### SUMMARY

Nilo Has over 30 years of experience in the IT industry. He has both functional and technical capabilities. He has worked in both private and government sectors in leading projects, managing clients & vendors. He has performed as business analysis developing & implementing solutions, working with on & offshore teams. His strengths are Analyses, organization, and excellent people skills. He is a Microsoft certified professional well versed in developing, testing, and implementing Microsoft Dynamics CRM, Field Service

### TECHNICAL SKILLS SUMMARY

Microsoft Version: D365 CE, Dynamics 365, Dynamics CRM 2016, Dynamics CRM 2015, Dynamics CRM 2013

Microsoft Field Services: FieldOne, RESCO, Woodford

Siebel Versions Siebel 8.2, 8.1.1.3, Siebel Life & Science 7.8.2.3, Siebel 8.0 Financials, Siebel 7.5.3 Financials, Siebel 7.5.3 Call Center, Siebel 2000 Call Center, Oracle CRM On-Demand

RDBMS: DB2 SQL Server, Oracle

Operating Systems: Windows 10, Windows 7, Windows XP, Windows NT.

Windows 2000, Mac OS

Application Software: PeopleSoft, MS Office, MS Project, MS Visio

Languages:MS SQL, COBOL, CICS

### PROFESSIONAL EXPERIENCE

**Higgins One July/2020– Present**

**Client: Southern HVAC**, Maitland, FL

**Roll:** Microsoft D365 CRM Field Service Solution Architect

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a solution to support a Field Service multiple HVAC companies owned by Southern HVAC. To support the Field Services Technician.
* Design, Configure and develop solutions to support business needs and requirements for mobile use
* Developed multiple invoices, work orders and agreements using mscrm.addons software application.
* Gather business requirements by conducting interview with business stakeholders and subject matter experts.

**LUDIA Consulting November/2019– June/2020**

**Client:** Convergint Technologies, Schaumburg, Il

**Roll:** Microsoft D365 CRM Field Service Solution Architect

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a solution to support a Field Service Specialist on Installing and servicing security and fire systems.
* Design, Configure and develop solutions to support business needs and requirements for mobile use.
* Gather business requirements by conducting interview with business stakeholders and subject matter experts.

**Infosys LTD May/2019 – October/2019**

**Client:** VERTIV, Remote

**Roll:** Sr. Microsoft Field Service Consultant

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a solution to support a LATAM Field Service requirements implementation to support multiple countries.

**Client:** ABS Group, Remote

**Roll:** Lead Field Service Consultant

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design and created a Field Service Mobile demo solution to manage safety, risk, and compliance services.

**Client:** AAA, Orlando FL

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365

* Support the last phase of a 6-month implementation to go live.

**Avanade July/2018 – April/2019**

**Client:** Pulte Home Builder, Tempe AZ

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Lead BA for an upgrade from Dynamics on-prem environment to Dynamics Cloud implementation using an Agile methodology.
* Design a field service to replace a 3rd party service application.

**Client:** Vital Air, Remote

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design and created a Field Service Mobile health solution to manage service and support for home oxygen therapy and sleep apnea treatment. By managing appointments, service request, work orders, equipment service and replacement from their mobile device.

**Client:** Pulte Home Builder, Tempe AZ

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Lead BA for an upgrade from Dynamics on-prem environment to Dynamics Cloud implementation using an Agile methodology.
* Design a field service to replace a 3rd party service application.

**Infosys LTD July/2018 – August/ 2018**

**Client:** Southern California Edison, Pomona, CA

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a solution to capture the sales process from Lead to Contract to interface with Cadebill Telecom billing system.
* Design a solution for the wireless side of Southern California Edison for field technicians to perform upgrades, modifications, and maintenance.

**UST Global June/2018 – June/2018**

**Client:** Otis Elevator, Farmington, CT.

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Evaluate the efforts for a global implementation of Microsoft Field Service.

