

SUMMARY OF STRENGTHS

- Gathering and interpreting requirements and issues from technology and business stakeholders. Bridge gaps between groups in ways that they can sometimes not do on their own. Work to gain signoff of proposed architecture and solutions.
- Produce documentation, reports, charts, diagrams, organized in a manner that is familiar and appropriate to the each audience.
- Able to provide creative ideas, quickly formulate a “Plan B”, and present compelling proposals to the audience.
- Proactive, results-oriented both as a leader/manager and as an individual contributor; passionate about mentoring staff.
- Envisions robust enterprise systems and business processes while striving to reduce complexity and mitigate risk.
- Experience as a programmer, manager of projects and of development staff, and architect of full lifecycle projects.

EDUCATION

Boston University, Boston, MA

B.A. in Computer Science, May 1985

EMPLOYMENT EXPERIENCE

Citizens Bank, *Solution Architect*

February 2015 – present

- Working with business and technical teams to design, deliver and support applications within Risk business unit. Portfolio of projects range from infrastructure improvement to PegaSystems workflow applications.

Prolifics, *Solution Director & Technical Sales Architect*

June 2014 – February 2015

- Assumes overall technical leadership for architecting solutions for customers that leverage the IBM software portfolio and Prolifics professional services. Coordinates technical activities during the sales cycle, supporting business case analysis, facilitating demonstrations and presentations and whiteboard design sessions, and authoring SOWs.
- Post sale coordinates handoff from the sales team to internal delivery teams and, and then initiation of activities with the client
- Assumes Delivery Manager role post sale, especially on projects without a Prolifics project manager. Responsible for ensuring terms of SOW have been met and that deliverables demonstrate value to the client.
- Technologies include BPM, Security, SOA. IBM products include WebSphere, DataPower, MQ, PureSystems/SoftLayer.

Citizens Bank, *Solution Architect & Tech Lead*

November 2009 – June 2014

- Architect of \$7m initiative to upgrade hardware and software for high performance system (NCR ImageMark) that stores/retrieves check and other document images. System includes 120+ Solaris and Windows servers (2/3 virtualized), Oracle and MS SQL. Is a HA system with a DR architecture. Migration: from Oracle 10 to 11; from a tape silo to EMC Atmos (CAS). Working with business stakeholders and project management, as well as on-site, remote, and off-shore technical teams. Created Solution Approach, Solution Design, and Infrastructure Design documents.
- Architect of \$33m project (structured as eight agile phases) to implement a BPM system from PegaSystems (WebSphere/AIX) that serves as a unified agent desktop for the bank’s Call Centers. The system integrates mainframe and multi-tier applications (web and client/server), databases (SQL, Oracle, DB2), middleware (SOAP, IBM MQ), and externally hosted vendor systems.
- Responsible for gathering technical requirements and identifying project stakeholders. Coordinate the estimation of resource costs, software/hardware costs and licenses, and on-going support costs. Document assumptions, and follow up to resolve open issues. Ensure that all information is recorded properly into a Microsoft SharePoint site as well as department specific web applications.
- Create RFI/RFP and score the results from vendors, follow up with questions to the vendor from multiple internal groups, and incorporate the information into an Options Analysis and/or Solution Approach.
- Create documents containing UML 2.0 compliant diagrams (conceptual, solution context, logical system overview, data context/collaboration), use cases, assumptions, and risks. Create physical deployment diagrams indicating systems and interfaces.
- Collaborate with the Enterprise Architecture team to ensure that designs conform to the company’s reference architecture.
- Completed courses from PegaSystems: *PRPC Fast Track* and *PRPC Boot Camp*. Completed online courses, such as *Deploying Scalable Authentication in Site-to-Site IPSec VPNs* and *Business Analysis Requirements Management and Communication*.
- Authoring blog (on Citizens intranet) about Hadoop ecosystem, as well as a blog at <http://learningcloudandbigdata.com>.

Infrastructure Migration Necessitated by Sale of Company

Architected plan and led team to migrate office and server infrastructures, and client facing applications. Diagrammed the as-is logical and network architecture of physical servers in the Thomson datacenter, and a to-be architecture for the JHI datacenter. Migrated using VMWare. Documented the as-is and to-be desktop hardware, applications, email and services environments (such as desktop backup), and coordinated Thomson, JHI, and the vendor that performed the hands-on systems work.

Application Development

- Inherited “too-large-to-fail” \$600k+ off-shore project. Quickly gathered fresh requirements and revisited prior decisions. Concluded it would take an additional six months and \$350k to meet core requirements. Architected alternative system and received buy-in from stakeholders to shut down the current project and implement the alternative using three person team in four months.
- Inherited project to build clinical drug trial publishing system for Schering Plough. Gathered fresh requirements, revisited prior decisions, and recommended that the system instead be built as a Microsoft SharePoint application. Built prototype myself and diagrammed a conceptual architecture which enabled me to get buy-in from the client’s non-technical management team.
- Proposed a business case and architected the technology solution to merge several diverse web properties into one web site with unified navigation to improve brand recognition and reduce operational costs. Successfully deployed as multiple Agile sprints.
- Architected and led development project of web database that enabled clients (Novartis, Sanofi-aventis) to accomplish their own data entry for publication on CenterWatch.com. Previously they needed to email files or fax forms with their data to the CenterWatch service bureau for manual, time consuming, and potentially error prone data entry.
- Planned our social media strategy and selected tools.

