disciplinary team (12 members) with ongoing responsibility for:
* Definition of yearly objectives using SMART goals that map directly to department and corporate objectives
* Twice a year formal feedback against objectives and cultural values with formal written feedback and development plan for skill improvement.
* Yearly appraisal against objectives and ranking building on the ongoing formal feedback process.
* Collection and review of weekly status reports and project time approval
* Overall resource allocation and analysis including:
* Planning of additional resource needs, budget plans, and requirements (full-time, consultant, off-shore)
* Definition of job specifications and responsibilities
* Coordination with HR department and external companies for candidate interviews
* Defined criteria and ranking processes for interviews, gathered, and evaluated feedback
* Final decision making of the selected resource and subsequent onboarding process
* Identification of resources requiring performance plans
* Coordination with HR on the creation, definition, and implementation of plan
* Ongoing evaluation and feedback with employee, HR, and manager on progress
* Managed situations both of employee successfully completing plan and moving to termination

Professional Experience, Technical

Oracle administration

* Managed development and integration Oracle environments including responsibility for:
* Installation and upgrades (10g and 11g) of the base Oracle software and add-on components
* Management of tablespaces, datafiles, and disk usage
* Configuration of database initialization parameters for system usage (OLTP versus Data Warehouse)
* Query analysis (explain plans) and optimization (indexing – bitmap, reverse key)

Data warehousing

* Responsible for various levels of data warehouse/business intelligence applications including:
* Architectural – product assessments, ETL technology, database platform
* Design – schema structures, naming standards, MDM (master data management) strategies
* Data Modeling – design implementation (star/snowflake), slowly changing dimensions (asserted versioning), security implementation
* ETL – high volume bulk processing, performance driven design, pull (extract) and push (change data capture) technologies
* Reporting – organization and setup of abstraction layer (universe) to define business layer between technical database level and users, report hierarchy with drill-down capabilities, filtering

Data architecture / modeling

* Managed the database design and implementation of multiple OLTP and data warehouse applications
* Implemented using Computer Associated Erwin data modeling application to support:
* Logical modeling using business terminology and design patterns including subtypes and many-to-many relationships
* Creation and management of standard naming (structure and abbreviation of business terms) as well as data type conventions to ensure object consistency
* Conversion of the logical model into physical structures to support multiple database platforms (Oracle and SQL Server)
* Application at the physical level of database implementation characteristics; tablespaces/filegroups, index optimizations, and security rights
* Developed templatized scripts within the Erwin tool to automate standard processes; data warehouse “unknown” record insert, security grants, administrative field triggers
* Generation of full installation DDL scripts and upgrade DDL scripts through use of complete compare functionality.

Data extract, transformation, and load (etl)

* Developed processes for multiple data warehouses to move data from source systems to the warehouse using various technologies:
* Native database code (PL/SQL or TSQL)
* Third party data processing software (SAP Data Services)
* Other programming languages (Java)
* Implemented standard and specialized features of the process, including:
* Validation and logging of errors with the input data that would cause data integrity issues
* E-mail notification of process status for multiple levels (business versus technical) and different needs (success only, fail only, always)
* Automatic management of constraints and indexes to optimize high volume load performance
* Calls to external components (stored procedures/Java) when highly complex logic required to meet transformation requirements.

Business intelligence (BI) Reporting

* Created both universes and reports using the SAP Business Objects platform, including:
* Synchronization with database layer to define structures, joins, and contexts of compatible data
* Defined folder structure to organize/translate information for easy business access
* Creation of individual objects within hierarchy
* Management of versions and upgrades to allow client upgrades with minimal to no re-development due to structural changes
* Built model reports to provide summarization, aggregation, and graphical display to translate data into information
* Created hierarchy and report linking to allow for drill-down from higher levels into details to understand trends and pinpoint individual outliers or areas of focus

Customer Relationship Management

* Interfaced with business teams in both marketing and sales to determine requirements for new CRM system
* Performed evaluation of vendor solutions based on requirements and ultimately selected SuiteCRM (open source system built on SugarCRM framework)
* Extended the functionality of the system through:
* Modification of core modules to track additional data points
* Creation of new modules with relationships to other areas for business concepts specific to the company
* Built report templates to pull together data quality and sales progress (including sales stages and probabilities) for data oversight and management
* Integrated with Gmail client to manage and link communication history with customers
* Integrated with legacy internal sales system to display sales history and buying tenancies analysis

