**PROFILE**

Senior IT professional with extensive project management experience including the design and implementation of enterprise level business-critical infrastructure/applications and compliance projects at billion-dollar banking, insurance, and payroll corporations. Additional expertise project managing and participating in risk remediation projects, large scale hardware/software infrastructure projects including technical resource onboarding, data center relocation, and new product releases. Well versed in data management, monitoring, software test methodology, incident/problem/configuration/change/patch management, test automation, metrics, and statistical analysis. Hands on knowledge of data centers including multi-vendor monitoring, capacity planning, SAN/NAS storage, physical/virtual servers, and networks. Self-motivated individual experienced in project management, line management, and technical consulting. Extraordinarily strong problem-solving skills and proactive in implementing new or existing technology to address business challenges. Significant experience working with CxO level and excellent working knowledge of ITSM (ITIL), CMMI, operations, customer relationships & government specifications.

**TECHNICAL SKILLS**

Trained in Advanced Project Management, HP Operations Manager, HP Network Node Manager i, Unanet, Systematic Software Testing, Acceptance & Regression Testing, Capacity Planning, SAN, and NAS implementation. Experience includes (but not limited to): ITIL, CMMI, HCM, ITSM, EPLC, SDLC, ETL, RTC Library, RCSA, HP Operations Manager for Windows/Unix and SPIs, HP Performance Manager, HP Service Manager, HP Quality Center, HP Reporter, HP SA, HP SiteScope, HP NNMi (+iSPIs), HP BSM/OMi, Micro Focus ITOM, ServiceNow, Marval MSM, Aternity FPI, HyPerformix Capacity Manager & Data Manager, BMC Perform/Predict, BMC Patrol, BladeLogic, IBM SRM, Quest Foglight, Nagios, WhatsUp Gold, SolarWinds, MS SCOM 2007, Unanet 9.x/10.x, VMware ESXi and vCenter 6.x, Hyper-V, Oracle VirtualBox, RHEL 5/6, CentOS 6/7, Windows Server 200X/2012/2016, Windows 7/8/10, MS SQL Server, MS Project, MS Visio, MS Office, MS Office 365, MS SharePoint, salesforce, MetricStream, teamtrack, Actian DataConnect (Pervasive Data Junction), PowerShell, VBA, AWK, BASIC, C, XML & HTML.

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**EXPERIENCE**

**iComply Consulting** Jersey City, NJ

***Project Manager (Independent Consultant, project based)*** Mar 2021 to present

Responsible for Project Management of compliance project including efforts such as risk remediation, control development and testing, process flows and procedures.

* Project Manager acting as Second Line of Defense (SLoD) to review/update Controls, Procedures, Risks, Metrics and RCSA test plans to mitigate OCC Consent Order findings (@USAA Bank).

**Solutions3** Wyckoff, NJ

***Project Manager/Senior Consultant (Independent Consultant, project based)*** Feb 2019 to May 2021

Responsible for infrastructure project management and hands-on projects including datacenter monitoring and SQL Server initiatives.

* Project managed and performed an infrastructure upgrade of 23 Hyper-V hosts and/or guests from Windows Server 2008 to Windows Server 2012 (@Access Storage).
* Project managed and resolved problems with import of one (1) billion SQL Server “do not call” records and developed an automated process using stored procedures. Import speed was improved from 2.5 million records/minute to 108 million records/minute and the overall process duration was reduced from 30+ hours to 1.5 hours (@Reliance First Capital LLC).
* Analyzed existing SolarWinds production infrastructure, documented multiple environment issues (with solutions) and extracted list of all applications per server to aid in licensing initiatives (@Splice Consulting).

**Mitsubishi UFJ Financial Group (MUFG)** Jersey City, NJ & New York, NY

***Project Manager (Independent Consultant for TORI Global, project based)*** Sep 2016 to Nov 2018

Responsible for Project Management of successive multi-million-dollar Tier 3 infrastructure projects including initiatives such as risk remediation and enterprise-wide application upgrades.

* Project Manager for the remediation of controls, procedures, and metrics across 23+ process areas included IT Change Management, Asset Management, Incident Management (and more) in response to regulatory mandated Notice of Deficiency as prescribed by the OCC and FRB.
* Managed and worked on all project phases: Design, Development, Testing [e.g., System Integration + User Acceptance or Risk Control Self-Assessment (RCSA) Testing] and Implementation.
* Coordinated and contributed to the synchronization of Process Flows, Procedures, Controls and RCSA Test Instructions to IBM Open Pages repository and corporate Risk/Threat/Control Library.
* Project Manager for the update of four (4) HP Service Manager (HPSM) modules: Problem, Incident, Knowledge & Event (PIKE) implemented in two (2) separate Go Live events (West and East coast) impacting over 10,000 end users.
* Authored, updated and/or ensured delivery of EPLC deliverables including (but not limited to) Business Requirement Document (BRD), Functional Design Document (FDD), Detail Design Document (DDD), End User Guides (EUG), Operation Support Plans (OSP), Security Access Plans (SAP), Release Notes (RN), Service Level Agreements (SLA), Go/No Go and Implementation Plan.
* Coordinated efforts with Organizational Change Management and Network Operations Center (NOC) throughout the project lifecycle.
* Developed/delivered project management status reports to project stakeholders such as daily “Stand-up” reports and weekly “Stakeholder” reports, including Defect, Risk, and Issue tracking.
* Completed document review and coordinated approval from stakeholders for project phase exits.
* Executed all corporate communication planning and publishing for Go Live to targeted end users via email, newsletter, website, and closed-circuit TV monitors.
* Performed hands-on management of HP Quality Center (HPQC) for test case documentation, defect tracking, change management, and monitoring progress/status.
* Extensively documented onboarding process for new technical resources to reduce duration ~50%.

