**MANUEL J. BORGE**

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**Project management AND SOFTWARE SKILLS**

Project Management, Change Management. IT Service Management. DevOps. Leading groups to deliver, release projects to various customers. Software Development Lifecycle, SEI/CMM Methodology, Release Management, Software Configuration Management, Agile Methodologies with C#.NET using TFS 2010, 2013 & JAVA

**EDUCATION**

**SCHOOL of APPLIED TECHNOLOGY**

Illinois Institute of Technology – Chicago, IL

*M.S., Master of Information Technology & Management. GPA 4.0 (Graduated 2015)*

*Career Certificate in Information Technology Leadership (2014)*

**COLLEGE OF ENGINEERING & COMPUTER SCIENCE**

Florida Atlantic University — Boca Raton, FL

*B.S., Mechanical Engineering (Graduated 1998)*

**Coursework & PROFESSIONAL CERTIFICATIONS**

* **SAFe 4.0 Agilist Certification,** *Scaled Agile Framework, Plantation, Florida (2017)*
* **Project Management for IT Professionals** *Illinois Institute of Technology, Chicago, Illinois (2014)*
* **ITIL and IT Frameworks** *Illinois Institute of Technology, Chicago, Illinois (2014)*
* **Six Sigma Green Belt Training** Chicago Deming Assoc, Six Sigma Master’s Program*, Naperville, IL (2014)*
* **PHP Web Site Application Development** *Illinois Institute of Technology, Chicago, Illinois (2015)*
* **C#.NET Intermediate Web Application Development** *Illinois Institute of Technology, Chicago, Illinois (2015)*
* **Computer Security Incident Response** *Illinois Institute of Technology, Chicago, Illinois (2014)*
* **J2ME Intermediate Software Development** *Illinois Institute of Technology, Chicago, Illinois (2014)*
* **Consulting for Technical Professionals** *Illinois Institute of Technology, Chicago, Illinois (2014)*
* **Oracle Data Modeling & Applications** *Illinois Institute of Technology, Chicago, Illinois (2015)*
* **HTML5 Internet Technologies Web Design** *Illinois Institute of Technology, Chicago, Illinois (2015)*
* **Android XML Intelligent Devices & Applications** *Illinois Institute of Technology, Chicago, Illinois (2015)*
* **Software Configuration Certification in ClearCase** *Motorola Mobility, Libertyville, Illinois (2004)*
* **UNIX System Administration with SUN/Solaris** *Illinois Institute of Technology, Chicago, Illinois (2003)*
* **Microsoft Server Network Administration.** *University of Washington, Seattle, WA. (1999)*

**industry leadership experIence**

**Project Manager Consultant**

Client: *CUNA Mutual* – Chicago, IL – August 2018 – Present

* Establish a Change and Release Management process for RPM teams using PowerBI insight visualizations
* Setup VSTS/TFS/Azure DevOps as a code repository for RPM Developers, QA and Implementation teams
* Created setup documents to onboard new team members to be added to VSTS and set up Visual Studio as their fat client editor.
* Work with Scrum Masters and Product Owners to schedule 2-week sprint releases.

Client: *Centene Healthcare* – St. Louis, MO – January 2018 – August 2018

* Establish a Change and Release Management process for all CenProv product composed of PEGA 7 BPM Healthcare, Web Services, ETL Informatica and Oracle Database layers.
* Work with Scrum Masters to schedule weekly, 2-week sprint releases along with major monthly builds.
* Automated the build process and code promotion process using SVN code repo, and Jenkins as build tool.

Client: *State of Michigan* – *DHSS* – Lansing, MI – April 2017 – Dec 2017

* Lead the deployments of Salesforce deployments using ANT scripts for SOM-DHHS, DTMB & Treasury.
* Automated the process used Rational Team Concert for all Salesforce Deployments for SOM-DHHS.
* Architected the deployment of Salesforce code for SOM-Treasury and LARA though VSTS and TFS
* Created Release Management matrix report for every sprint release of the Salesforce Apex code.
* Gathered Weekly reports for Directors on updates from all deployment efforts, projects, and scrum updates.
* Work with Project Managers and technical staff to monitor and follow up on deadlines.
* Oversee the code & branching strategy to resolve the integration of current code to upcoming features.

