

Grant W. Shull

Orlando, FL
Travel up to 100%

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PROFESSIONAL SUMMARY: CERTIFIED AGILE LEADER at the C-Level and Versatile, Practical Business Innovator with over 30 years of hands-on experience transforming guest service interactions and normalizing business process efficiencies by planning, conceptualizing, developing and implementing enterprise-class, guest-centric, continuous improvement solutions to make the Agile/Lean Start-up/SAFe/Six Sigma Creative Production Process ethos a permanent part of new, permanent creative partnerships within and among enterprises of various sizes and industry verticals.

- **Solid Agile Expertise** utilizing innovation, visioning, engineering, consensus building, and game-changing IT System realization utilizing cutting-edge technologies in Responsive HMI, MDM, BPMS, SOA, System Integration, Process Optimization and Global Scaled Agile Framework DevOps deployment profiles to realize maximum ROI impact with minimum collaborative effort.
- **Agile Enterprise System Innovator:** Led the implementation of the largest ever Electronic Healthcare Record management reorganization using mixture of Scrum, Kanban and Lean Start-up management techniques
- **Large Scale Agile Implementer:** Global, full lifecycle new product development projects beyond \$200 million using Agile Coaching and Scrum Master organizational techniques and accumulated lifetime technical skills – Hybrid Agile/Six Sigma Strategic Plan praised as model for GE directly by Jack Welsh himself
- **Rolled-Up Sleeves Agile Technologist:** Ability to Coach, Master and Energize Scrum teams to translate Business Transformation and Change Management into Web-based and Mobile device oriented interfaces, B2B marketplaces, unified enterprise SOA/API/IIB-BPM-ODM-DW-BI running on IoT (smart device and smart industry) networks utilizing J2EE, composite and future-forward heterogeneous frameworks and infrastructures involving a broad range of IBM, Oracle, Microsoft, TIBCO, Cloud, IoT, BlockChain and other technology components
- **Exceptional Agile Strategist and Tactician:** Over 30 years specializing in Rapid, Lean Start-up, Agile/Six Sigma, Scrum, Joint Application Design and Development, Process Improvement Facilitation and Transformational Team Leadership to drive practical, rapid implementations balancing strategic, operational business requirements and integrated, just-in-time, just-as-needed component supply while blending targeted business priorities and always-on, automated, continuously improving DevOps deployment capabilities
- **Guest-Oriented, Agile Business Analyst and IT Engineer** simultaneously driving market advantage, profit and cost savings through high tech, low tech and no-tech innovation using Large-scale Agile Enterprise principals
- **Agile Process Pioneer and Leader:** 30+ years using several Plan-Do-Show-Review based implementation methods including Lean, Six Sigma, Kanban, Rapid Enterprise Information Integration, Lotus AVM, IBM RAD, eXtreme Programming (XP), Iterative Rational Unified Process (RUP), Agile Scrum and various hybrid methodologies successfully wrapping Agile Scrum of Scrum footprints inside traditional project management frameworks and waterfalls to serve the needs of large, regulated and hierarchical enterprise contexts, including Federal Government Agencies and Global Multinational Corporations with 300,000+ employees and millions of guests
- **Creator of highly-available, high-performing, disaster-recoverable, extensible, developer-friendly, Agile operation models** for SAFe implementation
- **Driver of Lean/Agile Business Process Improvement** and Transformative IT Component Development for Major Business Impact

Major Clients: Nokia Bell Labs, North Carolina Department of Revenue, Wells Fargo, Disney, FDA, MasterCard, Blue Cross FEPOC, United States Patent and Trade Office, BCBS/MN, CareFirst BCBS, Health Now BCBS, Mayo Clinic, Eisai, Pfizer, IBM, GE, Victoria's Secret, Target, Goodyear, Galileo, VW, TD Bank, FEMA, Johnson & Johnson, 3M, Gulfstream, UHc, Department of Homeland Security – United States Citizenship and Immigration Services (DHS USCIS), Department of Defense (DoD) – MEPCOM and eHR, Department of Veterans Affairs (VA) -- eHR, Department of the Treasury – IRS, XO Communications, SIRVA Relocations

KEY LEAN/AGILE COMPETENCIES	Agile Global Program Management Off-shore/Multi-site Team Management Guest Relationship Management Agile Strategic Planning/Implementation International Business Development Agile Process & Continuous Optimization Six Sigma Processes Improvement Risk Management Agile E-Commerce Implementation Business Intelligence for Agility Enablement	Agile Information Design JIT Data Warehousing Standards-Driven Integration Agile Enterprise Data Modeling Knowledge Management Agile Change Management Contingency Planning Financial Product Modeling Agile/JIT IT/Business Integration BigData/BlockChain Leverage
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TECHNICAL SKILLS

