**Jamie Gunn**   
**Technology Leader Driving Quantifiable Value  
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**SUMMARY**

18+ years’ experience in leading and driving quantifiable value as department, project, and team leader. Expert ability to drive and implement large scale, complex and enterprise level projects. Experienced in driving a multimillion-dollar P&L, staffing decisions, and driving positive ROI. Deep experience in leading, designing, and developing custom software solutions for both client facing and operational users. Strong design experience in developing cloud readiness, software solutions targeting cloud native architectures, integration. Expert ability to drive business & technology TCO. Strong ability to drive culture and enhance a team-first oriented environment.

**Strengths:**

* Driving adoption of new technologies, processes, and products
* Driving a “Self-Service” technology / solution mindset
* Technology team leadership by leading through empathy via Agile methods
* Product development (Product / Market Fit)
* Enterprise Integration design & implementation
* Cloud Readiness – Inception to delivery
* TCO / ROI / data driven decision making
* Technology multi-year roadmap development / Enterprise Architecture
* Budgeting, Project Plans, Staffing Models, Procurement

**Technology / Product Leader:** 15+ years’ experience in driving technology strategy from a project to the entire organization. Infrastructure and software architecture.

* Cloud Readiness / Governance / Adoption
* DevOps competency implementation
* ERP / CRM implementation
* Architecture / Event driven patterns / Microservices / API
* Predictive Analytics
* Complex enterprise integration patterns
* Cloud security design
* Custom software craftsmanship expertise
* Strong understanding of the following business domains: Electronic Payments, Warranty / Insurance, Financial, Transportation, Logistics, Healthcare, Hospitality, and Engineering

**TECHNOLOGIES**

Azure Cloud (DevOps, App Services, Functions, Messaging, Storage, CosmosDB, SQL Database, AzureML, AKS, DataBricks, Synapse, Data Factory, Security Center, Sentinel), AWS Cloud (Lambda, DynamoDB, S3, CloudFront, EC2, etc.), Talend, IBM MQ (7,8,9), Oracle Weblogic, IBM ODM, IBM DataPower, Informatica PowerCenter / PowerExchange, Managed File Transfer (MFT) Mulesoft (3.x / 4.x), BizTalk 2008, 2015, MongoDB, ServiceNow, Hashicorp Vault, C#, Java, ReactJS, AngularJS, SQL Server, NodeJS, Python, Salesforce, ServiceNow, ACH, EDI

**JM Family Deerfield Beach, FL 12/17 – Current**

**Enterprise Integration Technology Architect**

* **Project: Azure PaaS Platform Implementation / CCOE**

**Role: Agile Leadership / Enterprise Architecture**

Established a need for a true cloud native platform that aligned with current business processes, while increasing velocity of delivery and significantly reducing business as usual costs.  
  
Resulted in the development of a Cloud Center of Excellence (CCOE) team, formed across multiple teams / departments across the organization, generated a “cloud operating model” - adjusting organizational expectations, updated prior understanding of RACI expectations for technology readiness which has enabled true technology ownership of an entire platform and significant velocity improvement of 66% for software development activities. Cost of providing (for both build / run) service is less than 50% TCO than existing cloud strategy and on-prem environments.  
  
Tactically, drove an agile team of 15+ members across the following functions: (integration, data, security, operations, support, development, business units) to create an operationally ready technology platform using the Azure stack. Work products consisted of development of product principles, scope, project plan, technology selection, organizational training, organizational change management, communication plan, budgeting and overall architecture decisions.  
  
Additionally, platform has also set the foundation for Data Science activities, including data movement, model building, and consumption activities. Development of completely self-service MLOps model that allows Data Scientists to independently deploy their models and allow for consumption via API.   
  
The technology end result was a self-service environment that has allowed the development teams to move with a measured 66% increase in velocity with all artifacts controlled via tagging to allow for cost controls and the ability to roll-up transactions at a business function level (e.g. what does it cost to fund a contract). Environment is completely controlled via automation policy, tagging, naming convention, and discrete environments.   
  