Client: *American Express* – Fort Lauderdale, FL – October 2016 – April 2017

* Lead the efforts for AMEX-GCAP to transform from waterfall to 4.0 Agile Methodologies
* Created Release and Change Management process for GCAP Infra, Development, and DevOps.
* Coordinated software JAVA releases of .jar files in PEGA 7 for the GCAP enterprise solution
* Created Requests (RFC) using Service Now for Staging and Production servers for the DevOps team.
* Gathered Weekly reports for Directors on updates from all software efforts, projects, and scrum updates.
* Installed agosense.symphony, configure it along with HP ALM and Rally adapters.

Client: *State of Michigan - DTMB* – Lansing, MI – November 2015 – October 2016

* Lead the Configuration Management transition from HP to DTMB in VB.NET applications, and licenses
* Created DevOps, Release and Change Management process for BAM, M-DOS, DTMB projects
* Executed software releases in VB.NET and C#.NET code using Team Foundation Server 2013
* Managed DevOps TFS server; added users, created a bug tracking system among local and offshore teams.

Client: *Cree, Inc.* – Racine, WI – January 2013 – May 2014

* Created a DevOps and Release Management process for all .NET, VB6, & C basic applications.
* Executed software releases in C#.NET using TFS 2010; deployed SQL Scripts using MS SQL Server 2008.
* Managed TFS server; added users, created a bug tracking system among local and offshore teams.
* Digitized the SDLC process by incorporating **Service Now** to track and document all releases.
* Automated builds using MS Build with Microsoft Visual Studio 2010 editor and TFS version control tool.

Client: *PNM Resources* --- Albuquerque, NM --- April 2012 – December 2012

* Created a DevOps and Release Management process for Unix-C, C#.NET, Java-Eclipse applications
* Held the title of DevOps leader in the development of ITIL Change Release Management process documents.
* Gathered requirements from IT team, to replace current code repository (Serena Dimensions) and current ticket system(HEAT)for new ticket system (**Service Now**) and Team Foundations Server
* Gathered Requirements of SDLC process, work with Service Now engineers to design, tailor, and implement the new process in 3 phases: green package, trial run and decommission of Serena Dimensions and HEAT SDLC system. Added Infrastructure in the Change and Release Management process.
* Tested GIT, Mercurial, & Team Foundation Server for proof of concept to replace Serena Dimensions.
* Architected and incorporated a Software Development Life Cycle and Change Management workflow tool that will incorporate with a new code repository (TFS) and new ticketing system (**Service Now**)

Client: *Rockwell Automation* --- Milwaukee, WI --- September 2011 – April 2012

* Design, Manage and Mainstream the Release Management process across three environments: Java-Eclipse, .NET, and Linux C++ into one repetitive and automated process for the sView project.
* Supervise the DevOps process for automating the release process using bash, PowerShell and visual pro builder for Base ClearCase builds for the Java-Eclipse, C#.NET and Linux C++ development groups.
* Create development branches and labels for developers to migrate code into Cruise Control.
* Present updates at every development sprint of the build automation process for all groups.

Client: *Aviva Investors* — Des Moines, IA — July 2010 – September 2011

* Supervise continuous integration builds among developers, software testers, & DevOps engineers to gather, interpret and present data accurately and effectively to the customer AVIVA Investors in the Derivatives of financial & billing products. Code being developed in C#.NET framework and SQL Server 2008.
* Managed a team of four Release Engineers, 2 local in Des Moines and 2 offshore to support 75 local developers and 40 offshore.
* Managed weekly Change Control meetings at first and then transition the process to a more agile environment of three weeks’ sprints with a budget of $600 million to spin off Aviva Investors from Aviva UK. Budget supported the transition of Black Rock, Charles Rivers, PAM, Eagle, CADIS to support the derivatives teams at Aviva Investors. Design a Release Management website to store; document all releases for quarterly audits by Ernst and Young. Coordinated web site efforts with Price Water Cooper auditors
* Manages and leads the construction process for all Release and Change Management procedures and documentation in Aviva Investors North America; thus, keeping production environment stable.
* Led the effort to establish separation of duties on three environments DEV, PRE-PROD, and PROD divided among three teams: where Release Management team controls PROD, Support Team Leaders control the testing environment PRE-PROD, and software developers control the DEV environment. Each team has Read-Only access in the environments they don’t control.
* Maintained project plans and project risks, applying incident remediation when required by identifying and mitigating risks early in the product life cycle to ensure successful releases.
* Managed initiatives that focus on new process improvements; lead internal development teams to manage the projects and lead them to fruition. Manage and trace requirements implement a stable PROD STAGE environment by mirroring data from PROD environment. Thus, creating a true testing environment for QA analysis prior to implementing code or scripts into PROD.