Operations Management

- Managed customer service and data-entry service bureau. Increased productivity & quality. Responsible for hiring/firing.
- Provided account management for multiple large accounts, such as F. Hoffman-La Roche.
- Guided effort to create Standard Operating Procedures 250+ page manual to boost quality and assist in training. This also enabled me to identify ways to automate manual processes and create a workflow system for status reporting.

Modernization of Infrastructure

- Architected and led project to migrate from an NT/ASP/SQL7 to Windows 2003, ASP.NET, SQL 2005, XML/XSL, and Ajax.
- Designed and implemented solution to migrate MS Access desktop databases to Quickbase (a hosted web database).
- Planned and managed migration from home-grown to hosted applications. Planned and managed migration from ACT to Salesforce.com.

Trusted Advisor

Provided technical and development advice to two other JHI companies.

- Architected, led development and customer support teams, and provided extensive hands-on programming to build and deploy a case management web application for Trusts & Estates groups at law firms and banks. Clients included Bank of America, Merrill Lynch, Bank North, Ropes & Gray. Managed professional services projects and customization for some clients.
- Responsible for hiring/firing.
- Developed in ASP and SQL 2000 running on Windows 2000 servers, hosted at an IBM datacenter. Import/export gave clients choice of format, transformed using XSL. Easily integrated with numerous 3rd party applications, including desktop tax applications, and server based applications such as HotDocs.
- Pre-sales role to executive level stakeholders at banks and partners at law firms, and at many trade shows.

Performed a wide variety of roles, including pre-sales requirements gathering, proposal writing, schedule estimation, technical design, project and team management. Analyzed and identified short term and low cost solutions to problems in infrastructure.

Gathered information from clients to define the rules of their development process. Implemented process rules into the MS2 application, which automated workflow for purposes of standardized reporting and alerting. Provided end user training.

Analyzed client needs, responded to RFPs, estimated complexity/costs, wrote architecture documents and diagrams, and SOWs.

Applications Architect – 3 months

Investigated and prototyped Palm VII application. Helped create XML DTD for exchange of research and analytic data. Presented at meeting with firms such as Morgan Stanley, Lehman Brothers, Salomon Smith Barney.

Senior Project Manager for International Development – 19 months

Designed financial research web application with support for Japanese language. Traveled between Boston, Tokyo and Hong Kong to gather requirements. Designed and managed development and deployment of Sun Microsystems web farms for Hong Kong and Singapore, enabling migration of users from Windows client/server application, providing more features at lower operating cost. Coordinated project to unify software code base of English, Japanese, Spanish, Portuguese versions.

Boardwalk Software, Consultant (self-employed)

January 1992 – June 1997

Provided architecture, programming, and project management consulting to firms in a variety of industries.

Scientific American Medicine (later acquired by WebMD) – 3 months

Designed and implemented a web version of the desktop applications that I implemented during the 1993 contract.

Polaroid Graphics Imaging – 7 months

Fixed bugs in the printer driver, spooler, and RIP for high-end pre-press printer.

Massachusetts Institute of Technology – 3 months

Developed application installer, enabling the MIT IS group to create internet based installers for MIT's 4000+ Macintosh users.

Black Diamond – 2 months

Developed Macintosh Control Strip module implementing a Point to Point Protocol dialer using C++.

Lotus Development Corporation – 14 months

Ported Lotus Notes C API sample code to Macintosh. Developed C API program to transfer data from Lotus Notes server to the Apple Newton. Presented "Lotus Notes C API" at LotusSphere and Apple WWDC, then published article in *MacTech Magazine*.

Gutenberg Systems (for JVC Information Products) – 3 months

Extensive upgrades to the CDR applications implemented during the January 1993 – March 1993 project.

Digital Equipment Corporation – 2 months

Implemented automated test suites, manual testing scenarios, and reported over 200 bugs.

Scientific American Medicine – 7 months

Developed CME application in C++ for Macintosh, Windows, and MS DOS.

Digital Equipment Corporation – 3 months

Programming in C++ to provide Macintosh access to VMS file servers.

Gutenberg Systems (for JVC Information Products) – 3 months

Coded Mac CCR writer in C++. One of the first in the US. Given "Award of Merit" in January 1994 issue of *Byte Magazine*.

Lotus Development Corporation – 10 months

Japanese version of 123/Mac: Areas of coding included reading and writing of Japanese file formats, conversion to multi-byte character sets, and implementation of Japanese specific spreadsheet functions.

Turning Point Software, Project Leader & Software Engineer

January 1989 – December 1991

Design and programming in C of Macintosh printer and communications drivers to remotely print 35mm slides. Wrote article "Porting Between Dissimilar Platforms" for March 1991 issue of *Developer's Insight*.

Layered, Inc., Software Engineer

August 1987 – December 1988

Developed software in Pascal for Mac accounting system. Was favorably reviewed in the April 1989 issue of *MacUser*.

Quinsept, Inc., Software Engineer

August 1985 – August 1987

Designed and developed Mac genealogy program for hobbyists. Was favorably reviewed in the February 1998 *MacWorld*.