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| **PROFESSIONAL SUMMARY** |

An innovator thinking beyond technology as a solution but thinking about the customer experience using products and services to transform business to resolve issues leading to a competitive advantage.

Designing digital transformation start with people, then focus on the needs and desires of human end users, then work backward. Understanding the customer experience first helps to address, empathize, and understand all the touchpoints of a customer interaction; marketing campaign, chatbots, salespeople, and first experience with company's products and services. Then look at how technology can deliver an exceptional customer experience.

Companies that do transform digitally create highly engaged customer and these customers are:

* 6x more likely to try a new product or service from their preferred brand.
* 4x more likely to have referred your brand.
* 2x more likely to purchase your brand even if the competitor has a better product or price.

A highly engaged customer will buy 90% more frequent, will spend 60% more per purchase, and have 3x higher annual value.

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| EXPERIENCE |
| Plus Delta 314Success Manager | St. Louis, MO**September 2020 – Current** |

* Work with the customer to boost client experience, user satisfaction, and user adoption.
* Collaborate with each Line of Business to identify any digital efficiencies to streamline business operations.
* Improve profitability.
* Gather business and technical requirements collaborating with stakeholders and subject matter experts to understand the user experience and requirements and then document those requirements.
* Develop project plans and risk mitigation plans to deliver a Business Applications (CRM) to improve the user experience and improve user adoption.
* Utilize proven change management frameworks to assist customers navigate their digital transformation changes in ways that are engaging and empowering.
* Provide coaching and guidance on the best practices to achieve high user adoption with communication planning, feedback loops, end user and super user training, and post go-live support.
* High performance project planning to support each phase of a client’s project, from requirements gather to post go-life support. Define KPIs as part of project planning and you will be able to monitor and report on project tasks and milestones.
* Engage members to provide a value-centric people approach to digital transformation.

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| CambayVice President of Solutions Architect | Katy, TX**May 2020 – September 2020** |

* Own the strategy for Azure, Modern Workplace, and Business Applications (Microsoft 3 clouds) practices.
* Develop long-term digital strategic plan helping our customer implement solutions leveraging all 3 of Microsoft clouds.
* Provides critical thought leadership and expertise to drive improved business results related to digital investments.
* Worked with Marketing on cross-channel digital marketing for a cohesive digital strategy, including website, search engine marketing, email, test, social media, and blogs to build the brand, drive digital sales, educate, and support overall business objectives.
* Supervision and career development of Practice Managers for Azure, Modern Workplace, and Business Applications with mentoring and providing development opportunities such as job shadowing, special projects, and training.
* Ensure a framework is in place to monitor, forecast and prioritize the overall work/portfolio of projects.
* Lead and deliver customer projects on scope, on schedule, and on budget. Identification of risks and implementation of mitigation plans.
* Provide ongoing support to our customers.
* Work with our customers to develop a digital transformation roadmap for digital transformation.
* Advising customers senior and executive-level stakeholders on digital strategies and opportunities.
* Presenting tactical versus strategic focus options to meet business needs.
* Creates the infrastructure, leveraging external support as appropriate, to lead and manage our customers Digital organization investments and value delivered, as committed to in the SOW.
* Distinctive strategic mindset and ability to prioritize and delegate high numbers of tasks with varying workload and importance.

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| Covenant Technology PartnersSr. Business Application Practice ManagerCRM Practice Manager | St. Louis, MO**January 2018 – May 2020****March 2015 – December 2017** |