**PROJECT MANAGER**

*R&G Engineering* – Chicago, IL – June 2009 – July2010.

* Supervised civil engineers, construction managers, ComEd utility engineers, IT camera (electrical engineers) a total of 130 engineers to execute the completion of bringing power utilities to all road cameras, roadway lighting controllers in the Illinois Toll way system wide. Final Punch list & site acceptance walks.
* Maintained project plans and project risks, applying incident remediation when required by identifying and mitigating risks early in the construction life cycle to ensure successful completion of service.
* Oversee the completion of bringing power service to all highways belonging to Illinois State Tollway Highway Authority: I-294, I-88, I-355, I-90 corridors. Anticipated potential bottlenecks, providing management escalation, prioritizing, and executing projects, making tradeoffs, and balancing business needs vs. construction constraints, to ensure quality and drive deployment.
* Responsible for providing monthly progress updates to Illinois Tollway and ComEd directors and VPs on a budget of $1.3 billion project.

**PROJECT MANAGER**

*Amdocs* — Champaign, IL — April 2007 – May 2009

* Supervised a total of 120 developers, software testers, DevOps engineers and network engineers both local to Champaign and in Israel and India to gather, interpret and present data accurately and effectively to the customer (SPRINT NEXTEL) in the financial & billing areas with a budget of $800 million with a duration of three years.
* Managed the conversion of both Nextel and Sprint 53 million subscribers into Amdocs’ Ensemble platform for a duration of 3 years.
* Anticipated potential bottlenecks, providing management escalation, prioritizing, and executing projects, making tradeoffs, and balancing business needs vs. technical constraints, to ensure quality and drive deployment.
* Created check list for opening Amdocs security firewall to connect to Sprint/Nextel security Linux mainframe servers to test new added fixes and add new subscribers to Amdocs database servers.
* Responsible for creating implementation check list and dependency swim lane for build releases.
* Coordinated the implementations of software builds and releases, working with all teams including the client (SPRINT) on the deployment item and delivering a quality product to production.
* Coordinated daily software deliverables into production between developers & testers to assure integration and implementation. Mitigate among other Release managers the coordination of Major releases and monthly builds. Code developed in Unix C/C++, JAVA-Eclipse, .NET, and COBOL.
* Coordinated meeting both internal within Amdocs or external with Nextel and Sprint to resolve open issues, walkthrough requirements, update on milestones, implementation issues, code enhancement, new functionalities.
* Gather requirements from customer and identify the software team, leads and testing team to drive the initiative to completion. Manage the project from beginning to end.
* Coordinated network & hardware enhancements with database upgrades. Created checklist & implementation list.
* Followed an established, documented process for code migration and report exceptions. Utilizes Change Control management where we document every code migration into production. Led the migration of code for Sprint & Nextel functionalities offered to both subscribers into Amdocs platform.
* Conversion of code functionality is agreed among business owners and it is delivered on major monthly builds. Exception of functionalities that were not migrated was documented to avoid reproduction of efforts done by teams in India and/or Israel. Thus, I manage the communication of knowledge transfer among the teams in Champaign, India, Israel teams.
* Coordinated with others to develop and maintain the production environment. Check application health logs, statistics, job history, and script results to determine need for action. I coordinate, execute, and monitor all changes going into my components areas, keep status of the queues, red lines and issues needed to be resolved.
* Resolved issue/problem and escalate appropriately. Sprint will have an issue that needs to be resolved; my job is to get the proper developing and testing team to attend the meeting of requirements gathering. Once an agreement is reached among client and vendor, then I coordinate the effort and get the fix deploy by the timeline committed. Whenever a “hot issue” or “must have fix” is needed to be implemented but t at the same time, we have an “end of month lockdown” restriction set by the customer. Then I must escalate thru the proper channels of VPs and directors of both Amdocs and Sprint.