**Hitachi Solutions November/2017 – May/2018**

**Client:** Tokyo Electron, Tokyo Japan.

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Evaluate current development work being done by Hitachi Solutions of Japan for a Global implementation for Tokyo Electron.
* Design a Solution for Tokyo Electron Field Service technician to be able to Create and manage Work Orders while being offline using RESCO field service application.

**Client:** Pepsi Bottling Ventures, Raleigh-Durham, NC

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a solution using Microsoft Fields Service mobile application and implement a Microsoft Fields Service mobile application to enable Pepsi Field managers to audit and survey store displays of inventory and placements of all products currently being displayed.

**Client:** GEICO Insurance, Remote

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Design a proof-of-concept solution for claim adjuster to take and process claim information for vehicles using the and Microsoft Fields Service mobile application.

**Client:** Lexmark Printers, Lexington, KY

**Roll:** Sr. Microsoft Field Service Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Gather business requirements by conducting interview with business stakeholders and subject matter experts and deliver a functional design document.

**Power Objects April/2016 – December/2016**

**Client:** ETI Equipment, Oklahoma City, OK

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft Dynamics 365 – Field Services.

* Gather business requirements by conducting interview with business stakeholders and subject matter experts and deliver a functional design document.
* Configure Microsoft Dynamics Field Services / Woodford / Resco on various mobile devices to enable Field Services technicians to services and inspect aerial lift truck by following a series of steps depending on service being performed.
* Install and configure a new server instance of Microsoft Dynamics Field Services to services 45 Field Technicians.

**Client:** American Homes for Rent, Las Vegas, NV

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics – Field Services.

* Analyze customer business requirements and process through, interviews and workshops.
* Configure FieldOne Field Services Mobile application for an iPad using FieldOne Woodford solution to enable In-house field technicians to process purchase orders to stock their warehouse.
* Determine a prioritization of functional scope to set Agile sprint plans and release schedules.
* Using JIRA to capture backlog items, defects, and sprint schedule.

**Client:** Lincare Holdings Inc, Clearwater, FL

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics – Field Services.

* Analyze customer business requirements and process through, interviews and workshops.
* Install and configure a new server instance of Microsoft Dynamics Field Services to services small group of Field Technicians before rolling out to a larger group of technicians.
* Attend multiple JAD sessions to collect business requirements for Field Service development.

**Microsoft Corporation April/2014 – April/2016**

**Client:** PNC Bank, Pittsburg, PA

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics – Field Services.

* Facilitate meetings with project stakeholders and presales Team to determine project scope and application requirements for Lead to Sale, Cross Sell and Upsell Service.
* Gather requirements to Build, Design and configure an extensive presale demo-based customer pre-determined scenario.

**Client:** American Homes for Rent, Las Vegas,

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics – Field Services.

* Determine a prioritization of functional scope and work the business stakeholders to set Agile sprint plans and release schedules.
* Configure FieldOne Field Services Mobile application on an iPad using FieldOne Woodford solution to enable In-house field technicians to complete Move Out and Turn work orders based on a dynamic set of scheduled tasks.
* Determine a prioritization of functional scope to set Agile sprint plans and release schedules.
* Using JIRA to capture backlog items, defects, and sprint schedule.
* Install, configure a new server instance of Microsoft Dynamics Field Services to services 15 Field Technicians to before rolling Field Service nationally.

**Microsoft Corporation (Continued) April/2014 – April/2016**

**Client:** First Responder Network Administrators, Washington DC

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics

* Capture requirement to implement the handling of event management to deliver a formal Functional Design Document as part of presales requirements.
* Configure Account and Contact entity based on captured requirements.
* Configure and design a solution to manage attendees, speakers, event documentations and agenda.

**Client:** Veterans Administration – Loan Guaranty, Tampa, FL

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics

* Responsible for creating a functional solution document and design to integrate 3rd party applications and legacy system for a presales proof of concept engagement.
* Capture requirements to modernize customer service representatives’ desktops application using on-prem Dynamics CRM and improve the speed, accuracy, and efficiency in which information is exchanged between Veterans, their families.

