Teresa Moses

Kansas City, Missouri

**SUMMARY**

* Senior Solutions Engineer with over 10+ years of enterprise experience directing multiple information integration, automation of operations, solution design and deployment projects.
* Recognized cross-functional liaison highly capable of thriving in an agile environment that allows for the opportunity to grow and expand my skillset and assist Clients with their digital transformation journey.

**TECHNICAL SKILLS**

* Microsoft SQL Server
* Windows XP/8/10
* Oracle EBS & NetSuite
* SAP
* Workday Financials
* MS Dynamics AX/ 365
* Infor M3
* VMWare
* Active Directory
* Crystal Reports
* Jenkins
* Git
* IIS
* AWS
* Docker
* Azure IoT Suite
* PL/SQL
* T-SQL
* C++
* .NET
* Visual Studio
* FetchXML
* HTML
* CSS
* JavaScript
* JSON
* HTTP/SFTP
* RESTful APIs
* Selenium
* LLRP
* GPS
* ActivePassive RFID
* SnapLogic
* UiPath
* RPA (AA, UIP BP)
* Automation
* Orchestration

**PROFESSIONAL EXPERIENCE**

**Genpact, LLC, New York, NY 8/2019 – Present**

**Digital Solution Presales Engineer**

* Perform as a trusted advisor and ambassador of digital solutions and assist the organization with demonstrating the product at solution launches, technical press meetings, customer events, industrial events, relevant corporate events and remotely.
* Architect solutions for Clients based on business requirements, digital products and implementation services
* Conduct technical training sessions and technical workshops on-site at partners and customers
* Provide remote technical support to the sales team and clients.
* Stay abreast of emerging technologies and understand their potential impact on business automation solutions in relation to ML, NLP, NLU, Big Data, Data Science, ChatBot, and Artificial Intelligence integrations with Systems of Engagement.
* Address all technical issues of assigned accounts to assure complete customer satisfaction through all stages of the sales process.

**Fujitsu Americas, Inc., Richardson, TX 8/2017 – 6/2018**

**Solution Presales Engineer**

* Championed and architected active, passive, UHF IoT and RFID, asset management, business automation solutions for municipal, aviation, manufacturing and supply chain customers and prospects.
* Architected comprehensive proof of concepts of EdgeWare product functionality, flexibility and extensibility.
* Documented customer business requirements, ERP and WMS system integrations and location physical/environmental characteristics during site surveys.
* Implemented/customized IIS/ASP.Net web-based EdgeWare platform, workflows and data management framework by provisioning AWS and Azure instances, Windows and SQL Server features, JavaScript and PowerShell scripts for client-side website and database maintenance/configuration of product proof-of-concepts and implementations.
* Subject matter gap agent for DevOps initiatives and identifying proper tools for product development and business process automation of manual tasks for future reuse in the enterprise and product offerings.
* Managed compliance of release schedule and main release milestones to influence the SaaS product roadmap by communicating client requests and industry 4.0 compliance needs back to the product and engineering teams
* Remained current with trends and standards, along with technical and product training as required.

**Dovre Group, Dallas, TX 12/2016 – 8/2017**

**Automation & Integration Software Consultant (Contractor)**

* Designed, tested and integrated middleware software solutions with the Client’s terminal operating systems (TOS), GPS telemetry capture of fleet management and supply chain logistic system assets for ports of authority and railroad yards.
* Architected railroad, shipping and freight yard AutoCAD blueprints for integration with Navis Rail, AssetWorks and TOS system configuration.
* Enabled $100,000 in daily cost avoidance by taking over and turning around a troubled data center migration project and implementing automation standards.
* Administered a myriad of Microsoft Windows servers, network configurations and adjusted software solutions to allow for seamless integration of Industry 4.0 supply chain and automation processes.
* Architected training decks for server install and migration of solution to new servers.
* Contributed to training and knowledge sharing sessions.

**Epilogue Systems, LLC; Ambler, PA 10/2011 – 2/2017**

**Solutions & Presales Engineer**

* Subject Matter Expert (SME) for industry agnostic, SaaS based, productivity acceleration and enablement intelligence platform.
* Gathered requirements, write business rules and translate them into technical solutions.
* Analyzed complicated systems environments and generate high level architecture, business process and data flow diagrams.
* Provide solution direction for processes such as (not all inclusive) Accounts Payable, Purchase-to-Pay, Order-to-Cash coupled with knowledge and experience implementing OCR.
* Special ERP,CRM and ECM domain expert for finance, accounting, grants management, revenue, expense management systems and workflow automation services for partners/clients by providing demonstrations, proof of concepts, pilots, installation, configuration, UAT and train-the-trainer services for partners such as SAP, Oracle, Microsoft, Xerox and Workday.
* Implemented and customized IIS/ASP.Net web-based performance management system and electronic data management framework by implementing AWS and Azure instances, Windows and SQL Server database and features, JavaScript and PowerShell scripts for client-side and database maintenance/configuration of product implementation.
* Responsible for planning and installation of SQL Server 2008-16 databases, data mapping and ingestion.
* Responsible for the provisioning of Active Directory security configuration in accordance with product and Client specifications.
* Responsible for configuring and testing of SOAP and RESTful APIs in accordance with Client deliverables.
* Engineered proprietary business process documentation outputs in compliance with organizational, SCORM, AICC conformance and Section 508 compliance standards.

**AT&T Government Solutions, Inc.; Kansas City, MO 8/2008 – 8/2010**

**Data Analyst Consultant**

* Responsible for conceptual, logical, and dimensional data modeling, data mapping and generating data definition language for Oracle data warehouse DBAs.
* Provided detailed SQL queries, data mapping and conversion logic for interface processes with verified accuracy of data conversions, loads and extracts via PowerDesigner 15.

**EDUCATION & CERTIFICATIONS**

* Master of Science in Information Systems Management - Keller Graduate School of Management – June 2011
* Master of Science in Accounting & Financial Mgmt. - Keller Graduate School of Management – September 2007
* Microsoft® Certified Solutions Associate: Dynamics 365 - Certification Number: G944-1785
* Greenbelt Certification – Six Sigma Global Institute -Certificate Number: 11647245