* Hired to build the Dynamics CRM practice from the ground up.
* 2015 revenue goal was $250K - actual revenue generated was over $600K. 2016 revenue goal was $800K - actual revenue was over $1.25 Million. 2017 revenue goal was $1.25 Million – actual revenue was over $2.125 Million.
* Aligned with Microsoft and established Covenant as a leader in Customer Engagement (CRM) in the Midwest.
* Expand the Business Applications practice to include Business Central and Finance and Operations.
* Developed key partnerships and ISVs, both onshore and offshore, to augment our team’s skills.
* Worked with enterprise customers to develop 2-5-year roadmaps for their digital transformation that would have outcomes that measurable.
* Collaborated with stakeholders (Operations, Compliance, Implementation, IT, etc.) to develop and implement a business vision through technology.
* Engaged with stakeholders to achieve business and transformation outcomes in measurable ways. Developed a partnership relationship with the customer to for a Win-Win environment.
* Worked with the Marketing team to expand our awareness into the community. Hosted community events to educate and build brand awareness.
* Completed the Microsoft Challenger sales approach be able to align with Microsoft and improve close rates.
* Developed a rate card which included technology and resources by skills.
* Worked with Sales to identify customer pain and to develop a roadmap/vision for their digital transformation. Started with the customer and defining their business problems, then determine how apply the different technologies.
* As part of the sales process, would develop a Work Breakdown Structure (WBS) project plan that included tasks, technology, and resources to deliver a project.
* Wrote SOWs which with a Summary, In-Scope, Out-of-Scope, Assumptions, Stakeholders, Timeline, Methodology, and Investment for acceptance.
* Implemented an active Risk Management, we would identify risk prior to a project start and manage those risks throughout the life of the project.
* Adopted a new delivery methodology/framework incorporating Agile to improve delivery and client satisfaction. The delivery method improved our business processes, ensured repeatability, and user adoption of projects.
* Implemented delivery standards for Functional and Technical team.
* Lead transformation and delivery across multiple customer and multiple Line of Businesses to reduce hardware, IT support, improve performance, and customer experience.
* Worked closely with Project Management to ensure project communications to the project team, Sponsors, Stake Holders, Steering Committee, and Executives.
* Developed a simple 1-page status report on Scope, Schedule, and Budget. This includes project details and RAID (Risk, Action, Issues, and Decisions).
* Each phase of a project there would be a PM and Architecture audits to ensure that the project meets the highest quality.
* Adopted Change Management as part of all project. This is critical to the project success and to user adoption.
* Improved user training by adding video’s and Guided Learning directly into each solution.
* Developed Intellectual Property (IP); custom solutions and a toolkit that could be install with each deployment. IP with digital disruptor.

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| Buzzer ConsultingSenior CRM Architect | St. Louis, MO **June 2005 – December 2017** |

* Performed vendor selection for a new Sales Customer Relationship Management deployment.
* Gathered the business requirement working with the subject matter experts.
* Documented the business and technical requirements.
* Project managed the project, performed unit testing, documented use cases, and conducted user acceptance, developed training material, scheduled user training for over 250 end users, conducted final training.
* Architected and implement an integration with AS/400.
* On-going support and enhancements; adding Customer Service for the Help Desk, custom reports, surveys, and notifications.
* Preformed extensive performance tuning of the entities, IIS, and SQL Server; this was to improve the users experience with CRM.

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| Turnkey TechnologyDirector of CRM Development | St. Louis, MO **May 2014 – March 2015** |

* Hired to bring stability to a struggling CRM practice.
* Evaluate the team’s functional and technical skills and developed a development plan for each team member.
* Assessed the projects and determine the status and skills needed to complete. Built a plan to deliver each project with resources and technology.
* Wrote the Job Requirements and worked with HR and Recruiting Firms to hire any gaps.
* Responsible for the architecting and delivery of all existing and new projects.
* Implemented coding standards for all phases of development.
* Build in CRM an estimating tool that would generate a Quote, SOW, and MSA (Master Service Agreement), and NDA.

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| Aspect (Formerly Quilogy)Development Manager & ArchitectSenior CRM Developer | St. Louis, MO **January 2010 – May 2014****January 2007 – January 2010** |

* Responsible for the architecture, development, and deployment of all projects.
* Managed a team of developers, Project Managers, Quality Assurance, and Trainers.
* Worked as a Pre-Sales Solution Architect to determine and write the scope of the project and develop a Statement of Work (SOW).
* Collaborated with the customer to define the business requirements and technical requirements.
* Agile was used to deliver a project.
* Managed 5-6 projects concurrently.
* Implemented coding standards for technical development.
* Performed code reviews to ensure quality of our deliverables.
* Would travel up to 90%.
* On-premises deployments would require designing the infrastructure, worked with the customer’s IT department, and setup and installations of servers.
* Experience performance troubleshooter.
* Managed customer support for our customers on production issues from server’s down, network issues, performance issues, to helping the customer with configurations and security issues.