**Client:** Michigan Department of Corrections, Lansing, MI

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Microsoft CRM Dynamics

* Responsible for managing and coordinating the deployment of the various CRM build sprints builds solutions into 8 environments.

**Eagle Creek Software Services May/2010 – January/2014**

**Client:** L3 Communications, Boston, Ma

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Siebel 8.1.10 Field Services.

* Work with the client Subject Matter Expert and project stakeholders to assess and perform a health check of the existing Siebel application.
* Responsible for reviewing functional documents and making sure functionality deployed in Products meets business vision.
* Works closely with L-3 business SMEs
* Document major gaps between production repositories and document GAPS from out of the box Siebel Application.

**Client:** Independent Health, Buffalo, NY

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Siebel 8.1.1 Sales implementation.

* Create Documentation and training material for a new Siebel Sales implementation.
* Work with the Independent Health business leads to develop material to help client transition from Salesforce.com to Siebel sales.

**Client:** State of Oregon, Portland, OR

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Siebel 8.2 implementation.

* Act as a Liaison between the state business SME’s and the development team to assist them in completing development requirements and develop appropriate sprints.
* Interview business stakeholders to formulate current business process.
* Transpose government business requirements for eligibility and enrollment for the Healthcare Reform Exchange implementation. Into functional design documents.
* Discuss with EDI design/development team the various EDI transactions scenarios for enrollment, disenrollment, and maintenance transaction records (e.g., 834, 820).
* Capture all test & development issues along with business process gaps using JIRA (Issue tracking product).
* Understand Federal Governments policy and procedures for the Healthcare Reform requirements for the implementing the Healthcare Exchange.

**Client:** American Red Cross, Remote

**Roll:** Lead Consultant

**Environment:** Siebel CRM 8.1.1.3 and OBIEE

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* Managed a team of 10 developers and architects for solution design, development, and issue resolution.
* Lead the prioritization of system stabilization efforts and represent the business in the release planning process.
* Coordinate migration process in all environments.

**Eagle Creek Software Services (Continued) May/2010 – January/2014**

**Client:** State of Vermont, Burlington, VT

**Roll:** Sr. Functional Consultant / Business Analyst

**Environment:** Siebel 8.2 implementation.

* Collaborate with State of Vermont SMEs to implement the State’s Health Insurance Exchange using Oracle's (CTO) Configure to Order Solution process.
* Interview business stakeholders to formulate current business process.
* Document as-is processes in to develop the to-be processes using the Federal Governments policy and procedures for the implementing the Healthcare Reform Exchange.
* Participated in requirements gathering sessions with insurance issuers and State of Vermont insurance experts and the various EDI transaction records.
* Collaborate in solution and design to develop the eligibility and enrollment process.

**Client:** Stewart Title Insurance, Houston, TX

**Roll:** Sr. Business Analyst

**Environment:** Siebel 8.1 implementation.

* Design a solution to incorporate the multiple application systems and platforms under one common Siebel Application.
* Interact with the internal management to understand business requirements and proposing solutions.
* Collaborate with developers and Business subject matter experts to establish the technical design vision and analyze tradeoffs between usability and business needs.
* Compose Siebel FDD (Functional Design Document) to support proposed design for screens, views, workflows, and another Siebel functionality.
* Log & Track all issues during testing phase.
* Communicate with technical staff and business partners and analyze the business requirements.
* Coordinate iteration cycles by tracking related issues, requirements and development build task using Microsoft TFS application.
* Be a liaison between the business units, Development team and Quality Assurance team.
* Mentor Client BA’s on Siebel best practice and functionality.
* Demonstrate new design functionality to the Business team based on proposed design.