All services are deployed via 100% automation leveraging Azure DevOps capability to enable appropriate security mechanisms, approval gates, etc. Integration with ServiceNow provides automation of creation of incident tickets and ability to provide root cause analysis of applications.

Recognized by Microsoft as a top 1% implementer, invited to do many Microsoft internal  
presentations, partnered with Microsoft to do a Case Study on successful Cloud implementation

* **Project: Technology Release Management**

**Role: Technology Product Management / Stack Architect**

Design and implementation of a Release Management program that drove the maturity and rationalization of our service/product offerings (over 300 technologies in the catalog) through a transparent, efficient, and predictable delivery model. Generated an agile process (modified version of SAFe) that enabled the organization to understand when technologies and their feature sets would be available. This established process measured release quality and tracked defects to establish a baseline to support project defect reduction.   
  
Work products included providing advance, published, product lifecycle management information to customers including service catalog definitions, maturity assessments, capability roadmaps, and service KPIs to drive defect reduction.

Measurable outputs included: updating all prioritized technologies to the latest version, quarterly release schedule, defect management, and technology roadmaps. Development of TCO process to drive rationalization of technology update / purchase decisions.

This has been established as the process that drives Cloud Ready and On-Prem technology strategy, over $20 MM in spend and over 50 associates / contractors.

* **Project: Integration Technology Readiness  
  Role: Enterprise Technology Architecture / Product Ownership**Design and creation of agile product team processes and standards that define readiness for technology to be adopted. Development of light agile teams and processes that guide the implementation of technologies.   
    
  Drove a total of 7 agile teams that implemented the JM integration strategy. Technologies included: Mulesoft CloudHub, IBM MQ, Oracle Websphere, IBM DataPower, and IBM ODM.   
    
  Products integrate from legacy mainframe, legacy database(s) / data warehouses, 3rd party sources, Salesforce, ServiceNow, financial systems and custom internal applications. Additionally drove 2 agile teams to develop Cloud Governance around our patch management / data protection capabilities.

Work products included: Scoping, Capacity Planning, Budgeting, and daily staff management.

Development of custom CI/CD pipelines creating customer self-service for Mulesoft, self-service request   
 forms for IBM MQ and enhancement of existing processes for the other products. Reduction in admin /   
 engineering costs by over 50% (labor rates) because of automation and the crystallization of processes. Development of integration patterns, security patterns, batch and event driven capability.   
  
 Team size averaged 4-5 and additionally directly managed 4 different vendors.

* **Role: Solution / Technology Architecture Oversight**Provided technical guidance for a variety of projects in the following domain(s)
  + Banking / Payments – ACH, wire transfers, EDI (various formats)
  + Warranty – Predictive analytics, accounting
  + Logistics – Customization of vehicles, tracking parts, shipping vehicles
  + Human Resources – Integration with 3rd party projects
  + Building Management – Integration / networking with security controls
  + CRM – Integration with custom software development, data modelling

Guidance consisted of providing reference architectures, sample integration patterns, security overview and in general keeping the projects in alignment with the organization’s enterprise architecture.  **TECHNICAL DESIGNS, LLC Pewaukee, WI 06/16 – 12/17**

* **Project – Commercial Building Power Generator Interface 07/17 – 12/17**

**Client: Generac (via TekSystems)  
Role: Agile Leadership**  
  
Implementation of complex touch screen UI to drive industrial hardware and IoT devices driving New Product Development. Responsibilities included Project / Technical (on-shore/off-shore) Leadership, Technical & Requirements Analysis, Capacity Planning, and Budget. Work was highlighted by Generac as a new Product being implemented several multi-million dollar installations.

Work products included: API Design & Development, automation of environment provisioning processes, driving daily scrum calls with both onshore and offshore teams. Served as liaison between outsourced vendors. Successful delivery of New Product which directly impacted company revenues in subsequent business quarter.   
  
