#### MATTHEW E. STUMPFL

## Career Summary

An IT consulting professional, with over twenty years of experience working with Fortune 1000 clients. Most recently, I have been working as a Senior Software Engineer, and I have performed in a lead role in each of the SDLC project phases. I am a highly motivated, quality-focused leader with proven business analysis, project management, RPA, and CRM package development / configuration skills. My outstanding communication and interpersonal skills coupled with my technical and business IT consulting experience make me an asset to any organization.

* *Siebel Certified Consultant*
* *Core Business Areas: CRM, Banking/Financial Services, Automotive, RPA*

## Education

Bachelor of Science (1993), *With Honors*

Science-Business

University of Notre Dame

Notre Dame, Indiana

## Employment Summary

Yashco Systems (2017 – Present)

Information Control Corp. (2002 – 2017)

Pro-Tech Services (2002)

Accenture (2001)

CSC Consulting (1996-2001)

Tetra Medical Supply Corporation (1994-1996)

## Project Experience

### Senior Software Engineer

### (04/2002 – 04/2020)

### Client: BMW Financial Services (Hilliard, OH)

* Process Lead: Led a concerted effort to translate over 50 core business processes into over 250 custom automated Siebel Workflows for a Siebel eAutomotive system with over 1500 users. This included facilitating end-user process design sessions with every major business area in the organization, across four physical global locations.
* Testing Lead: Planned and coordinated User Acceptance Testing for the initial roll-out and multiple production release cycles.
* Lead Application Analyst: Chosen as the principle process designer/developer for all ongoing CRM projects, and acted as the main liaison between the CRM development team and the business user community. Responsible for developing AS IS and TO BE process flows, estimates, requirements, user stories, and detailed design specs, as well as being a full-time member of the Siebel Agile DevOps Scrum.
* Build Team Lead / Project Manager: Responsible for leading complex development projects across multiple platforms, including developing the overall architecture, detailed design, and managing the entire cross-platform development teams and budgets.
* Senior Programmer: Led and/or Participated in the full implementation of virtually every major project on the Siebel platform over the past 18 years. This includes the initial rollout of Siebel at BMW FS in 2002, Secure Message Center, Email Response, Refund Processing, Title Processing Automation, and CCPA.
* Siebel Administration/Production support: Key point of contact for system administration tasks including deployments, performance troubleshooting, and creating and maintaining multiple non-production (DEV and TEST) environments.
* RPA Bot Developer: Utilized UiPath Studio to develop medium to high complexity bots across multiple systems (Siebel, C#, .NET, and Web)
* Siebel Upgrades/Patching: Assisted in multiple upgrades from Siebel 7 until Siebel 19.x
* Key Skill Areas: Workflow, Business Services, Tools Configuration, Process Automation, System Administration, Business Process Management, Web Services Integration, SQL Scripts, Troubleshooting, Production Support, RPA

### Siebel Development Lead

### (01/2002 – 04/2002)

### Client: LexisNexis (Dayton, OH)

* Conducted a detailed analysis of two existing Siebel applications (Siebel Sales and Call Center) to create a new Global Account Management Siebel Sales application that would contain the unique functionality from each of the existing applications.
* Designed and developed a completely new User Interface to create a consistent look and feel for the new application.
* Designed and configured a fully functional application prototype, complete with over 15,000 Account and Address records across 2 distinct business units.

**Siebel Development Lead**

### (07/2001 – 09/2001)

### Client: DuPont (Wilmington, DE)

* Responsible for the design, configuration, testing, and implementation of Siebel 2000's Multi-Organization capabilities into an existing Siebel 2000 Sales application.
* Participated in the initial scope discussions of the project, documenting the high-level approach, and presenting it to project stakeholders.
* Performed a detailed analysis that included formulating the high-level and detailed requirements, creating a complete object inventory, identifying the objects needing modifications, and creating detailed design specifications.
* Made all the necessary configuration and Siebel Visual Basic modifications, so that the existing application could be used by multiple countries, while not affecting the "U.S. version" of the application.
* Created and performed the execution of Component and Assembly test conditions and scripts.