**Client:** Keurig, Incorporated, Boston, MA

**Roll:** Lead Consultant

**Environment:** Oracle Siebel On-prem 7.7 to 8.1 upgrade.

* Lead efforts to produce requirements documentation and solution designs and assessment to meet the business needs for a hybrid solution of Web, PeopleSoft, and Siebel.
* Work with call center agents to understand pain points throughout the various call scenarios.
* Interview business stakeholders to formulate current business process.
* Assist with the interpretation of requirements into feasible options and communicate options to the stakeholders.
* Recommended solutions to integrate PeopleSoft Data, Web Data in to a Siebel 8.1 environment

**Client:** Emerson Corporation, Eden Prairie, MN.

**Roll:** Sr. Business Analyst

**Environment:** Oracle CRM On-demand R19

* Responsible for gathering requirements and functional design of a multi lingual, global implementation.
* Recommend solution and best practices for client’s needs based on requirements gathered for the global implementation.

**Eagle Creek Software Services (Continued) May/2010 – January/2014**

**Client:** Eaton Corporation, Cleveland, OH.

**Roll:** Program Manager

**Environment:** Siebel CRM On-prem 8.1.1.3

* Manage Team responsible for design, development, and assessment of a multi-phase, multi lingual, and multi-Org global implementation.
* Review functional design requirements to determine implementation feasibility of technical design and development using Siebel workflows and Siebel tools best practices
* Log & Track all issues during testing stage.
* Responsible for overseeing unit testing, system testing and migration to QA and production environments
* Interface with the Eaton’s project teams on a day-to-day basis on development status and project status.

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**Client:** CIBA Vision, Duluth, GA.

**Roll:** Lead Consultant

**Environment:** Siebel Life & Science On-prem 7.8.2.3

* Managed an offsite team of 3 from our resource center. To enhance current functionality of Siebel Life & Science
* Responsible for assessment, design, test, and implementation of various requirements as part of the initial RFP to support remote and in-house sales.
* Mentored offsite resource staff on Siebel best practices and troubleshooting techniques.

**Oracle July/2006 - November/2008**

**Client:** Lee County Public Schools, Fort Myers, FL.

**Roll:** Principal Consultant

**Environment:** PeopleSoft 9.0

* Responsible for integration design to enable the use of Time & Labor, Absence Management and PeopleSoft HCM 9.0 to interface HRMS 8.3 payable time from Time and Labor tables in PS 9.0. The integration design uses Application Messaging on HRMS 8.3 and Integration Broker on HCM 9.0 for selected table. The delivered PS 8.48 component interface is used to populate Absence Management.

**Client:** Entergy, New Orleans, LA.

**Roll:** Principal Consultant

**Environment:** PeopleSoft 9.0

* Responsible for technical design of various conversions of 3rd party vendor files along with Client legacy files to PeopleSoft Application

**Client:** Washington Court System, Seattle, WA.

**Roll:** Principal Consultant

**Environment:** PeopleSoft 9.0

* Responsible to integrate PeopleSoft, Siebel and iNovah to PeopleSoft Account Receivable system for a presales proof of concept using PeopleSoft Integration broker 8.48.

**Client:** Compass Bank, Birmingham, AL.

**Roll:** Principal Consultant

**Environment:** *Siebel Financial Services On-prem 8.0*

* Responsible for configuring and troubleshooting various issues evolved in upgrading from 7.5.3 to 8.0 release.
* Modified various UI’s to synchronize upgrade changes. Verified and modified all QA findings and identified needed changes.
* Work closely with Client development team to log and track issues and resolve log issues.

**Oracle (Continued) July/2006 - November/2008**

**Client:** District of Columbia Government, Washington DC

**Roll:** Principal Consultant

**Environment:** PeopleSoft 8.8

* Responsible for assessing design of Database, Time & Labor, & Payroll Application for Production Deployment

**Client:** Citrix Communications, Fort Lauderdale, FL.

**Roll:** Principal Consultant

**Environment:** Siebel Financial Services On-prem 8.0

* Responsible for providing integration strategy document for a presales proof of concept. Provide data flow diagram from client’s current legacy system to Siebel EIM.

