

## Summary

Working professionally in the IT field for over 22 years, I have managed, led, and worked on a large number of successful projects. Excelling equally in working and communicating with business and technical groups, I can deliver solid results that exceed expectations. My results are attributed to my understanding and use of standards and proven methodologies throughout the full life cycle of software development.

In the positions held, I have been responsible for, designing, developing, and managing solutions and teams that take advantage of multiple technologies. These include current technologies such as Web Services, Web Frameworks/Languages/Technologies (ex. Web API, Bootstrap, AJAX, SOAP, REST), Cloud Service (AWS/MWS, Azure, Google), C# (.NET), SharePoint, Java, XML, Oracle (PL/SQL), and SQL Server (T-SQL, SSRS, SSIS).

## Experience

**Apr 2018 – present      Senior Systems Analyst / Solutions Provider and Implementer,  
OutlandUSA.com, Nolensville, TN**

Technologies: Java, C#, ColdFusion, SQL Server, MySQL, Web Service APIs (Amazon, eBay, Authorize.net, UPS, FedEx, USPS), Cloud Services, Hardware APIs (Printers, Scanners, Barcodes), Apache & Nginx, Linux

Outland USA is an online retailer who sells through its branded web sites, as well as fulfillment and sales through channels such as Amazon and eBay. Though online sales providing the largest portion of sales, Outland USA also has a public showroom and soon to be opened high-end bike shop located near their two fulfillment warehouses.

I am responsible for all technology used and implemented by the company. This includes all application designs, research, development, support, and hardware selections and deployments. My responsibilities include the development and maintenance of data transfers and interactions between the onsite hardware, the software systems, and all external systems.

Recent projects include:

- Rebuilding the backend systems used for online sales (Search server, database, applications server, web server).
- Development of a wireless mesh network throughout the warehouses/offices and a wireless bridge between buildings.
- Development of internal applications to assist buyers, receivers, content managers, and product preparation personal to manage the products for sale.
- Improved real-time sales/product updates and interactions with internal and external sales channels (Amazon, eBay, Company's web sales platform).
- Enhanced and stabilized interactions between the company's systems and the credit card processor (as well as the PayPal platform).

**Dec 2017 – Apr 2018      Senior Systems Analyst / Project Management,  
Contract - Willis Towers Watson, Nashville, TN**

Technologies: ServiceNow, PeopleSoft, Oracle EBS, Oracle HCM, Microsoft Project, Microsoft Visio

Senior Systems Analyst for the corporate Human Resources integration of a new global on-boarding processes. The processes encompass the provisioning of hardware, desks/offices, services, and resources for new hires, employee departures, and job/role changes. The project streamlined the communications between the corporate

departments such as Human Resources, IT, Service Management, and Real-Estate. As part of the on-boarding project core team, I filled the role of project manager for IT related responsibilities working alongside the project managers from HR and the overall Program Manager. My duties also included providing technical analysis for the IT and the HR systems that interface with them, leading future enhancements meetings, the generation of user stories and requirements, and the escalation point of contact for the on-boarding provisioning issues.

**Jul 2005 – Nov 2017    Development Team Lead / Sr. Systems Analyst / Project Management,  
Nashville Electric Service, Nashville, TN**

Technologies: C# (.NET), SharePoint, Web Services, BizTalk, Java, Cold Fusion, Oracle, SQL Server, DB2

For 12 years I led the IT Department's Advanced Technology development team as well as assisting the Supply Chain, Finance, and Work Management teams as a technical resource while the company prepared for a new ERP system affecting all departments.

The mandate of the IT department's Advanced Technology team was to ensure that all development teams had access to newer technologies, standards to follow, and assistance with their technical challenges. As the leader of this team, I was also responsible for providing technical guidance to non-IT corporate departments. Through the use of technologies such as Web Services, Web Frameworks/Languages (ex. Web API, Bootstrap, AJAX), .NET, BizTalk, and SharePoint, to name a few, we bridged the gap between the existing enterprise systems and today's need to use that information in a controlled, accessible, and central location. Additionally, my team was responsible for developing and implementing the standards and processes used by all the IT development teams.