Web Applications

* Led the development team developing web based client facing applications, including:
* Implementation of Magento e-commerce solution including extension upgrades and Authorize.Net integration
* Use of responsive markup to detect screen resolution and alter UI styling to support mobile and desktop usage though a single code base
* Integration with OpenX to display geographic and context based banner, skyscraper, and popup advertisements
* Designed custom APIs to manage communication between internal applications and CRM solution to validate data and enhance sales information real-time
* Integrated systems with Google Analytics primarily focused on event tracking and click conversions

Professional Experience, Business

Healthcare

* Worked directly with multiple large payer organizations (HCSC, BCBS FL, AHA, Highmark) to understand and define reporting requirements including government requirements related to HIPAA, NCQA (National Committee for Quality Assurance), and HEDIS (Healthcare Effectiveness Data and Information Set).
* Experience in the care management realm including:
* Utilization management – requests for care with automated outcome management, appeals processing, and cost savings.
* Analytics – analysis of members to identify high-risk members requiring management or outreach with components of episode grouping, predictive risk scoring, and rules firing.
* Case/Disease management – higher level care for individuals with identified health issues (asthma, diabetes, etc.) with nursing plans of care, health assessments, and cost savings.
* Population management – trending and analysis of the membership segmented by various factors (demographics, geography, enrollment, etc.) to identify patterns, trending, and effectiveness of management programs.
* Medication therapy management – identification of opportunities, misuse, and interaction of medications prescribed to individual members.
* Member/Provider portal – with heath care reform, members and providers are incentivized to be more engaged in care with portals providing centralized access to care information on individuals.

E-COMMERCE

* Managed ongoing enhancements and releases of web-based e-commerce application implemented with a Magento back-end and custom SQL Server/.NET fulfillment system. Major components of the effort included:
* Real-time synchronization of product attributes, inventory levels, and order placement between the systems.
* Implementation of both custom and vendor modules to enhance functionality including SEO, free gift, shipping options, 3rd party seller integration (Amazon, Bing, etc.).
* Systems upgrades with minimal downtime including the use of load balancing servers to upgrade modules and switch over.
* Management of both internal shop environments and company stores offering a subset of products with customized options such as single sign on integration and rewards programs.

Job BOARD

* Managed the development, architecture, design, and deployment of a web-based job posting site which allowed employers to purchase postings and slots to promote opportunities and job seekers to search, upload resumes, and apply for jobs. Major components of the effort included:
* Integration with third party job sites to promote jobs through wider network of web pages. Includes gathering of statistics through google campaign settings to evaluate effectiveness.
* Implementation of Solr search engine to enable fuzzy search logic with features implemented such as weighted parameters, word stemming, synonyms, and indexing.
* Categorization of both job postings and resumes to allow for targeted marketing based on matching information such as profession, skills, education, etc.
* Implementation of static and auto-generated site maps for SEO bots to more accurately navigate the site to return more relevant results. With these changes, we moved our site on Google with common terms from page 8 to page 2.
* Applied job posting structured data SEO improvements to allow search engines to interpret individual data values of a job through keyword searches.

Employment History

MERION MATTERS – King of Prussia, PA

Director of Solution Delivery, 2/2013 to Present

medecision, inc. – Wayne, PA

Director of Business Intelligence, 9/2005 to 2/2013

INNOVAtive consulting, inc. – Malvern, PA

Senior Consultant, Technology Solution Group, 5/2000 to 9/2005

ASTRAZENECA – Wayne, PA

Systems Analyst, 11/1999 to 5/2000

progressive software computing, inc. – Wilmington, DE

Software Specialist Consultant, 9/1997 to 11/1999

PRC, inc. – West Conshohocken, PA

Computer Analyst, 6/1996 to 9/1997

unisys corp. – Paoli, PA

Computer Science Intern / Help Desk Analyst, 1992 to 1995

Education

lebanon Valley college – annville, pa

Bachelor of Science Degree in Physics and Computer Science, 1996

GPA: 3.45/4.0

pennsylvania state university – great valley, pa

Masters of Software Engineering, 2001

GPA: 3.8/4.0