### Siebel Programmer/Analyst

### (04/2001 – 06/2001)

### Client: Saab (Gothenburg, Sweden)

* Acted as the Lead Designer for a Siebel eAutomotive application that would eventually be deployed globally, across Saab’s entire dealer network.
* Produced detailed design specifications and a working prototype for Siebel’s eService and eChannel thin client applications.
* Created a new working Siebel Application instance including setting up and configuring the Siebel Gateway, Application, Database, and Web Servers.
* Ensured quality and design compliance and demonstrated the application to the client in multiple physical locations.
* Participated in the initial strategy discussions for the project’s Global Deployment phase.

### Siebel Programmer/Analyst

### (02/2000 – 02/2001)

### Client: Saturn (Spring Hill, TN)

* Participated in the full life cycle of the implementation of a $30 million Siebel 2000 Sales Enterprise system for a major automobile corporation. The implementation will eventually support over 10,000 users across 500 retail locations.
* Analyzed business requirements, translating them into Process Threads and Use Cases.
* Conducted client workshops to further clarify business requirements and application screen designs.
* Created an application-level Object Inventory, including rating the difficulty of each object and assigning initial design and configuration estimates.
* Developed extensive Siebel VB code modules at both the Applet and Business Component level and custom Business Services.
* Designed and developed multiple Assignment Rules to support the client’s complex Automatic Assignment Manager requirements.
* Produced detailed design specifications based on business requirements.
* Participated in data modeling and the design and configuration of business components, applets, views, and screens using Siebel Tools.
* Supported the design and development of enterprise application integration interfaces with an external system using TIBCO messaging software.

## Other PROJECT Experience

### Active Server Page (ASP) Developer

### CSC Consulting (09/1999 – 01/2000) Client: Bank One (Chicago, IL)

### Visual Basic Programmer/Analyst

### CSC Consulting (1999) Client: Discover (Chicago, IL)

### PowerBuilder Programmer/Analyst

### CSC Consulting (1999) Client: Standard Register (Dayton, OH)

### Lead Test Analyst

### CSC Consulting (1998-1999) Client: Ethicon Endo-Surgery (Blue Ash, OH)

### Visual Basic Programmer/Analyst

### CSC Consulting (1997) Client: Standard Register (Dayton, OH)

### Business Analyst

### CSC Consulting (1996-1997) Client: American Electric Power (Columbus, OH)

## Training/Continuing Education

###### Course Company/Vendor Date Taken

Siebel 99.5 Core Consultant Siebel February 2000

Siebel 2000 Configuration (Instructor) Accenture July 2001

Siebel Open UI Essentials Oracle August 2014

## TECHNICAL PROFICIENCY

*Operating Environments:* DOS, Windows, OS-2, HP-UX

*Languages:* Visual Basic, COBOL, C, JavaScript, VB Script, HTML

*Special Technologies:*Active-X, COM, SQL, ASP, XML, Siebel, C#, .NET, REST

*Databases:*MS SQL Server, Oracle

*Development Tools:*Visual Studio, Visual Basic 6.0, PowerBuilder 6.5, MicroFocus COBOL Workbench, Borland C++, Visual InterDev, Siebel Tools, UiPath (Studio, StudioX, Orchestrator, Automation Hub)

*Methodologies:*Business Integration Methodology, CSC Catalystsm, Structured Programming, Program Structure Charts, Elementary Business Processes, Process Flow Diagrams, RAD, Unit Testing, Test Planning and Execution, Agile, Scrum, DevOps, BPR, BPM, RPA

*Software Packages:*Microsoft Office, Lotus SmartSuite, Visual Source Safe, PVCS, TFS, Confluence, JIRA

*Testing Tools:* QAHiperstation, QAHiperstation+, QARun, QADirector, HP ALM, LoadRunner, HP Quality Center, Jenkins

*Siebel Skills:* Tools Configuration, Assignment Manager, Workflow, Siebel eScript/VB, EIM, EAI, Call Center, eAutomotive, eService, eSales, Siebel Visual Basic, .NET Integration, SmartScript, Business Services, Virtual Business Components, External Business Components, Open UI, Integration Objects