**Solutions3** Wyckoff, NJ

***Senior Engineer*** Feb 2013 to July 2016

Responsible for the implementation and/or project management of IT Service Management (ITSM) solutions based on the ITIL framework to address Service Strategy, Design, Transition, Operation and Continuous Improvement for multiple customers. Utilized HP BTO Management software and complementary products such as (but not limited to): Operations Manager Windows/Unix/i (OMW/ OMU/OMi), Infrastructure SPI, WebLogic SPI, Cluster Integration SPI, SQL Server Database SPI, Performance Manager (PM), Service Health Reporter (SHR), SiteScope, Business Service Management (BSM), Network Node Manager i (NNMi) and iSPI Performance for Metrics. Also responsible for delivery and/or development of formal and informal application training with the applicable materials, plus business development activities regarding training and consulting services for customers and business partners. Provide direct customer support for presales activities such as customer presentations, project scoping, site assessments and proposal generation including the HP and SolarWinds product suites.

* Project managed the implementation and administration of Unanet v9.x/10.x HCM application to record/track/report project-by-project consulting hours and expenses, reducing the customer invoicing process by ~95% (@Solutions3 LLC).
* Developed a highly customized MS Excel T&E application which included locked-down cells, data validation, automated macros, and emails (plus attachments) prior to Unanet (@Solutions3 LLC).
* Project managed and engineered an onsite Marval MSM installation to provide a customer’s first ever implementation of formal IT Asset, Incident & Problem Management (@Power Lines Services).
* Migrated 100+ standard/custom rules and monitors from SCOM 2007 to HP OMW 9, SPI and/or custom policies, with BSM 9.x and NNMi 9.x (+iSPI) integration for Incident/Problem Management.
* Installed/configured SolarWinds SAM, NPM, VM and LEM, including AD & SMTP integration, discovery, creation of node groups, credentials library, standard & custom monitors/alerts, and graphs, resulting in first ever proactive monitoring action ever taken by the customer (@Ashley Furniture).
* Reconciled 1,400 AD Users to Office 365 Users and HR Timekeeping System Users using custom PowerShell extracts and custom MS Excel compares, resulting in over 120 IT Asset changes/fixes (@Ashley Furniture).
* Performed CMMI-based IT Assessment (including IT Asset Management, Backup & Recovery, Disaster Recovery, Monitoring & Management, Network & Server Admin, Change Management, Security & Compliance) resulting in over 50 major customer recommendations for improvement (@Ashley Furniture).

**ING** Windsor, CT

***Senior Systems Engineer***  Jun 2010 to Feb 2013

Responsible for HP Operation Manager and Reporter implementation and support on ~1,600 production servers running over 75 critical business applications yielding ~$2 billion of revenue per year. Also responsible for build and infrastructure support for Aternity QA and Production, Aternity monitor implementation and support for ~1,000 end user desktops. Supported HyPerformix infrastructure and developed capacity models for the AdminServer, GARWin, IRWin and ING Access applications servicing over 1,000,000 customer insurance policies. Developed infrastructure configuration management reports, published unmonitored server report, capacity model updates, capacity reports and projections.

* Developed custom ServiceNow queries and new database/spreadsheet tools to collect server configuration info and HP OMW/OMU and Quest Foglight monitoring status and then performed and published a monitoring audit of ~3,000 production servers. After the initial report identified ~400 production servers in various stages of build with non-functional monitoring, a concerted effort was made with the monitoring, database, deployment, configuration management, change management and senior management teams reduced this number by 99% within six (6) months.
* Designed and published a capability matrix for a proof-of-concept evaluation of all implemented monitoring tools (HP OMW/OMU, Quest Foglight and CA Introscope) to enable senior level management to compare and determine the desired direction for consolidating monitoring.
* Authored custom scripts for HP OMW/OMU servers to troubleshoot non-working monitoring, implement new server monitoring, decommission monitoring on production servers being retired and utilized HP SA to patch/update existing servers, all of which improved process repeatability and reduced the average hands-on time by ~50%.
* Created a new capacity model to predict datacenter migration impact of all new servers and infrastructure for the AdminServer application. Successfully predicted a substantial slowdown in response times with proposed servers which triggered a reengineering of the application tier specs without impacting the migration timeline and prevented customer complaints after rollout.