**SOFTWARE CONFIGURATION MANAGER**

*Motorola Mobility* — Libertyville, IL — July 2003 – March 2007

* Designated as primary point of technical contact for support of top-tier GSM phones: RAZR (30 million units worldwide), ROKR & E398 (3.7 million units worldwide), SLVR (5 million units worldwide), and RAZR iTunes (15 million worldwide) and KRAZR (7 million units worldwide)
* Co-Architected, implemented, and evolved the 3G/GSM Common Software Baseline Configuration Management strategy to support the UMTS and GSM Product Portfolio. Reduced the release and deployment of software builds by 33% with the implementation of new scripts which automated the release of code.
* Implemented build requests along with new software change requests to enhance the overall performance of the GSM Product portfolio. Increase productivity of software release by holding scrum meetings between global sites (Toulouse, Beijing, Libertyville developers, project integration leads and other Software configuration managers) to avoid miscommunication in the process of handing-off workload among three global sites.
* Identified and implemented continual process improvements to increase organizational efficiency and productivity for RAZR, SLVR, ROKR and iTunes RAZR (V3i) software.
* Worked across development groups to coordinate successful integration of all build component labels
* Used Rational ClearDDTS database to manage build requests, change requests, and archives.
* Trained and mentored 3 engineers into the build process, creation of config specs and release methodologies on code developed in C/C++ and JAVA-Eclipse corelets for GUI interaction.
* Interface with Manufacturing, Product Engineering, and Supplier Quality Assurance of all GSM phones.
* Supports root-cause analysis on incidents to provide future applications, hardware and/or software resiliency. For every software build that I delivered, my job was to debug and to find the root cause why a build or code was failing. I investigated by looking at the build logs, finding error messages of the compilation and I could pin out which code implemented created the build failure.
* Investigate, document configuration management plan components and alternatives related to code promotion as directed. One of my tasks was to document the strategy of how Motorola will promote code, thru exception reviews, thorough QA testing of the code, BETA testing in UAT environment and extensive documentation of any new or already existing bugs in the code; as well as documentation of any code issues resolved.

**SOFTWARE QA ENGINEER**

*Motorola GTSS* — Arlington Heights, IL — July 2000 – July 2003

* Performed Software Quality Assurance duties against C++ code based on Sun Solaris servers using ClearCase
* Designed, developed, and implemented test cases scripts per SEI/CMM-Level 5 using black box methodologies
* Responsible for designing, developing, maintaining, supporting test environments. Running and delivering successful test suites. Reported various timeline runs (successes or failures) and maintained records of regression testing. Primary job was to design, maintain, and support the test environments: UAT, Sub System test to develop the code supporting the CDMA cell tower networks for our customers in Japan KDI.
* Lead Fagan Code Inspections with Technical Architect, Team lead, developers to defend testing requirements
* Conducted inspections for modified engineering requirements prior to delivering new software releases to KDI.
* Organized meetings with developers and lead engineers to determine root cause of failed test cases & fixes.

**SOFTWARE ENGINEER**

*Boeing* — Seattle, WA — July 1998 – July 2000

* Directed and managed SEI-based guidelines and procedures for new software requirements
* Lead the successful integration of Rational ClearCase as the Configuration Management tool.
* Performed Software Configuration Management using Rational ClearCase for all code and test cases
* Enforced SEI/CMM-Level 3 software quality control guidelines for all code migrated from the IBM Mainframe to the new IBM RS/6000 environment.
* Successfully integrated FORTRAN subroutines into both new & existing CAE applications, some were migrated from legacy IBM MVS mainframe system to new IBM AIX environment, translated into C & C++.
* Performed necessary Configuration Management duties to help launch software builds for the Computer Aided Engineering (CAE) team. This facilitated the development of the next generation Boeing 737, the company’s cash cow product. Enhanced with CAE structural engineers to the production of all upcoming twin aisle planes.
* Developed and executed test cases in Pegasus software used to design more robust airframes, stronger wings, lighter and stiff fuselages of single aisle planes (737-700, 737-800, 737-900 aircrafts)
* Coordinated engineering changes to existing 737 models with production and manufacturing teams, Performed new product follow-up and planning.

**LEADERSHIP ROLes**

* Co-Founder of Mexican American Engineering Scientist (MAES) Professional Chapter in Seattle, WA
* Graduate Chair of the Society of Hispanic Professional Engineers Chapter at Illinois Institute of Technology.
* Founder and President of the SHPE Chapter at Florida Atlantic University.
* Past member of the Motorola Latino Business Council – Arlington Heights President (2000-2001)
* Bilingual, fluent in both Spanish and English.