Directly managed a team of 12 off-shore technologists with 3 dotted line on-shore technologists. Accountable for technical delivery. Budget of approximately $1MM

* **Project – IT Transformation / Architecture COE 01/17 – 08/17  
  Client: KinderCare (via Eagle Creek Software Systems)  
  Role: Enterprise Architecture / Agile Leadership**  
  Turned around an existing & highly complex struggling project that was severely behind schedule. Project had over 125 different stakeholders and contributors between 4 different organizations. Drove an Agile technology team to enable the client to: Migrate off the existing mainframe (IBM AIX), update their custom management software to a modern interface, and the development integration patterns between many different systems.   
    
  Work products included: Scoping, Agile Leadership, Client Management, Status Reporting, Staff Management, and Budgeting. Development of automation processes to deploy environments and release custom code. Designed data model and code review of new custom applications. Systems analysis of existing mainframe data and data movement, data warehouse, and custom application level databases. Delivered on-time to the committed schedule.   
    
  Managed an organization of 35 (on-shore / off-shore technologists). Accountable for technical delivery. Ran a budget of over $8MM.
* **Project – Enterprise Service Bus / System Integration 06/16 – 12/16**

**Client: OnCourse Systems**

**Role: Solution Architect / Agile Leadership**  
Delivered a complex AWS cloud-based integration environment to move data between existing LOB applications and custom software. Environment consisted of custom applications, Salesforce, Magento, and Sage financials. Designed Pub/Sub (at least once) messaging / event implementation. All messages are tracked, able to be replayed, and used for troubleshooting. Presented a consistent security model via oAuth 2 and HTTPS based traffic.   
  
Work products included: Scoping, Technical Requirements, Scrum Master, and delivery.   
  
Managed a team of 12. Accountable for delivery and budget of $2MM.

**Health Payment Systems Milwaukee, WI 05/15 – 06/16**  
**Product Architect** (Chief Architect / Development Management / Infrastructure Management)

* **Role: Organizational Management / Leadership**

Supervisory leadership (20+, on-shore/off-shore) of application development, architecture, and   
 infrastructure teams. Work products include evaluations, goal-setting, resource planning, and   
 recruitment.  
  
 Implementation of an Agile leadership function within the development teams. Created processes and   
 expectations related to the intersection of Product Management and the delivery organization.   
 Development of Product centric technology planning processes, including the external facing “API as Product” capability.

* **Role: Architecture Leadership**

Leadership & delivery of product & architecture design of roadmap for “NextGen” product development   
 efforts, including, product definition & delivery roadmap, project delivery process improvements, vendor   
 evaluation and procurement processes, creation of DevOps program and integration team.  
  
 Additionally, drove the infrastructure team and delivered on BCP / DR (processes and procedures),   
 internal network upgrade(s).   
  
 **Project: Data Center Migration  
 Role: Architecture Leadership**

Delivered entire data center migration, from a single on-prem network, server infrastructure to a multi-site,   
 highly available solution. This resulted in the evaluation / procurement / implementation of   
 a partner that allowed complete outsourcing of entire server, firewall(s), switched, and VPN environment),   
 along with the creation of a Private Cloud. Drove the procurement and TCO process which enabled   
 objective evaluation of 2MM+ decision.

**New Resources Consulting Milwaukee, WI 03/15 – 06/15**  
**Role: Senior Director / Consultant**

* **Project - Inventory Management  
  Role: Sales Engineering, Project Management**Implementation of a modern UI to track inventory of retail clothing, furniture, etc. for a 1BB retailer. Tracking occurs across shipping, retail locations, warehouses, and shipping providers. Responsibilities included Sales support and Project Management support.
* **Project – Healthcare Scheduling  
  Role: Project Management**  
    
  Implementation of complex touch screen UI to drive the scheduling of in-home patients that matrixed with their special needs and the capabilities of the health care providers. Responsibilities included Project / Technical (on-shore/off-shore) Leadership, Technical & Requirements Analysis, Capacity Planning, and Budget.

**Milwaukee World Festival, Inc. Milwaukee, WI 02/14 – 03/15**  
**Role: IT Senior Director / Enterprise Architect**

* **Role: Organizational Management / Leadership**

Supervisory leadership 15+ (contract / fte) of application development, architecture, and   
 infrastructure teams. Work products include evaluations, goal-setting, resource planning, and   
 recruitment.  
  
