

## PROFESSIONAL PROFILE

**IT BUDGETING | GOVERNANCE & CHANGE CONTROL | IMPLEMENTATION MANAGEMENT | ENTERPRISE APPLICATIONS**

### *Application Implementation, Release Management & High-Level Support for Fortune 500 IS Organizations*

Customer-focused IT professional with 20 years of progressive experience in enterprise application support, IT operations, and SDLC management across industry verticals. Builds positive, productive relationships across functions and levels of leadership, gains consensus around budgets and strategies to optimize support capabilities, and proactively seeks collaboration from business and technical teams to drive IT process improvements aligned to current/projected user needs.

#### *Strengths & Qualifications Include*

Coaching & Mentoring Technical Teams • IT/Business Partnership • Gap Analysis & Design Review • Solution Design  
Agile/Waterfall SDLC • IT Project Management • Prioritizing IT Spend • On-/Off-Shore Support Models • Validation  
Project Communication • Defining Business & Functional Requirements • Testing & QA Management

## PROFESSIONAL EXPERIENCE

**COMPANY, INC.** City, State | Year – Present

### **Senior Application Support Analyst, Company**

**Application support lead for 30 to 40 applications**, both vendor hosted/in-house, built in SharePoint, .NET, Sitefinity and various other frameworks and platforms, including mobile – iPad/iPhone/Android – and legacy Lotus Notes applications.

**Oversee budgeting, resourcing, and job scheduling** for a portfolio of IS applications, and serve as a key point of contact for corporate customers to ensure needs alignment.

**Manage global teams**, comprised of analysts, contractors, vendor developers, and offshore resources. Guide direction throughout the entire SDLC, and provide stretch goals, mentorship, and formal performance evaluations to facilitate growth.

#### **Key Contributions**

- **Prioritized application improvements**, working in concert with business teams to allocate IT investment in line with overall objectives as part of enterprise portfolio product management initiatives.
- **Slashed support costs 50%, and accelerated request turnaround 30%**, for a validated enterprise application requiring extensive customization. Identified regional synergies and overhauled the framework, enabling developers to easily turn on/off functionality with minimal code modifications.
- **Devised and implemented a phased plan to improve scalability and continually reduce support costs** by migrating key applications from Lotus Notes to .NET/SQL Server environments.

**COMPANY & CO.**, City, State | Year – Year

### **Senior Team Lead**

**Managed a team of developers and business analysts** in building and supporting multiple brochure-ware websites for the insurance industry. Provided dedicated support to Blue Cross Blue Shield of State, which covers X million lives through private business and government contracts, as well as Company and other regional insurers.

#### **Key Contributions**

- **Advanced into lead role within the first week on the team** as a result of superior communication, management, and strategic planning skills.
- **Created design specs, project plans, and code review/QA guidelines** for turnkey content management applications, each complete with a streamlined management tool and integrated change control.
- **Provided direction and guidance at each phase of the SDLC**, and communicated roadblocks, progress and opportunities to client-side/internal stakeholders, expertly managing expectations throughout the lifecycle.

**COMPANY, INC.**, City, State | Year – Year

**Senior Technical Lead**

Lead technical resource on the Enterprise Portal, the corporate home page for XXX employees with over 1 million hits per day, and an innovative Personal Web Pages initiative, two organization-wide technology projects requiring extensive interface with business and IT stakeholders. Established optimal team structure to drive rapid and collaborative progress, and managed entire development processes from requirements to deployment.

**Key Contributions**

- **Led educational breakout sessions on enterprise data integration** at the YYYY Name of Conference annual user conference; selected by Company and vendor teams to present highlights of the web portal development program.
- **Designed system architecture** for the Personal Web Pages project, a dynamic, custom-built application with social and personal profile functionality for each associate.
- **Mentored and managed developers.** Assigned work based on capabilities and capacity, and conducted extensive code reviews to ensure high quality releases.

*Early Career*

**COMPANY**, City, State | Year – Year

**Consultant**

**Performed help desk and web/Lotus Notes development projects** as a contractor for Company, Company, Company, Company, and other firms.

**Managed technical screening and onboarding** for new resources in the Lotus Notes group, and coordinated technical response for RFPs.

---

**EDUCATION**

**COLLEGE**, City, State

**Bachelor of Science (BS), Computer Information Systems**

**TECHNICAL PROFILE**

HARDWARE: XXX

SOFTWARE: XXX

OS: XXX

APPLICATIONS: XXX