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| Summary |

A well rounded result-oriented person with extensive client interaction at all levels. Experienced at presenting and working with executives. Experience in the formulation of system requirements, functional specifications, workflow, testing, and implementation. Extensive experience in turning troubled projects around, building confidence, and refocusing project efforts. Implementing systems in the large scale hotels, Airlines, manufacturing, financial, telecommunication, government, Medicaid, Higher Education, and health care sectors. Also has performed extensive project planning/execution, and training.

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| Expertise |

Planning/Coordinating

Contract Management

Strategic Planning

Presentation Skills

Leadership Skills

Team Management

Budget Management

Financial Planning

Customer Service

Problem Solving

Agile

Oracle Retail ERP

Siebel

SalesForce

ERM

Oracle DBA

MS SQL Server DBA

Hadoop/Cloudera

Mule Soft

Informatica Cloud

IP network Management

LAN/WAN

VoIP

SAN

Private Cloud

Hybrid Cloud

Public Cloud

IaaS/PaaS/SaaS

ServiceNow

AWS

Apache/Tomcat

VB .net

C# .net

C++

XML

ASP .net

HTML

Java

LDAP

Excel

Access

OpenStack

VMware

Virtualization

Windows Server

Windows clustering

AIX IBM P6 and P7

IBM HMC

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| Experience |

**Independent consultant 8/2013 – Present**

***Enterprise Architect***

* I was in charge of Transforming the University’s IT into a more efficient IT area. This task took two forms the hardware and the software. On the hardware side a private cloud was implemented. This consisted of a Vblock, Vmax, VNX, and an Isolon solution. From the software side it ranged from creating a data lake with Hadoop, creating reports with SAS and Tableau, implementing an enterprise service bus, thru advising how to use the CRM Salesforce Software. The biggest challenge was getting the business and IT to agree on a solution that would fit in the budget and worked. I established the first Data Governance board. Implemented a Salesforce CRM, designed the process to convert all of PeopleSoft CRM into Salesforce. Designed the integration of Salesforce to the PeopleSoft campus solution. Designed and implemented the Salesforce to the Hadoop data lake solution using Mulesoft.
* I supervised the universities databases team to correct speed issues with their Oracle and MS SQL server databases. I first pinpointed missing indexes, next we corrected fragmented table spaces, and finally we added more memory and corrected database setting to each instance of the Oracle and MS SQL databases. These changes reduced the response time from over 50 seconds to sub second.
* Reviewed a private Cloud at L3 Corp. Preformed interviews with the end users as well as the system administrators gathering information from each group. Performed an in-depth analysis of the private Cloud and configuration of the VM setup for each system and what was running. Presented this to the CIO. After the presentation, he requested a follow up with his staff and to make the changes to stabilize the system. Also made a recommendation to add more memory to the hardware for the long term.
* Wrote a total office system for a medium size retailer. This system was using C# and VB .net programs to control the registers as well as the backend A/R, A/P, inventory, and General ledger systems.
* Designed and modified Salesforce CRM to take the role of what Siebel CRM was performing at a major hotel chain. Created a Siebel CRM conversion to Salesforce CRM then removed Siebel and trained users in using Salesforce. Integrated Salesforce screens into the customer web pages. Used the Mulesoft solution to integrate the customer’s data and the Salesforce platform together.
* Performed an upgrade of the State Of Oregon Siebel system to allow their call center to be added to the existing Siebel system. We used TIBCO to interface the current systems in to Siebel.

**IBM 4/2008 – 8/2013**

***Enterprise Architect***

* Designed and modified Salesforce CRM to take the role of what Siebel CRM was performing at six different companies. Created a Siebel CRM conversion to Salesforce CRM then removed Siebel and integrated Salesforce into the backend systems at each company. Used Informatica to drive the integration on two installations, Mulesoft on another 3, and used WSO2 on the last one.
* Setup IBM’s Cloud solution and roll out.
* Created the plans to move multiple clients from their data centers to public and private Clouds at IBM. Managed the teams to complete these plans. Worked with the sales staff and presented to CIO’s the solution on moving their companies to the Cloud.
* Worked with a Networking client to design and implement a private Cloud for their enterprise system in Denver. It took three months from when I arrived there to when the system was delivered and implemented. The CIO and CEO commended me and my team for the smooth delivery of the system. This design included a DR/Performance test site in California.
* Worked with a hybrid Cloud at a utility company. After analyzing both sides of the Cloud, I determined the problem was on the public side and how the database and node/system was setup and the memory allocated to the SGA area of the Oracle database. Once it was resolved, the client was happy.
* Managed a large team of over 75 DBA’s, application programmers, and systems administrators. These teams controlled the upgrades of Siebel CRM system. The team tackled not only the software upgrades but the hardware upgrades.
* Manage the installation of Oracle ERP system. Dealt with the customer and customer support issues, vendors, project accounting, managing the subcontractors, resource management, software deployment and hardware deployment.
* Created a disaster recover/system test site for Juniper Networks. This site function as a system test site or disaster recover site depending on what was requested. Worked with the teams to do a cutover from production to DR site in less than 2 hrs. Worked with the team to create auto startup scripts so no human intervention was needed if failover occurred.
* Cleaned up the architecture of the system hardware/backup, and memory on a 17 tb Oracle db. Setup a disaster recovery site for the client.

**Citigroup 2/2006 – 4/2008**

***Director of CRM Application***

* Managed the SFA group of 45 onshore / offshore consultants and internal employees.
* This position required dealing with the customer, customer support issues, vendors, project accounting, managing the consultant, subcontractors, resource management, and software development.

**EDS** **9/2001 – 2/2006**

**Director of CRM Practice**

* Responsible for business development, marketing, sales, and delivery for the CRM & BI practice within EDS Americas.
* This position required the ability to sell a concept at the C-Level then implement that concept as well as creating a budget and managing to that budget.
* Performed vendor negotiations and managed this relationship throughout the contract. Project size varied from as little as two people for 3 months to as many as 110 people for a year.
* These projects dealt with various vendors (hardware, software, and consultants) depending on the need. A few of the clients were the State of Tennessee, CSAA, Extreme Networks, GM and Saturn.
* Was the driver in setting up the Siebel competency center at EDS.

**Siebel Systems 4/1997 – 1/2001**

***Practice Manager***

* Responsible for selling professional services and demonstrating the Siebel software to the C-Level executives.
* My territory was Texas and surrounding states, with a quota of 3 million per quarter.
* Responsible for managing multiple account installations from purchase to production and beyond. This position required the use of management skills, hardware knowledge, and network administration skill.
* Worked at many enterprise data development shops that had very complex environments that need a solution to handle their call center transactions.
* Presented a Siebel technical presentation to over 1,000 attendees at Compaq’s 10th anniversary systems engineering conference.
* Produced a white paper on installing Siebel using Oracle on using NT Server. Also wrote a white paper on how to install Siebel and Resonate on a Windows NT cluster server 2000. Was the “goto Architect” when the client needed a solution that was out of the normal.
* Was the driver in setting up the “Telephone Companies”, “Call Center”, “Field Service”, and “Oil and Gas” compatancy centers at Siebel.

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| Education |

Bachelor of Science Computer Science Applied

Northern Illinois University