Practices/Methodologies: Agile, Lean Start-up, Scrum, Kanban, Rapid/iterative Delivery, Internet of Things (IoT) Integration, Value Chain Analysis Automation, Knowledge Management Integration and Façade Building, Big Data/BlockChain Leverage and Integration, Lombardi/BPM, SOA Patterns, SOAP and RESTful services, JAD/RAD, eXtreme Programming, Information Architecture, Use Cases Analysis and Coding, RUP, OOA/OOD, CASE/Structured Design, SDLC, HL7, FHIR

Selected Tools and Technologies: InfoSphere MDM, WebSphere (WAS, Lombardi/BPM, WESB, IBM Integration Bus (IIB 10.x) with IIB Healthcare Pack, ODM 8.8, DataPower, ObjectGrid, EXtremeScale, Studio Application Developer, Personalization, Edge, Business Integrator, Everyplace Suite and Commerce Suite, Portal Server) DB2 UDB EEE, SQL, Informix, Trizetto Facets, Host Integrator, Host Publisher, Transcoding Publisher; MQSeries Workflow, MQSI, Holosofx; MetaStorm BPM, C#; Oracle (Lombardi/BPM Suite, RDBMS, BI, EPM, ESB), TIBCO (iProcess, ActiveMatrix, BusinessWorks, BusinessEvents, Master Data Management, Hawk, Enterprise Messaging Services, SOA Best Practices), Intalio, Hyperion EP, Hyperion FM, BusinessObjects EPM, Ab Initio; BEA WebLogic; Apache/HIS, Tomcat; Tivoli Access Manager and SecureWay Line; Object Oriented Analysis and Design; Java/J2EE Architectural Components and Design Patterns; WSAD, XML, XSL, XSLT, HTML, JSPs, JDBC, EJB; CORBA, Unix Shell Scripts, Perl; Lotus Notes/Domino; Cold Fusion; Tomcat, Windows NT and 2000 Server; Visual Basic, .Net, VantageOne, ERWIN, Sparx Enterprise Architect, Software Through Pictures, ROSE, Rational Suite, Eclipse, iPhone SDK 4.0, PHP, MySQL, L1 ABIS® (System Workflow Manager, System Search Engine, System FaceExaminer, Biometric Capture Products), Identec RF perimeter control tools, Salesforce.com, JBOSS and other open system platform tools

Professional Training: Certified Agile Leader, Agile Scrum Master, Agile Product Manager, Agile Testing, Strategic Selling/Guerilla Sales Techniques, Project Leadership in a Changing World, Programmer Productivity Management, Effective Negotiating®, Effective Proposal Writing, Conflict Management/Resolution, SOA Principles/Practices, JAD/RAD Facilitation, Data Warehouse Integration Design and Implementation (including BI), Enterprise Data Analysis/Design, OOA/OOD/Java, RUP/J2EE, E-Business Development, Method Blue, WebSphere WAS, JBOSS, IBM BPM/Lombardi TeamWorks Design and Development Boot Camp, CORBA Basics, COBOL, C++, C#, Java basics and advanced

Innovations: Wireframe Pioneer, Agile Startup Early Adopter, The MUSIC Model, The Intuitive Integration and Content Redaction Engine for Scaled Artificial Intelligence Provision, Scaled Knowledge and Integrated Asset Management at IBM, BlockChain Normalization for Basic Business Use

PROFESSIONAL EXPERIENCE

Interface Fitness, Columbus, OH	3/2010 – Present
CEO, AGILE ENGAGEMENT COACH AND SCRUM MASTER	7+ years
CHIEF AGILE INNOVATION OFFICER at Nokia Bell Labs: Provided Agile Coaching and Scrum Master services to introduce and augment Lean/Agile	

business practices to ensure universal disclosure of key data points, encourage transparent “last planner” collaboration, develop attitudes of universal servant leadership and maintain focus on ever more ideal production goals throughout and among creative production and operational support teams.

AGILE COACH, SCRUM MASTER and ARCHITECT at various firms – Currently serving as C-Level Agile Coach and Global Program Coordinator for JPMorgan Chase.