**Client:** TIAA-CREF, Charlotte, NC.

**Roll:** Principal Consultant

**Environment:** Siebel Financial Services On-prem 7.8

* Responsible for configuring and troubleshooting various issues evolved in upgrading from 7.5.3 to 7.8.3 with a heavily modified release.
* Log & track issue during system test using client proprietary software to resolve defects in the environment and obtain a zero-defect implementation.
* Modified various UI’s to synchronize upgrade changes. Verified and modified all QA findings and identified needed changes.
* Created pick lists, links, and joins.

**Eagle Creek Software Services January/2006 – July/2006**

**Client:** Serono Pharmaceuticals, Boston, MA

**Roll:** Lead Consultant

**Environment:** Siebel ePharma 7.5.3

* Log, track and resolved bugs during testing and provided production support upon implementation.
* Configure new Call Center (ePharma 7.5.3) screens. Along with various correspondence documents, and Smart scripts on an Oracle platform to interface with FDA reporting software for a pharmaceutical company.
* Created pick lists, links, and joins.
* Use Siebel Tools to modify applets, views, and screens to meet client requirements.

**Client:** Social Service & Workman’s Comp, Montreal, CN

**Roll:** Lead Consultant

**Environment:** Siebel Financial Services On-prem 7.8.3

* Created Turnkey Prototype for Social Service and workman’s comp for Canada.
* Developed various Smart scripts and correspondence documents for a Multilanguage (French, English) Public Sector Siebel 7.8 implementation.

**NSA Consulting Services November/2003 – November/2005**

**Client:** Connextions – Health, Orlando, FL

**Roll:** Senior Siebel Developer

**Environment:** Siebel 7.5.3 Financials

* Design and Develop call center applications via Siebel for various health care organizations.
* Maintained business rules using various Siebel business service programs that are used in conjunction with the List of Values table to control business rules, scripting, and printing.
* Implement Siebel 7.53 FINS call center on a MS SQL Server platform for Presbyterian Healthcare Services & United Healthcare to support in bound and out bound sales call to complete the sales and enrollment process, or to follow up on partially completed or lapsed applications. Along with schedule field sales rep appointments and community "Town Hall" Meetings
* Design multiple screens and views to accept various fields from a VBC.
* Develop custom screens and views to interface via XML with a .net front-end.

**NSA Consulting Services (Continued) November/2003 – November/2005**

* Develop and Design multiple SmartScript for a Healthcare call center to enter Healthcare Insurance Applications.
* Create various EIM routines to off load tables.
* Administer Siebel roles, responsibility, views & users.

**Client:** Cendant-TRG, Orlando, FL

**Roll:** Senior Mainframe Developer

**Environment:** MVS/DOS

* Develop various CICS screens using Micro Focus Cobol on a legacy system to track and maintain a Return Item Fee process.
* Convert various online and batch COBOL programs to use a generated key instead of SSN due to the Privacy Act.
* Maintained, develop and trouble shoot online programs on a legacy system for a billing and reservation application.

**Client:** United Health Care, Basking Ridge, NJ.

**Roll:** Senior Siebel Developer

**Environment:** *Siebel 7.5.3 Financials*

* Perform Preliminary GAP analysis, effort, and sizing to implement a 500-seat call center.
* Participated in the various meeting to discuss implementation efforts and our findings along with Siebel approaches and Siebel roadmap in implementing a Siebel call center using Siebel’s Healthcare vertical.
* Discuss various staffing issues along with their roles and responsibilities.
* Discuss various approached in integrating existing legacy data and workflows in to Siebel and PeopleSoft.
* Modified various UI’s to synchronize upgrade changes. Verified and modified all QA findings and identified needed changes.
* Work closely with Client development team to resolve issues.