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| **ADDITIONAL EXPERIENCE** |  | **EDUCATION** |
| **CenturyLink (Formerly Savvis Inc.)**Director of CRM Development Jun 2004 – Jun 2005Lead ERP/CRM Developer Jun 2002 – Jun 2004**Impact Technologies, Inc.**Senior CRM Jun 1999 – Jun 2002**Tapestry Integration Specialist, Inc.**Sr. Team Lead Mar 1997 – Jun 1999Computer Telephony Integration**Equifax (Formerly TALX)**Interactive Voice Response Sr. Engineer Nov 1995 – Mar 1997**FlightSafety International**Flight Simulator Programmer/Tech. Nov 1989 – Nov 1995**Bryan Institute**Lead Instructor Jul 1986 – Nov 1989**McDonnell Douglas – MACAIR**Developer Jan 1982 – Aug 1982 |  | University of Missouri – ColumbiaAugust 1980 - June 1986Electrical Engineering and Computer EngineeringFlorissant Community College, Florissant, MOJanuary 1980 - August 1984General CoursesUniversity of Missouri – St. LouisJanuary 1981 - August 1983General Courses |

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| **Certifications** |  | **Skills** |
| Microsoft Certifications* Microsoft Service Adoption Specialist
* Microsoft Certified Solutions Associate: Dynamics 365
* Microsoft Certified Solutions Expert: Business Applications
* MB5-705: Managing Microsoft Dynamics Implementations
* MB2-877: Microsoft Dynamics for 365 Field Service
* MB2-720: Functional Application in Microsoft Dynamics Marketing
* MB2-718: Microsoft Dynamics 365 for Customer Service
* MB2-717: Microsoft Dynamics for Sales
* MB2-716: Microsoft Dynamics 365 Customization and Configurations
* MB2-715: Microsoft Dynamics 365 Customer Engagement Online Deployment
* MB2-715: Microsoft Dynamics 365 Customer Engagement Online Deployment
* MB2-713: Microsoft Dynamics CRM 2016 Sales
* MB2-712: Microsoft Dynamics CRM 2016 Customization and Configuration
* MB2-708: Microsoft Dynamics CRM Installation
* MB2-706: Microsoft Dynamics CRM Online Deployment
* MB2-704: Microsoft Specialist: Microsoft Dynamics CRM 2016 Sales
* MB2-703: Microsoft Dynamics CRM 2013 Customization and Configuration
* MB2-702: Microsoft Dynamics CRM 2013 Deployment
* MB2-701: Extending Microsoft Dynamics CRM 2013
* MB2-700: Microsoft Dynamics CRM 2013 Applications
 |  | Dynamics, Power Automate, Power Apps, CDS/CDM, Sales, Customer Service, Field Service, Project Automate, Healthcare, and MarketingEMR, EHRs, and HL7CRM: Microsoft Dynamic CRM (3.0, 4.0, 2011, 2013, 2015, 2016, D365), Vantive, Remedy, PeopleSoft, Siebel, and SAPProgramming Languages: Assembler, Basic, .Net, Visual Basic, VBA, C, C++, Visual C, FORTRAN, VB Script, Java Script, CGI, Perl, HTML, ASP, T-SQL, XML, XSL, and XSLT.Integration: SSIS, Scribe, Kingswaysoft, Data Factory, Azure Integrations, Service Bus,Telephony: ScriptBuilder®, TAS, DIP’s, TALXWare®, BrookTrout Show N’ Tel®, CallPaths and PassageWayDatabase: MS SQL, Oracle, SQL\*Plus and PL/SQL, FoxPro, Visual FoxPro, dBase, Visual dBase, and Microsoft Access.Scripts: Batch and Unix Shell scripts.MAPI, TAPI, TSAPI, JTAPI, and CDO (CDONT)Sockets, routers, ftp, and TCP/IPWindows, DOS, UNIX, OS/2, RT-11, Novel Server, Networking Equipment, LANtastic, PC’s and Clones, IBM (370, 360, and AS/400) DEC VAX, PDP (1145, 1155, and 3780), and GP-4. |
| Dale Carnegie* Diplomat, Level 1
* Disagree Agreeably
* Effective Communicator, Level 1
* Communicate with Different Personality Styles
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