

**SKILL SUMMARY:**

Proven track record of successfully supporting the Kintana/Mercury ITG/HP PPM platform (11 years;

versions 5.5, 6.0, 7.1, 7.5, 9.1, 9.2 and 9.3) having performed numerous HP PPM installations, upgrades, base and advanced configurations, customizations and integrations, server clustering, performance tuning, data loads and conversions, and custom reporting for clients (JSP, Excel, integration with Crystal Reports and SAP Business Objects).

Strong understanding of how to improve your project planning and execution, and effectively manage your

end-to-end project, application and IT service lifecycle management processes through tailoring HP PPM.

Ability to configure and customize the HP PPM platform to provide a variety of benefits for your Enterprise.

**CLEARANCES:**

N/A

**EDUCATION:**

BSBA, Management Information Systems & Services, The University of Texas at Austin (2004)

**RECENT WORK EXPERIENCE:**

**HPE PPM/ITSM/ALM/Tableau Data Analytics Software Delivery Lead, Audein - Auxiliary Development and**

**Integration (Jan 2010 - Present)**

Specialist in HP PPM Installations, Upgrades, Advanced Configuration, Customizations and Integrations,

Enterprise Project Management Software, HP Application Portfolio Management Upgrade, SQL/Oracle PL SQL and Java/JSP (Java Server Pages)

Project Industries: Financial Services, Manufacturing, Oil and Gas Trading, Retail, IT Services, Other Openlink Endur Technical Administration, Implementations, Environment and Infrastructure Management (Oil and Gas Trading Platform)

HP Application Lifecycle Management (ALM/QC) - Installations, Upgrades (includes HP Performance Center,

Project Migrations, Site Administration Migrations, and other ALM add-ons), Administration, Configuration and Integrations - 1 year

Areas of Expertise:

o IT Project and Portfolio Management (ITPM)

o Project and Portfolio Management, Program Management, Resource Capacity Management

(Optimization), Project Financial Management, Demand Management and Time Management

o IT Service Management (ITSM)

o Request Fulfillment, Incident Management, Problem Management, Agile Scrum, SDLC, Contract

Management, Asset Management, CMDB (Configuration Management), Service Level Management

o Application Lifecycle Management (ALM)

o Defect Management, Change Management, Release Management, Software Deployment Management, Build Management, Software Testing

**HP PPM Software Delivery Lead, Fifth Third Bank (Oct 2015 – Nov 2015)**

Provided client leveraging HP PPM for managing both IT and Non IT projects

Heavy use of Demand Management to implement "self-serving", automated processes that end clients can use to directly manage changes to underlying data elements and reduce product maintenance

Leveraged Demand Management for Audit and Compliance as well as fulfilling the need to demonstrate

"repeatable and standardized" processes over HP PPM for regulatory compliance purposes

Application Performance Tuning and re-engineering of customizations and configuration of application objects with performance overhead to reduce performance bottlenecks

Managed an offshore team of 5 resources

Documented previously undocumented configuration and customizations to improve product maintenance and reduce maintenance costs

**HP PPM Lead Consultant, Dell EMC (Jul 2015 – Sep 2015)**

Performed upgrade of HP PPM from version 9.14 to 9.31and HP APM Upgrade

Created Program, Resource, Project and Demand Management dashboards without querying a transactional database to maintain application performance (essentially database warehousing within the PPM database without ETL to an external system; reducing Total Cost of Ownership (TCO))

Reported on resource load, allocations and capacity across resource pools, projects, programs and assets

Provided process automation through Demand Management to improve application support

**HP PPM Software Delivery Lead Consultant, Nike (Dec 2014 – Jun 2015)**

Provided custom email notification exception reporting for Time and Financial Management

Portlet and Custom Report development for Project and Portfolio Management

QTP/UFT scripting to load legacy data for existing and new processes, including functional testing

Modified custom financial management scripts and automation of manual O&M processes

**HP PPM Development Lead, Hewlett Packard Enterprise (Jul 2014 – Nov 2014)**

Working with HP Profession Services (PSO) to rollout HP PPM for the Bonneville Power Administration (Post

Pilot Implementation)

Responsible for implementing setup to enable clustering (application load balancing) for HP PPM 9.3

Provided Consulting on how to implement PPM best practices over HP PPM

Implemented processes to facilitate planning, budgeting, forecasting for capital projects, O&M (Operate and

Maintain) and Enhancements (TCO assessment)

Implemented full-blown HP PPM driven Portfolio Lifecycle Management (Proposals, Projects, Assets), including Resource Management, Program Management and Project Financial Management (CAPEX/OPEX by categories)