IBM Global Services June/1997 – November/2003

**Client:** Pitney Bowes, Stamford, NY.

**Roll:** IT Specialists

**Environment:** *Siebel 7.5.3 Call Center*

* Gather requirements definition, mapping & gap analysis.
* Design business process solution for client’s needs based on requirements gathered and best practice.
* Provide Testing strategy documentation and post implementation support.

**Client:** Lockheed Martin, Orlando, FL.

**Roll:** IT Specialists

**Environment:** *Siebel 7.5.3 Call Center*

* Developed a presales Proof of Concept Demo and technical assessment against their business process to demonstrate the capabilities of the Siebel Application.
* Participated in the various meeting to gather requirements to create a functional design. Using Siebel best practice and Siebel’s road map.

**Client:** Express Scripts, St Louis, MO.

**Roll:** IT Specialists

**Environment:** *Siebel 7.5.2 Call Center*

* Lead Developer for a Siebel 7.52 Call Center implementation.
* Assisted in estimating efforts for FR’s (Functional Requests) efforts.
* Tracked FR status for project scope and timeline.
* Assisted and lead team in testing procedures along with developing test scripts prior to user acceptance testing. Designed and configured various user screens.

IBM Global Services (Continue) June/1997 – November/2003

**Client:** Honeywell, Phoenix, AZ.

**Roll:** IT Specialists

**Environment:** *Siebel 7.5.2 Field Service*

* Gather requirements definition, mapping & gap analysis.
* Design business process solution for client’s needs based on requirements gathered and best practice.

**Client:** Conagra Foods, Omaha, NE.

**Roll:** IT Specialists

**Environment:** CAS iSales

* Developer for a CAS iSales for presales proof of concept demo.
* Participated in meetings to gather information.
* Designed and present a demo based on user requirements. By developing new screens and views to better meet the needs of the client.
* Participated in designing new project enablement methodologies to implement application.

**Client:** Xcel Energy, Denver, CO.

**Roll:** IT Specialists

**Environment:** Siebel 7.5 Call Center

* Developer for a Siebel 2000 Call Center presales proof of concept demo.
* Participated in requirement gathering meetings with client to narrow the scope of requirements.
* Designed and presented a demo based on requirements.
* Use Siebel Tools to modify applets, views, and screens to meet client requirements.
* Developed testing procedures documentation along with test scripts to assist in the testing procedure.

**Client:** Advance PCS, Scottsdale, AZ.

**Roll**: IT Specialists

**Environment:** Siebel 7.5 Call Center

* Developer/Mentor for a Siebel 7.5. Call Center implementation.
* Participated in launch meetings and information gathering.
* Developed a demo to demonstrate the capabilities of Siebel to the client.
* Assisted development staff in UI and VBC configuration of Siebel application.
* Mentor the development team of 6,
* Design and develop the high complexity part of the application and worked with the test team to help build test plan for the application.
* Made some recommendations to the application architect during the design phase, based on my past- experience with other client’s implementations.

**Client:** Blue Cross Blue Shield of Chicago, Chicago, IL.

**Roll:** IT Specialists

**Environment:** Siebel 7.5 Insurance Vertical

* Developer for a Siebel 2000 Insurance vertical demo.
* Participated in launch meetings and information gathering, through to use of IBM’s project enablement methodologies.
* Designed and presented a demo based on user requirements. By developing new screens and views to better meet the needs of the client.

**Client:** Lexis-Nexis, Dayton, OH.

**Roll:** IT Specialists

**Environment:** Siebel 2000 Call Center

* Provide Testing strategy documentation and post implementation support.
* Assisted with integration, system, and User Acceptance Testing (UAT)
* Develop Text Scripts based on implementation requirements and Statement of Work.

