

Highly experienced IT leader with 17 years of experience consulting and exceeding client expectations with a balanced mix of business and technical knowledge with 10 years of operational and technical RDBMS experience. Proven knowledge of business acumen and committed to helping customers reach business goals by providing world-class products and services that aligns with business strategy. Known for successfully managing multiple IT clients including overseeing SLA'S to meet client expectations, business priorities, and operational goals. Demonstrated ability to develop and nurture effective internal and external relationships at all levels including the stakeholders as well as commercial industries and the government sector. Contentiously searches for process improvement opportunities to increase efficiency and maximize profits. Holds multiple Teradata certifications, ITIL V3 Foundations with in-depth knowledge of emerging technologies such as Cloud and Big Data.

Competencies that Drive Strong Business Outcomes

- Business Enterprise Architecture, Operations, Process Improvement
- Organizational Change & Development
- Risk & Business Continuity
- Leadership, Policies and Procedures
- Consultative, Business Knowledge
- Backup & Recovery Operations
- IT Governance, Agile Methodologies
- Account, Project Management
- Client Relationship Management
- Work Request Management & Resolution
- Service Oriented, Client Facing, Service Level Agreement (SLA)
- Database Administration, System Performance & Maintenance
- Active Secret Clearance

A Career of Delivering Increased Profits and Stakeholder Value

Salesforce.com

Director, xxxxx xxxxxxxx

2010 - 2016

Joined Salesforce to work on strategic client engagements as member of the global services team, representing at the CXO level. Performed as the driving force leading end-to-end design of CRM, Service and Mobile Banking.

- **Led a significant transformation initiative for prominent credit card company;** integration and security design.
- **Spearheaded the design of integration platform for a leading oil & gas product manufacturing company** resulting in the use of Salesforce 'Sales and Service Cloud' functionality and integration of on-premises ERP systems.
- **Performed as the driving force leading end-to-end design** of CRM, Service and Mobile for banking institution.
- Designed Single Sign-On and migration of identity provider for the largest retailer in the world.
- Designed, developed and implemented Communities & Analytics as a service for large airline.
- Salesforce Development Framework; Lightning, Apex, Visualforce, Integration Patterns; mobile development.
- Developed a proof-of-concept (POC) with Wave as well as the design of Org Strategy.

Xxxxx xxxxxxxx Pharmaceuticals, xxx, CT

2004 - 2010

Global IT Capability Lead

Charged as a partner with the IT team and the client community to perform within multiple roles and levels of responsibilities as a global capability lead and project manager, solution architect and system lead for Brazil territory. Led the US Sales Organization Plan of Action process resulting in 50% increase in efficiency.

- **Data Governance: Created process and overall direction and strategy** in partnership with the 'Prescription Medicine & Animal Health Division.'
- **Global Solutioning: Defines target solutions in line with demand management,** evaluating change requests, and vendor license negotiations for multiple country roll-outs.
- **New Global Requirements Effort: Led evaluation criteria efforts** that resulted in key vendor partnerships.
- **System Stabilization: Utilizes technological solutions to deliver IT process'** that encompasses the overall company objective. A few examples include system updates and performance improvements to existing processes, stabilizing the operating environment, transitioning applications to support team, and implementing release cycle (Brazil).

Managing Consultant (at Boehringer-Ingelheim Pharmaceuticals)

Directed team of 5 for global integration project as part of organizational move to Veeva CRM system. Implemented business process and solutions; provided automated integration with Siebel CRM (Oracle PL/SQL) resulting in 200% improvement in processing times. Led the implementation of an additional solution in Siebel CRM; saved \$50K+ in license fees and 50% improvement in processing time.

- **Led complex end-to-end process design** including validation, security and business-rule methodology.
- **Requirements Gathering: Implemented centralized point of data migration** (legacy and new Global CRM solution).
- **Improved process times (4 days to less than a day)** and full elimination of errors including added security; created an Oracle Application Express-based tool that aided brand managers in updating doctor specialties with a central point of administration.
- **Performed fit-gap analysis; identified key data and components** as well as extensive documentation on suitability and performance metrics prior to the Veeva CRM deployment.
- **Additional projects across CRM Landscape and related applications** within the US and globally.

Professional Services Consultant, Xxxxxxxx Corporation, Multiple Locations

Performed as a consultant on multiple aspects of the Xxxxxxxx environment; evaluation, service delivery, analysis, planning and execution, database creation, etc. Secured the Linux environment by communicating with security teams.

- **Service Delivery Planning & Execution—Provided consultation to ‘Managed Services’ customers** on how to effectively setup, maintain, troubleshoot and operate the Xxxxxxxx database environment.
- **Evaluation and Consultation—Evaluated new customer implementations; consulted on environment** efficiency and effectiveness utilizing operational best practices.
- **Systems, Installation, Monitoring—Installed, implemented and operated all Xxxxxxxx tools and utilities;** evaluated workload and query performance, use of Xxxxxxxx tools (Viewpoint, SQL Assistant, Administrator, DBQL and TASM), performed system performance analysis and tuning recommendations. Created database objects (users and tables), monitored and oversaw user sessions, systems and query performance.

Educational Background

Master of Science in Information Systems Management, Virginia Commonwealth University Richmond, VA
 (Expected Graduation Spring 2017)
 Bachelor Business Administration, Averett University, Danville, VA
 Associate of Applied Science, Electrical Engineering, Blue Ridge Community College, Weyers Cave, VA

Certifications

ITIL V3 Foundations, Dell Associate Server Certification
 Teradata Certified Master, Teradata Certified Design Architect, Teradata Certified Application Developer
 Teradata Physical Implementation Specialist, Teradata Certified Administrator, Teradata Certified SQL Specialist

Organizations

Association of Information Technology Professionals
 CIO Professional Group
 PMI

Technical Skills

PLATFORMS/OPERATING SYSTEMS: Windows, Linux, UNIX, OSX, VMware, AWS, Hadoop, IOT
 Cloud Technologies, Agile Methodologies, MS Suites, Java, Security/Compliance/Governance

Government Experience

Database Consultant, US Transportation Command, (Secret Clearance)
 Database Consultant, NAVAIR, (Secret Clearance)