**CLIFF COLLARD**

Dallas / Fort Worth Metroplex, Texas | (512) 289-0477

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**SOLUTIONS ARCHITECT**

Results driven Solutions Architect with expertise across multiple Service Management Practices and tools. Proven history of successfully blending thought leadership, agile methodology and subject matter expertise to mature IT processes. Seasoned consultant with multi-industry experience getting organizations ready for next generation platforms.

**SKILLS**

**Domains:** Consulting | Value Stream Design and Engineering | Cloud (AWS, Azure, Private, Hybrid) | ITIL 4 | Dev/Sec/Ops | Blockchain | Continuous Process Improvement

**Skills and Tools:** Problem and Root Cause Analysis | Change Control | Agile Methodology | Service Catalog | Governance | Planning, Goals Setting, Prioritization | Business Models | ServiceNow | BMC Remedy | Change Enablement | Software Lifecycle | Flow / Pattern Recognition

**PROFESSIONAL EXPERIENCE**

ACCENTURE CONSULTING, Las Colinas, TX **Cloud Solutions Architect** May 2017 to June 2020

Provided intelligent cloud and infrastructure solutions to 6 Clients to mature their IT operations, applications, infrastructure and services in ways that overcame the challenges blocking their cloud readiness.

* Increased 7-person Process Optimization Team's productivity by 300% in delivering recommendations to ServiceNow code and organizational process improvement recommendations for the 18,000-member Global Application Support Organization by implementing Agile Methodology and tools, particularly Acceptance Criteria.
* Led 4 improvement initiatives for Incident, Change, Service Request, and Problem which yielded 26 recommendations, 11 process improvements, 18 code enhancements and 6 training modules. This enabled the Client Organization to leverage RPA and AI / ML for intelligent automation.
* Collaborated with a pharmaceutical company’s client team that delivered new infrastructure service catalog items. Improved time to implementation 30% by improving communications, coaching individual team members and documenting processes.
* Analyzed As-is processes, provided over 250 recommendations and developed 3 roadmaps to mature processes, business models and governance for Clients in the energy services and banking industries.

ACCENTURE FEDERAL SERVICES, San Antonio, TX **Lead Remedy / ITSM Administrator** July 2013 to May 2017

Implemented, upgraded and operated BMC Remedy Incident, Problem, Change, Service Request, Asset and CMDB) for 2 Clients.

* Delivered an instance of Remedy Change Management that met the needs of 3 key business units of a large telecommunications company by supervising configuration, collaborating with developers for customization, maturing the Client's processes and co-authoring training materials.
* Vastly improved User experience, system resilience and stakeholder communications for the Ohio Medicaid instance of Remedy by establishing a steering committee and roadmap.
* Defined and implemented role-based access to automate the access granting step in the process of new user onboarding at Ohio Medicaid. Resulted in 40% less work for admins and 400% faster access / productivity for new users.

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TEXAS DEPARTMENT OF INFORMATION RESOURCES, Austin, TX **Remedy Administrator,** **System Analyst 5, Program Manager** January 2012 To July 2013

Fully engaged in all aspects of operation, ongoing upgrades and customization of Remedy Service Request, Incident, Change and third-party integrations for the Agency which served as the IT Department for the State of Texas.

* Successfully upgraded Remedy OnDemand instance of Texas DIR in time to avoid version end of life issues by orchestrating the planning executing and validating the upgrade with Vendors. Resolved post implementation issues as they arose.

ACCENTURE CONSULTING, Austin, TX **Senior Process and Design Consultant** August 2010 to December 2011 Original member of the BMC Capacity Services Unit which provided technical Resources to BMC Software's client delivery teams. Worked on projects both alone and as part of teams to provide consulting services.

* Performed green-field installation of various Remedy modules in multiple environments for 3 BMC Clients. This included integrations with third party systems.
* Upgraded, troubleshot and improved Remedy systems in multiple environments for 3 BMC Clients.

TEXASONLINE (owned by NICUSA and BEARINGPOINT), Austin, TX **Lead Tools Administrator** August 2004 to August 2010

Contractor providing Managed Services of the State of Texas' large e-commerce website for 80+ state agencies. Worked in multiple capacities in the Operations Department: Security Analyst, Rational ClearQuest Administrator, Remedy Administrator, Server Administration (Windows, Solaris, VMWare), Network Administrator, Monitoring, On-Call Admin.

**EDUCATION AND CERTIFICATIONS**

**Bachelor of Business Administration** with concentrations in Economics and Info Systems

Baylor University, Waco, Texas

**ITIL 4 Foundation | Ethics Solutions Venerable Law**

Process (3), Infrastructure

**INDUSTRY EXPERIENCE**

Application Software and Support | Intelligent Automation | Banking | Electric Utility | Pharmaceuticals | Retail and Wholesale | Multinational Energy | Telecommunications | Health Care | State Government | Computer Hardware | International Credit Union | Network Equipment | Management and Technology Consulting

**PUBLICATIONS (Amazon Kindle)**

Don’t Panic – Plan!

Become a Change Agent: Drive the Positive Change You Want for Yourself and the World!

Become a Change Agent: Visions

Become a Change Agent: Framework