Implemented Asset Management at a macro-level (e.g. Storage, as opposed to individual storage devices)

Responsible for administration, advanced configuration and custom integrations to support project financial management over HP PPM

**HP PPM Lead Portfolio Planning & Delivery Consultant, Nike (May 2014 – Jun 2014)**

Responsible for implementing portfolio and program management initiatives for Nike over HP PPM; involves extracting or importing data into HP PPM from parallel systems to provide a single system for the aggregation and analysis of portfolio planning and delivery data, and program data

Implemented custom web service job to extract batch personnel information (\*contractor cost rates for cost calculations) from external system (Flex) into PPM on a weekly basis

**HP PPM Technical Delivery Lead, Hewlett Packard Enterprise (Jan 2013 – Apr 2014)**

HP Enterprise Services: Development and production support for HP PPM instance (250,000+ users; versions

9.14, 9.2). Strong emphasis on Project Management, Resource Management and Demand Management powered by HP PPM. Supported initiative to implement FIPS 140-2 encryption over PPM Oracle backend. Lead and executed security implementation to split a single HP PPM instance between multiple non-intel and intel clients, using shared PPM process and objects; while ensuring the segregation of access to data. Applied dynamic security for client specific resource pools, staffing profiles, projects and non-project demand requests. Applied HP PPM 9.14 and 9.2 defect workarounds.

HP Enterprise Group: Pilot rollout of HP PPM (all modules except Deployment Management; versions 9.14,

9.2) for <= 10,000 users. Strong focus on Project Management, Resource Management, Time Management, Portfolio Management, Program Management and Demand Management (segregated multi-tenant environment). Implemented custom security for Project Staffing Profiles and Financial Summaries. Worked on development to create projects using HP PPM .net web services. Also implemented Portfolio and Program Management setup for multiple groups. Developed PPM-specific batch processes to compliment custom resource load from HR system to HP PPM. Applied HP PPM 9.14 and 9.2 defect workarounds. Agile Implementation...

Common: Performed production support, PPM clustering, and system administration, base and advanced

configuration, web services and database integrations, JSP reporting and interfaces, and user training and enablement. Involved in all phases of the SDLC (Planning, Requirements Gathering, Design, Construction and Execution).

**HP PPM Lead Developer, Morgan Stanley (Dec 2011 – Dec 2012)**

Morgan Stanley Enterprise IT – performed HP PPM Upgrade from 7.5 to 9.12, as well as development, support and maintenance of highly customized HP PPM instance (30,000+ users) with over a 1000+ custom tables, custom java modules, JSP customizations, as well as custom javascript rules to embed custom interfaces. Involved in agile development to support home-grown resource management module over HP PPM, and other custom integrations.

Managed and executed HP PPM workflow conversion (mapping) for initiative to transform of 7-8 project

request types into a single standardized project request type (100% database conversion, also involved request type conversion scripting and Informatica ETL (data conversion)). Agile Implementation. Also performed configuration of standardized (cross-BU) project request type.

Managed and executed agile rollout (pilot) of a stand-alone Project Management request type for the IT Operations group (Run Support Organization) over shared Enterprise IT HP PPM instance. Performed all configurations for initiative (A-Z) within 3 months. Developed custom process enabling IT Operations projects to chargeback to Enterprise IT projects. Implemented security to segregate access to the IT Operations project request type.

Performed production support, PPM clustering, and system administration, base and advanced

configuration, web services and database integrations, JSP reporting and interfaces, and user training and enablement.

**HP PPM Lead Consultant, Insurity (Apr 2010 – Dec 2011)**

LexisNexis/Insurity – Custom HP PPM development, advanced configuration and integrations to support compliance-based processes for Insurance Clients across the US; highly segregated and secure environment.

Lead implementation to develop proprietary demand management processes over HP PPM to manage

regulatory compliance, software impacts, changes to client specific applications, and the delivery of changes to end-clients.

Supported complex workflow and source data setup as client environment was setup to pull PPM validation

data from external systems in real time.

Performed HP PPM upgrade from 7.5 to 9.12 (heavy database and file system customizations).

Engaged in database integrations (ETL), .Net web services integration and other internal PPM integrations.

Performed production support, PPM clustering, system administration, base and advanced configuration, and file system enhancements.

**Senior HP PPM Consultant, Sherwin Williams (Jan 2010 – Apr 2010)**

HP PPM Project Management and Time Management roll-out for Global Operations Teams.

The client was looking to rollout demand management processes that conveniently auto-created time sheets, and added time sheet lines, for assignees specified on requests only. The creation needed to happen immediately after the assignee was selected. Similarly, for projects, customizations were implemented to batch-create time sheets for project task assignees.