IBM Global Services (Continue) June/1997 – November/2003

**Client:** IBM Web Hosting, Tampa, FL.

**Roll:** IT Specialists

**Environment:** Siebel 2000 Call Center

* Developer for a Siebel 2000 Field Service Project.
* Participated in the launch meetings where preliminaries work such as current process flows were done and where the procedures for documentation of the project were developed.
* Involved in functional and technical sizing of the first release of the project.
* Developed new screens and views to better meet the needs of the business. In conjunction configured changes to create applets, dynamic applets, various database changes, business components and some exposure to e-scripts, extend the tables to add pick lists and to do dynamic toggling. All these changes were implemented on a DB2 environment.

**Client:** Veterans Administration, Washington DC.

**Roll:** IT Specialists

**Environment:** PeopleSoft 6 HR

* Convert from Informix Database to DB2/MVS Database
* Modify various Convoy generated SQR to execute on the DB2 platform.
* Convert UNIX Corn shells to MVS JCL.

**Client:** Eckerd Drugs, Tampa, FL.

**Roll:** IT Specialists

**Environment:** PeopleSoft 6 HR/ Payroll

* Implementation of H.R. PeopleSoft 7.5
* Create 3rd party interfaces for various medical providers also to create and modify various PeopleSoft screens for variable pay calculations and reporting.
* Converting from MVS VSAM to PeopleSoft Payroll, H.R. Version 6.1 on a UNIX platform using ORACLE
* Created various interfaces from the current H.R. and Payroll systems on the mainframe to the corresponding PeopleSoft systems. Perform analysis and designs for the various Mainframe/PeopleSoft interfaces. Along with working closely with PeopleSoft design team and end-users. Create various PeopleSoft reports for H.R.

### PREVIOUS EXPERIENCE

April 1997 – November 1997 Computer Horizons Senior Y2K Solutions Consultants

September 1996 – April 1997 Ciber Consulting Senior Y2K Assessment Manager

February 1995 – September 1996 Ciber Consulting Sr. Programmer Analyst Consultant

June 1994 – February 1995 Computer Associates Sr. Programmer Analyst Consultant

May 1994 – June 1994 Sun-Tek Consultant Sr. Programmer Analyst Consultant

September 1993 – April 1994 Sun-Tek Consultant Sr. Programmer Analyst

August 1993 – September 1993 Essex Consulting Inc. Sr. Programmer Analyst

February 1993 – July 1993 Computer People Sr. Programmer Analyst

March 1989 – February 1993 John Alden Insurance Sr. Programmer Analyst

June 1988 – February 1989 ABC Distributing Sr. Programmer Analyst

December 1986 – March 1988 Southeast Bank Mortgage Co. Sr. Programmer Analyst

August 1984 – December 1986 CD Medical Programmer Analyst

January 1984 – July 1984 Real Estate Data Inc. Application Programmer

October 1981 – January 1984 South East Bank Application Programmer

### EDUCATION & TRAINING

Miami Dade College, Associate in Computer Science

Miami Dade College, Certificate degree in Computer Science

Microsoft FastTrack

Microsoft Dynamics CRM

Microsoft Dynamics Field Service

FieldOne Field Services

Microsoft Dynamics 365 for Sales

Microsoft Dynamics 365 Customization and Configuration

Siebel, Partner Academy Version 99.5

Siebel, eBusiness Application Integration

Siebel, Requirements Mapping - Siebel 7

Siebel, Analytics - Siebel 7

Siebel, Essentials 7.7

Siebel, Marketing Server Architect 7.7

Siebel, Marketing Manager 7.7

SOA Suite 10g Orchestration

PeopleSoft 8.9 Time and Labor Technical Rules

PeopleSoft 8.44 Application Engine

PeopleSoft 8.48, Security

PeopleSoft 8.48, Integration Broker

PeopleSoft 7, PeopleTools I, II, PeopleCode, SQL/SQR

PeopleSoft 6 & 7, HR, Payroll, and Benefits Administration

PeopleSoft 6 & 7, Intro to HR and Benefits administration

PeopleSoft 7 SQL/SQR

### LANGUAGES

**• English • Spanish • US Citizen**