

SOLUTION DESIGNER

Career Overview

Solutions-oriented Consultant possessing a unique combination of skills, including Pre-Sales, Business Analysis, Project Management and applications development experience in multiple top-tier ERP Systems.

Qualifications

- Technical Project Management
- ITIL Intermediate Certifications
- Systems Implementation
- Large-scale systems
- Client Facing
- Pre-Sales
- Solution Selling
- Business Process Improvement

Accomplishments

- Proven track record building, managing and leading multi-disciplinary teams across various domains and skill levels
- Created a comprehensive business development strategy and change management program for a global ERP implementation
- Project Manager, with over 4000 hours of experience, on various Information Management and Communication projects
- Exceeded sales quota by 5% in assigned territories by providing Pre-Sales support to internal and external customers
- Led the successful full life-cycle of multiple ERP implementations as Lead Functional consultant
- Cultivated cross-functional communications through the creation of strategic relationships

Work Experience

Solution Designer 02/2014 to 02/2016 Company Name City , State

- Designed and delivered management value added consulting and strategic technology infrastructure solutions for the Air Transit Industry market space
- Technical Project Manager for the implementation of over 300 CUSS (Common Use Self Service) Kiosks and supporting IT infrastructure for a major discount airline at twenty-two airports valued at over \$5M
- Technical Project Manager for the development of new technologies and platforms, such as PaaS and SaaS, to help solve technical challenges or limitations in clients' infrastructure
- Developed workload based staffing standards to determine proper manning levels for proposed solutions
- Created Professional Continuum for 500 employees assigned to the SITA Service Group (SGS)
- Managed multiple application development projects using Agile development methodology
- Developed strategic relationships with 3rd party providers

Fixed bugs as they were encountered.

Worked with product designers and product managers to design user interactions in applications. Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications. Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support. Established requirements for new systems and modifications. Analyzed network packet information and computer OS system data to identify and characterize anomalies on networks. Gathered and analyzed performance metric data. Gathered and analyzed performance metric data. Analyzed and created new configuration for packaged software to meet business and system requirements. Oversaw local IT infrastructure including servers, security, networking, storage systems and desktops. Performed second-level support for all workstation and server class systems. Served as the technical lead for server infrastructure including development, QA, staging and production systems. Worked with clients to analyze computing and network needs and installed appropriate solutions within each organization's budget. Served as operating system expert, providing technical support for entire organization. Prepared technical architecture proposals for enhancements and integration of existing third party software systems. Tested features across various browsers.

Pre-Sales Consultant 10/2012 to 10/2013 Company Name City , State

- Worked directly with C-level managers to gather and understand business strategy and requirements
- Defined project scope and deliverables to support project goals in collaboration with all stakeholders
- Analyzed and documented requirements for enhancements to business processes
- Defined detailed business requirements and functional specifications using Agile methods
- Partnered with implementation teams to ensure proper translation of business requirements into software changes
- Provided pre-sales support for accounts ranging from \$200K to \$5M
- Provided training to implementation teams, including the development of on-boarding material

Information Technology Specialist 05/2009 to 06/2012 Company Name City , State

- Technical Support Chief Functional Consultant on the US Army's Government Fund Enterprise Business System (GFEBS) ERP implementation duties included analyzing business requirements, carrying out fit-gap analysis, process design, and integration testing
- Project Manager for the US Army's Integrated Personnel and Pay System-Army (IPPS-A) ERP implementation Identifying resources that included recruiting, on-boarding, training and developing required to support varied levels of program operations Worked directly with Stakeholders, SMEs and other key users to identify problem scope and escalate IT service outages Created statistical reports and performed Root Cause Analysis (RCA) in areas of responsibility
- Performed end-to-end incident management with responsibility for time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment.
- Provided technical support for Information Management infrastructure throughout Afghanistan Managed multiple application development

projects using Agile development methodology Provided technical support for Information Management infrastructure throughout Afghanistan

- Provided technical guidance and direction to support suppliers and equipment providers on all information systems equipment for US Army, NATO and Coalition communication networks
- Collaborated in design and delivery of infrastructure required to support new IT solutions
- Responsible for the management of solution requirements and overall technical baseline control across the service lifecycle.

Pre-Sales Management Consultant Inside Sales Representative 12/2005 to 09/2012 Company Name City , State

- Team Lead focused on implementing ERP software and creating common global designs with localizations for legal and regulatory requirements
- Prepared and presented technical proposals for clients.
- Worked with clients to analyze computing and network needs and installed appropriate solutions within each organization's budget.
- Developed and maintained accurate network documentation and Visio diagrams to provide management with proper understanding of organizational needs.
- Developed, reviewed and ensured the appropriateness of value added solutions that focus on IT Service Management, Business Transformation and Governance based on ITIL best practices
- Managed and facilitated client workshops to gather "as-is" and "to-be" business requirements, performed gap analysis, Integration/User testing and configuration
- Provided pre and post-sales support, configuration, and training in the SAP Practice Facilitated discovery sessions and customer focus groups for ERP sales opportunities
- Communicated technical design requirements to implementation teams using various SDLC methodologies (i.e. Agile, Waterfall, Spiral) to support the needs of clients' deployment strategies.

Chief Warrant Officer Two Information Services Technician 12/1992 to 08/2014 Company Name City , State

- Performed system integration and administration on both tactical and strategic networks, including routers, switches, and various satellite and microwave communication.
- Managed Network Operations Center (NOC) and provided multi-level support to end users.
- Working with customers, internal IT and infrastructure teams, third party data providers etc. throughout the service restoration process.
- Provided base level IT support to company personnel.

Education and Training

ITIL Foundation v3, ITIL Intermediate Certificate in Service Design, ITIL Intermediate Certificate in Service Operations, ITIL Intermediate Certificate in Service Transition, ITIL Service Capability: Service Offerings and Agreements, CompTIA Security +

Master of Arts : Organizational Leadership Columbia University City , State

Advanced coursework in [Organizational Management](#)

Bachelor of Science : Industrial Technology & Education Montclair State University City , State

Coursework in Information Management and Business Administration

Minor in Education

Skills

Agile, application development, Army, business strategy, C, Consultant, consulting, cost analysis, client, clients, delivery, direction, ERP, focus, Functional, Government, information systems, ITIL, Team Lead, legal, market, microwave, Enterprise, Network, networks, Personnel, process design, processes, recruiting, routers, sales, sales support, SAP, SDLC, staffing, strategic, switches, system integration, technical support, troubleshooting, workshops