The job was ran twice a week and loaded project tasks to the time sheets for resource assigned to the

respective task.

Better managed a new implementation, simplified workflows were implemented for project and demand requests. Project was heavy on consulting and the top priority was to ensure that all client expectations were met.

Batch conversion required (one time) to bring in legacy time, project and demand management data from external systems. Involved in all phases of the SDLC (Planning, Requirements Gathering, Design, Construction and Execution).

**Senior HP PPM & Openlink Endur Technical Consultant, Accenture (Jul 2005 – Jan 2010)**

Involved in 3 full lifecycle implementations of HP PPM (Rio Tinto Alcan, the Hartford Financial, and BP) and 1 full lifecycle implementation of Openlink Endur (Shell Oil/Trading).

**Openlink Endur Technical Consultant, Shell Oil Company (Jul 2008 – Dec 2009)**

Installed and upgraded Openlink Endur Oil and Gas Trading platform and APM (Active Position Manager)

Openlink Endur User Administration and Production Support

TPM (Trade Processing Manager) and Service Manager Setup and Configuration

Endur Grid Server setup and Integration

Citrix Application and Development server setup and Environment

Supported using Citrix Presentation Management Console

Tibco 8.0 Upgrades and Integration

Third party application integration with Openlink Endur (Testing and Change Management Tools) – HP QTP (Quick Test Professional), HP Quality Center. Other: QTP-SAP Integration

Endur Environment and Infrastructure Management: Custom Build/Development Support, Custom Object Deployment, Endur Change Management, Endur Environment Creation and Management (Dev, Test, Staging, Production) – Advanced knowledge of the Technical Project Delivery of Openlink Endur

Other Responsibilities: Deployed custom code and configurations for the development teams, supporting

the infrastructure associated the project (including testing new setup), troubleshooting server and environment specific issues, helping to enable the testing teams with appropriate software (HP QTP, QC, QTP-QC integration) to appropriately perform their function, and leveraging the DBA team to setup environment security (role-based) as well as troubleshooting database performance issues.

Proficient in PL/SQL 9i, 10g, 11g (functions, procedures, packages, triggers, views, materialized views, etc.)

**Senior HP PPM Developer/Consultant, Rio Tinto (Jul 2007 – Jun 2008)**

Used HP PPM to provide Rio Tinto Executives with transparency and cost oversight into its acquisition of Alcan. Implemented all HP PPM modules (except deployment management) for 20,000+ users. Brought on Rio Tinto Alcan as a SaaS client for Accenture. Transitioned client environment to operations support team and owned development for the client (Lead Developer). The client was based in Switzerland and this was a

100% remote delivery.

Configured custom attribute-driven Portfolio and Program Management over HP PPM for different business units. Customized Project Management through needed integrations with external systems, as well as developed the Project workflows for alternate Project Types. Configured Time Management for groups and

provided custom client specific Project Financial Management (including Foreign Exchange Rates and custom cost calculations).

**HP PPM Developer/Consultant, The Hartford (Dec 2006 – Jun 2007)**

Project 1: Converted 13-15 business processes into a standardized project request process. The engagement required development of the standardized and centralized process for all Business Units and was heavy on integrations and segmentation of data for groups. HP PPM Portlet development and excel reporting was also on the list of top priorities for the project.

Project 2: Required performance tuning and enhancing custom asp reporting application to aggregate HP PPM proposal and project data for upper management.

**HP PPM Developer, BP (Jul 2005 – Nov 2006)**

Supported Accenture in providing a SaaS HP PPM environment for Contract Lifecycle Management of a 10 year engagement with BP. HP PPM was utilized to manage changes and releases for BP applications in scope (primarily SAP), with a strong emphasis on SLAs implemented over processes to measure timely delivery of changes by vendors (Accenture, Other), as well as bottlenecks (applications, changes, vendors). Project Management, Demand Management and Deployment Management (SAP) were the primary HP PPM modules managed over HP PPM. In addition, Application Lifecycle Management (ALM) and Contract Management was also administered over HP PPM.

Implemented complex 200+ workflow steps process to manage changes (bug fixes, enhancements, projects,

other), and tie changes to releases (HP PPM Release Management). SAP object deployments were also managed (automated) through SAP integration with HP PPM change requests. Deployed SLAs based on global time zones within critical processes, capturing response time, completion time, rework, and SLA violations. Supported time management for 20,000+ BP and Accenture users. Also performing system administration, base and advanced configuration, database integrations, and user training and enablement.