

## Career Goals

- Full-time employment with an established, private sector company that employs leading-edge technologies to make a positive impact on the local community or world in general.
- An "ownership" or "resident expert" role with a technology or product as part of a development or operations team.
- The chance to apply my decades of experience as an analyst, software engineer, and operations specialist to develop and implement original and creative solutions to customers' problems.
- A well-defined career path and training plan with objective metrics to track success.

### Summary

Over 25 Years Total IT Experience

BA/PM: 13 years

Developer: 10 years

Operations Manager: 5 Years

8 years management experience

5 years consulting experience

4 years as entrepreneur



### Tools / Technologies

Azure DevOps, Kubernetes, SQL Server, SharePoint, Confluence, Jira, Adometry, Omniture, Google Analytics, MS Project

### Languages / Frameworks

C#, C++, Visual Basic, ASP, .NET, PHP, AutoIT, HTML, JavaScript, Ajax, Node.js, JQuery, Perl, Ruby on Rails, Cucumber/Gherkin, MC68000 Assembler

### Processes

Agile/Safe, Agile/Scrum, Kanban, RUP, RAD, Waterfall and various hybrids of each.

### Vertical Industries

Defense/Aerospace, Custom Software Development, Education, Marketing/Advertising, Healthcare/Insurance, CRM/Salesforce Automation, Government, Entertainment, Printing, Social Media, SEO

## Education

Bachelor of Arts: Computer Science. Indiana University -- Concentrations in information systems design and technical writing. Two additional years spent as Business/Finance Major.

## Employment History

### March 2018 to Present

**Rolls-Royce, Defense Aerospace.** Indianapolis, Indiana

*Cloud Service Engineer*

- Responsible for establishment and operation of a DoD-compliant cloud-based collaboration environment supporting virtual reality-based design, MBSE, and HPC functionality via Azure for Government, CycleCloud, DevOps Server, Kubernetes container clusters and GCC High SharePoint online.
- Key member of multiple projects to modernize in-service, cloud-based applications and bring operational processes into compliance with FedRAMP and NIST cloud computing security standards.
- Key member of project to implement EVMS system to track project data and provide integration between SAP, Workday, ForProject, Primavera, Encore Empower, and Artemis Costview systems.

### April 2018 to September 2018

**Harrison College.** Indianapolis, Indiana

*Academic Advisory Board Member* – Information Technology Department

### May 2017 to March 2018

**(Multiple Contracting Agencies).** Indianapolis, Indiana

*(Multiple Contract Positions)*

- Key member of multi-million-dollar project to upgrade multiple corporate data centers. Project included core switch consolidation, Cisco Prime installation, Internet POP migration, legacy/end-of-life decommissioning, and Firewall/ASA policy refresh.
- Converted, scrubbed, and migrated data from ABB Ellipse ERP to new Microsoft Dynamics implementation. Recommended improvements to business processes to coordinate with Dynamics. Formalized and documented existing business processes.

**March 2015 to February 2017**

**Key Benefit Administrators.** Indianapolis, Indiana

*Technical Business Analyst*

- Assisted in creation/establishment of new PMO department and associated processes.
- Work with the product manager to elicit requirements and product vision. Work closely with architect to spec, develop, and document solutions in accordance with captured requirements.

**February 2013 to January 2015**

**Quest Information Systems.** Indianapolis, Indiana

*Project Manager / Business Analyst*

- Key member of product team for State of Indiana's mobile and web-based voter registration system.
- Key member of team to evaluate, implement, and verify use of electronic poll books at multiple Indiana voting centers. Assisted with design of system integrating devices with statewide voter database.

**June 2012 to January 2013**

**Galvin Technologies.** Indianapolis, Indiana

*Support Manager, Business Analyst, Internet Marketing Specialist*

- Maintained client social presence on websites and social networks via ghost blog posts, social media posts, press releases, etc. Provided monthly SEO analyses and web traffic reports to clients, evaluated performance of current content marketing strategies, and recommended changes.
- Managed all customer support calls and client relationships. Coordinated all support-related projects through development and implementation.

**June 2011 to April 2012**

**ChaCha Search, Inc.** Carmel, Indiana

*Technical Business Analyst*

- Served as key member of the implementation and quality team in support of ChaCha's integration with Dextera's IRIS Artificial Intelligence app service. Made recommendations to content and engineering teams to improve performance and raise quality to meet user and business expectations.
- Managed affiliate traffic quality and made recommendations for site and process optimizations using metrics and thresholds taken from Adometry and Ominture for a ComScore Top 50 web site.

**August 2006 to June 2011**

**The Jackson Group** - Marketing Communications. Indianapolis, Indiana

*Technical Services Manager, Business Analyst / Project Manager*

- Responsible for operational health and daily maintenance of a 30-server, hybrid Cisco/Nortel routing and switching environment providing data services to two-dozen high-traffic cloud-based storefronts.
- Managed a staff of AS-400 operators, network analysts, and help desk technicians.

**May 2002 to August 2006**

**The 2MI Group** – Custom Software Development. Columbus, Indiana.

*Technical Manager*

- Provided overall technical vision and strategy for the company. Managed on-site and off-shore development teams and acted as primary sales engineer during technical presentations.
- Designed and built web-based business management suite including calendar, contact management, marketing and salesforce automation, and project management tools.

**May 2001 to May 2004**

**Integrated Network Strategies** – IT Consulting. Carmel, Indiana  
*Software Engineer / Network Engineer / Consultant*

**May 1999 to May 2001**

**ConTech, Inc.** – Remote Systems Management. Carmel, Indiana  
*Systems/Network Analyst*

**February 1998 to April 1999**

**Suburban Health Organization** – Physician Organization. Indianapolis, Indiana  
*Systems/Network Analyst*

**February 1996 to January 1998**

**Community Hospitals Indianapolis** -- Indianapolis, Indiana  
*Server Support Analyst*

**September 1992 to February 1996**

**SayTech Corporation** – Interactive Educational Software. Indianapolis, Indiana  
*Software Engineer*