I have managed, designed, implemented, and been involved with a large number of projects, including:

- Analyzing, designing, and development of a communications system to manage employees performing disconnects, turn-offs, reconnects, unlocks, and streetlight maintenance. This entailed developing connections between mobile devices (cell phones, laptops), an administrator's web interface, a mainframe, and other web and database servers.
- Continual development, management, and support of the NES Intranet and Internet, including customer single sign-on, viewing of bills, presentment of information, and vendor portals.
- Design and development of an application to manage and process Technology Service Requests submitted by employees of NES. This application uses various technologies including C#, Oracle, Web Services, web languages/frameworks, and SharePoint.
- Installation, administration, and deployment of SharePoint company-wide; initially deployment SharePoint Portal Server 2003, upgraded to MOSS 2007 (Enterprise), upgraded to SharePoint 2010 (Enterprise), and the processes to move to SharePoint 2016. As an enterprise application, numerous projects have been developed within SharePoint using: Web Services, Workflows, Custom Web Parts, Business Connectivity Service (BCS)/Business Data Catalog (BDC), and Connections between Oracle and SharePoint.
- Assisted and consulted on the corporate budget applications used yearly; One for Capital Budgets and the other for Operations and Materials (O&M) Budgets.
- Development of the customer power Outage Map available to the public on the Internet.
- Implementing SOA to expose data and services from our systems (ex. Customer Information System, Enterprise Resource Planning, Databases, etc.) through the use of web services.
- Installation and management of BizTalk to automate processes, message handling, workflow orchestrations, and other ESB capabilities. Performed an upgrade from version 2010 to BizTalk 2013 along with our custom applications, workflows, and orchestrations. To manage and monitor the environment we use BizTalk360.
- Implement and maintain project management methodologies and standards for the development teams.
- Stay current with new and emerging technologies, and identify training needs for various teams.

**Jun 2002 – Jul 2005    Project Manager / Senior Software Engineer, Insystech, Inc., Manassas, VA**

Technologies: J2EE, Oracle Application Server, Oracle Database (SQL), JDeveloper, Web Services, Informatica

At Insystech I participated in the full software development life-cycle on many projects. This included the gathering of requirements, creating logical and physical models of the systems, conducting analysis and design walkthroughs with users and developers, designing the applications and databases, testing at all stages in the life-cycle, and continual support of the applications and databases in production. A sample of the projects that I was involved with include:

- Enterprise Systems Manager for the Virginia Triennial Schools Census implementation for many of the school systems including: Fairfax County, Manassas City, Spotsylvania County, and Montgomery County Public Schools.
- Project Manager for the implementation of Virginia's Fairfax County Public School's EDSL (Education Decision Support Library) Data Warehouse project as an Application Service Provider (ASP) for other public school systems throughout the State.
- Project Manager and engineer for the system design and development of an in-house web and database hosting facility consisting of multiple servers, phone system, and multiple T1 Internet connections.
- Project Lead for the implementation of the Fairfax County Public Schools online administrators and users application and database for the Individual Education Program (IEP) Goals and Objectives manual.
- Senior Software Engineer on the Fairfax County Public Schools EDSL project.

**Dec 2001 - Jul 2002    Project Manager / Senior Development Lead, BKM, Moncton, NB**

Technologies: J2EE, C#, Microsoft .NET, XML, SCORM

BKM was a company that developed software applications that aid in the areas of teaching, assessments, and certifications over the Internet. Reporting directly to the CTO, I was the senior technical lead within the company and was the Project Manager for many projects. Most notably, I led a research project financed by the National Research Council (NRC) of Canada that worked on the development of a framework for the orchestration of e-learning in a highly distributed environment. With a full staff of developers, writers, and researchers, I guided the research and development using all of the current technologies. These included Microsoft's .NET framework, Java 2 Enterprise Edition (J2EE), XML, and a number of the education industries standards (ex. SCORM).

**Feb 2001 - Dec 2001    Software Development Manager, Sixthmarket, Austin, TX**

Technologies: Java (J2EE), C++, Microsoft Foundation Class (MFC)

Sixthmarket electronically traded a number of equity funds for numerous investors. These investors required various trading methods including stock selection aided by technical analysis and "artificial intelligence" engines/algorithms. My responsibilities included leading and oversee all work done by developers; Automating electronic order executions and portfolio management; Develop real-time applications to store, graph, monitor, and display investment information current stock positions; Design and develop valid computerized testing methods for various trading systems.

**Jul 2000 – Feb 2001    Software Development Lead, Yclip, Austin, TX**

Technologies: Oracle Database (SQL), Siebel, Vitria, Portal Infranet, Oracle Financials, VisiBroker (CORBA)

Yclip was an Austin, TX, company that developed a paperless coupon. The system allowed subscribers to automatically receive discounts from various merchants by simply using their registered Credit Cards (VISA/MasterCard).