 Led all new build / support for 100 acre campus with over 20 buildings, including video surveillance,   
 access control, fire alarms, HVAC Controls, etc.   
  
 Year / Year operational costs were reduced by >30% due to development of custom software and   
 implementation of modern platforms.

* **Project - E-Commerce Platform  
  Role: Product Manager, Project Manager, Solution Architect**  
  Product Design & Delivery of new e-commerce / ticketing platform. Supports volumes of more than 1K transactions per minute. Complex integrations into custom software packages, Ticketmaster, POS kiosks, etc. Enables capability to do mobile scanning at the gates, mobile purchasing, and “Print – At – Home” ticket capability. Capability to do bundling with merchandise. Gift cards, and electronic media packages.
* **Project - Entertainment CRM  
  Role: Product Manager, Project Manager, Solution Architect**  
    
  New Product Development effort that delivered of custom entertainment CRM which drove over 60MM a year in revenue and supported all contract, budget, invoices and payable management to our entertainment partners.

**Wheels, Inc Chicago, IL 08/08 – 02/14**  
**Enterprise Solutions Architect**

* **Role: Solution Architect**

IT strategy / IT Process improvement including:

Enterprise and project level technical leadership through the entire SDLC (inception through   
 delivery) of several large projects with budgets >$1MM to approximately $2.5MM. 2 products   
 were nominated for American Business Awards for “Best New Product”   
 <http://www.wheels.com/PUBLIC/news/2012/wheels-honored-as-stevie-award-winner-in-2012-amer>

* + Led technical team that drove the New Product Development environment. Developed product / market fit activities.
  + Enterprise level Analysis and procurement of development framework (and development of the subsequent platform) that drives all internal and client facing applications (used by 50+ development staff members)
  + Development of technology output KPI’s and improvement plans and managed the execution of the plans
  + Leadership of 12 Technical Leads, performed peer reviews, facilitated technical conversations, facilitated consensus and buy-in when the organization required change and improvement

**Project - Reimbursement  
Role: Solution Architect**  
  
The Vehicle Reimbursement Product provides a different perspective from traditional reimbursement programs. Creates insight and control over budgets, vehicles and drivers. Creates fairness in how each driver is compensated.  
  
**Project - ChangeDriver  
Role: Associate Product Manager, Solution Architect**  
  
ChangeDriver is an online tool that motivates drivers with gamification. Leverage the power of positive peer pressure to reward good behavior. Real rewards motivate your drivers to deliver real results.

ChangeDriver encourages corporate citizenship through continual feedback and scores in online   
 team-based competitions.

**METRIX, LLC Waukesha, WI 08/07 – 08/08**  
**Architect / Software Engineer**

* **Project -** High performance loosely coupled multi-threaded service monitor engine.   
  **Architect & Lead Developer**  
  C# windows managed service that listens to MSMQ, iterates over all the items in the collection is sitting   
  in the queue, and performs generic comparisons on the data that drives logic. Proven capable of over   
  1 million comparisons every minute for extended periods of time without degradation of physical server resources.
* **Project** - Dynamic runtime driven business process framework  
  **Lead Developer**

This framework allows a power user to create custom business rules to fire when one or many   
business objects reach a runtime defined state. These rules allow runtime modification of data,   
messaging, and denial of data modification (transaction rollback). All custom processes can be   
invoked to run within the current threaded transaction or run in an asynchronous fashion. This   
allows for very complex workflow decisions and automation to be defined on a client by client basis.

**Syslogic Brookfield, WI 2006 – 2007**  
**Consultant**

**NFPA Wauwatosa, WI 2004 – 2006**  
**IT Manager**

**Midwest Office Resource Systems Waukesha, WI 2003 – 2004**  
**IT System Integration**

**EDUCATION**

**Milwaukee School of Engineering (‘03)**

Major: Systems Management   
Minor: Marketing  
  
**CERTIFICATIONS**

AWS Solutions Architect  
ITIL v3

OWASP Top 10 Secure Coding

Certified Scrum Master