**AUTOMATIC DATA PROCESSING**  Roseland, NJ

***Senior Technology Consultant [ADP]***  2004 to 2009

Lead capacity planner for a major Internet application (Pay eXpert) with over 300 servers and 10 Terabytes of disk storage producing over $300 million of revenue per year. Supported the BMC Perform/Predict infrastructure and packaging/distribution of Windows, Linux, Solaris, and AIX software agents. Published all hardware budgets, capacity model updates and projections via MS SharePoint.

* Reengineered major release software migration strategy to eliminate extra swing hardware and reduced Pay eXpert migration timetable from 8 weeks to 5 weeks for a payroll application, despite a four (4) year application growth from 35,000 to 90,000 companies (12,000,000 employees).
* Used BMC Patrol to monitor overall infrastructure for an Internet-based customer application and troubleshot system issues during migration of all hardware & software to a new state of the art data center. Utilized BladeLogic and monitoring tools to detect/update/resolve production infrastructure configuration and performance issues, increase stability and prevent outages.
* Developed and maintained a multi-tier capacity planning model which facilitated an improvement of overall production server efficiency by 10x in less than 4 years via identification of production server trends (including CPU, memory, disk I/O, database and more). Background analysis of the model also drove engineering investigations and led to numerous hardware and software updates.
* Led and project managed server builds, SAN storage implementation and Oracle database tuning effort that produced a 25% performance test improvement within 30 days of testing for ~$1.5 million of production database servers.
* Designed, built, tested, and implemented corporate BMC Perform/Predict infrastructure in two new data centers for capacity planning of all major ADP Client-facing & middleware applications.

***Manager/Technology Consultant for Product Assurance [ADP]*** 1995 to 2004

Project manager of PA test group for functional, regression and UAT tests of communication, data entry, payroll, billing, and reporting applications running in VSE, MVS and Windows environments. Produced and presented software release metrics used in monthly Project Reviews and Release meetings.

* Project manager of testing effort for ~18 major software releases/year used in all 38 ADP regions providing payrolls and related services for over 350,000 clients and millions of employees.
* Conceptualized, architected and project-managed the pilot and rollout of the “teamtrack” application (including web tier, app tier, SAN and first MS SQL Server database cluster at ADP) to provide Incident/Problem Management for all ADP web, client-server, and mainframe-based releases. This effort included data management, consolidating, and migrating 22 databases into one, designing/conducting training, creating intranet-based release test status reports/graphs and web-server design 2,000+ users.
* Saved an estimated 300 person-hours per year after developing batch files and scripts to automate software configuration management audits.
* Designed and managed implementation of a VSE-to-MVS test library comparison tool which prevented hundreds of PA/Pilot/General Release problems.
* Improved customer survey response levels 100%, reduced turnaround 50% and eliminated paper surveys by implementing an email/Web-based survey product.

**ADDITIONAL EXPERIENCE**

**KEARFOTT GUIDANCE & NAVIGATION CORPORATION** Little Falls, NJ

***Manager, Software QA (SQA) and QA Information Systems (Secret Clearance)*** 1990 to 1995

Project manager of SQA responsible for DOD compliance of software development to support the Trident missile, B1B, F-16, F-111, and other government contracts. Also served as the focal point for IBM Mainframe downsizing initiatives in QA Directorate.

* Project managed the test, verification, certification, and digital capture of all software releases used in embedded, deliverable, and critical non-deliverable software.
* Co-developed/implemented a CRC application (written in C) designed to aid Change Management and certify the integrity of installed application software. test equipment software and firmware.
* Developed automated QA expense and manpower budget program to automate reports & graphs.
* Rewrote all Software QA procedures and checklists to streamline and ensure corporate compliance to DOD-STD-2167A/2168, AQAP 13 and other government standards.
* Investigated, created specifications, designed, and proposed an Optical Disk Storage system for record retention of 850,000 pages per year to facilitate build traceability for the government.

**EDUCATION**

**MBA MANAGEMENT - Fairleigh Dickinson University**

**BS MECHANICAL ENGINEERING - NJ Institute of Technology**

**PROFESSIONAL ENGINEERING LICENSE - NJ #30009**

**HP Operations Manager for Windows**

**Guerilla Capacity Planning**

**BMC Perform/Predict - Advanced Capacity Planning**

**Aternity FPI Monitors**

**ORGANIZATIONS**

Toastmaster (CTM)

Co-founder/President of Aerospace Softball League (12 years)

Baseball, Basketball & Football Coach for Mahwah Township

Bethany Church (Security Team, Usher)

Lighthouse Pregnancy Resource Center (Volunteer)