As the manager of Yclip's "Back Office" systems and middleware packages, I led a team that was a very integral part of the company's operations. The systems that fell under my responsibilities were:

- Customer service and sales force automation package (Siebel)
- Cross enterprise communications (Vitria Businessware)
- Billing and transaction rating package (Portal Infranet)
- Accounts Receivable and Accounts Payable package (Oracle Financials)
- Common Object Request Broker Architecture – CORBA (Borland's VisiBroker and IONA Orbix)

I led the team through the entire development life cycle and managed all custom code. Such customizations include the encryption code for storing credit card numbers, network sockets libraries, and transaction rating algorithms. These customizations were done using C++, Java, and SQL on both UNIX and NT platforms.

**Oct 1998– Jul 2000      Programmer / Analyst, IBM (contracted through Envision, Inc.), Houston, TX**

Technologies: C/C++, Java, HTML, JavaScript, XML, PERL

My team helped various State Motor Vehicle Departments meet their eBusiness needs. These projects provided the ability for citizens of their respective States to renew and update their vehicle registrations using either the Internet (Web) or telephone (IVR). While working on these projects, Arizona, Arkansas, Louisiana, and New Jersey all started using the technologies that my team developed.

My major contributions were the design and development of real-time monitoring software for the systems, both dynamic and periodic reporting applications, and the financial tools and processes being used. To accomplish these tasks, I use a variety of computer languages including C/C++, HTML, JAVA, JavaScript, XML, and PERL. Most of the projects utilized both Windows NT and multiple RS/6000 Enterprise Servers running under AIX (UNIX).

**May 1997- Oct 1998                      Programmer / Analyst, Sun Life, Toronto, ON**

Technologies: C/C++, Java, COBOL, PERL, JavaScript, XML, HTML

Working in the “Interactive Services” group, I was the chief developer and designer of projects that use the Internet and IVR as a solution. Many of these projects bridged the gap between existing legacy applications and newer interactive applications through the use of IVR (telephone) and the Web.

The following were some of the projects that I was involved with:

- A transactional application allowing customers to transfer and reallocate their investment monies between available funds, as well as view their balance using the Web and IVR.
- An online interactive application to allow new applicants to enroll in a registered retirement savings plan (RRSP)
- A process developed to determine a member’s risk profile and create an asset allocation strategy that the member/customer can use.
- An interactive Internet site allowing real-time updates of mortgage rates, documents, and forms.
- Development of a kiosk system to deliver many of our applications and services in a plant and warehouse setting.

**May 1992– Apr 1997      Varied computer positions and contracts**

Technologies: C/C++, Visual Basic, Java, PERL, JavaScript, XML, HTML, CGI, UNIX, Window 95/NT, DOS, and IBM mainframe.

During this period I held a variety of computer positions and contract assignments. The employers included:

- Department of Extension, University of New Brunswick (developing and teaching three courses)
- Computing Services Department, University of New Brunswick
- New Brunswick Department of Advanced Education
- New Brunswick Library Services
- New Brunswick Dept. of Education, Information Systems Services

## **Education**

May 1997                      Bachelor of Computer Science  
University of New Brunswick, Fredericton, NB

## Continuing Education

To keep up with current trends, meet the challenges required to effectively perform my duties, and to continue to provide increased value to my employers, I continue to take additional training and attend technical conferences when possible. Most recently:

App/Technology	Course/Training	Location
Mobile Workforce and Outage Management	CGI Utilities Pragma Conference	Montreal, QC
Proj. Management, App Development	DevIntersection Conference Highlights: Project Planning, Design, Controlling	Orlando, FL
Project Management	Project Management Workshop	Fred Pryor Seminars, Nashville, TN
Application Security	Security Development Lifecycle and Web Application Security	MS Premier Services, Nashville, TN
Business Intelligence	MS Self-Service BI Toolset	PremierPoint Solutions, Brentwood, TN

In addition to the above recent training and conferences, I have also participated in continuing education for many technologies, processes, and applications. These include:

SharePoint (Extreme Makeover, Administration, 2003), Java (Advanced, Programming), Business Integration Software or middleware (IBM MQ Series, Vitria Businessware, Apertus Enterprise/Access, Microsoft BizTalk), Oracle (Portal, Siebel)