- **Dreaming into Doing:** Leading from the Chief Operating Committee down to help C-Level leaders realize their vision of a fully agile, guest-centric enterprise that is the go-to host for getting funds into the hands of tomorrow’s leaders today.
- **Implementing Agile at Scale:** Rationalizing Agile, PMBOK, and blended creative management practices into a universal approach to disclosure, transparency, sacrificial leadership and transformative vision sharing to maximize creative promise, and reduce operational costs grow guest delight.
- **Driving DevOps into the Future:** Leading the definition, implementation, and rapid migration to a unified, global, securely cloud-based DevOps environment to realize the full benefits of adopting the Agile management ethos.
- **Spreading Joy:** Working directly with the people who make the magic happen to encourage ever greater degrees of Autonomy, Mastery, Grace under Pressure, Collaboration, and, most importantly Celebration to encourage healthy morale, and evoke dedicated, purposeful, and supercalifragilisticexpialidocious contribution born of the pure joy of creating helpful new technological artifacts, and sustained by the pure motives of delighting our guests in ever more fascinating ways.

SCRUM MASTER/TEAM LEADER and AGILE PROCESS COACH -- Modernizing and Integrating Product Design, Benefit Administration, Guest Management, Claims Automation, and Real-time Event Data Management for Guest Service, Healthcare and Government Leaders: Received commendations, awards and standing salutes for analysis, communication definition and component development to architect the replacement of outdated and outmoded systems with transformative solutions and rule-driven operational models, including development, deployment and securing of the largest IBM IIB Healthcare Pack implementation to date as part of the DoD/VA eHR project. Applied experience gained from this and other projects detailed below to provide architectural guidance and realize patterns for downstream innovation of real-time event management and collaboration integration as part of the ongoing process modernization initiatives at both DaVita and FDA.

Forming, Storming, Norming and Performing as Part of an Agile Scrum to innovate outdated guest services practices and platform for Wells Fargo

- Ideated, Designed and Implemented operational process innovations to delight guests and increase guest retention.
- Facilitated working sessions and discussions on ideation, design, implementation and coordinated deployment of procedural and technical solutions to help our innovation team produce Excellent Customer Service Policies and Great Supporting Software.
- Demonstrated the usefulness of VersionOne as a comprehensive Lean/Agile and management tool, mentored other scrum team members on effective use of the tool as a process management information platform.
- Achieved adoption of several team efficiency initiatives to help normalize Lean/Agile Principles into our teams’ work ethics.

- Instigated, Created, Hosted, Facilitated and Scribed the daily VOCS (Virtual Online Collaboration Space) for optimizing our team's common working hours compensating for geographical and temporal dispersion around the global business
- Demonstrated the use of shared archives for cataloging and leveraging team memory for enhanced decision-making, operational guidance and guest-satisfaction
- Facilitated Retrospective Ceremony activities, produced comprehensive retrospective analysis and rendered key improvement initiatives to team to ensure progress toward continuous improvement
- Observed patient, silent, mindfulness when appropriate to allow the team to self-guide when collaborating on process issues, finding solutions and achieving increased efficiency through mutually acceptable practices, time-frames and maturity curves
- Provided pro-active, strong and engaging global team facilitation as needed.

AGILE COACH, SCRUM MASTER and SAFE IMPLEMENTER -- Realizing Full Benefit of Cutting-edge, Mass-customization Technology within SAFE Operational Boundaries by simplifying Operational Decision Management implementation and ensuring ubiquitous adoption of business-driven, cloud-based decision management capabilities by MasterCard and its clients

- Automating architectural components, tools, and tool kits for end-users, developers and solution providers seeking access to IBM ODM through Decision Management as a Service (DMaaS) automation from MasterCard's DevCloud in a virtual server environment.
- Integrating business processes management techniques and technologies various data warehousing components and capabilities
- Transforming data into decisions using business-driven rule base automation on a stateless three-tiered IT architecture
- Enabling fraud watch customers to bypass native ODM, RuleDesigner, and Business Console interfaces through a sophisticated combination of technical processes, products and techniques
- Developing IT components as necessary
- Ensuring execution quality and non-functional compliance by collaborating with multiple stakeholders to document and execute necessary controls, including process reviews, static analysis tools, and partner engagements for load testing, security testing
- Implementing data structures and transaction clients to provide human readable machine integration with underlying IBM ODM rule sets
- Writing, editing, and approving operational handbooks, system design, system operation, and implementation guides documentation using Confluence integrated with JIRA issue tracking.
- Managing daily team workflow and personal tasks, for Agile sprints with JIRA utilities and related Lean/Kanban metaphors
- Integrating several technical frameworks into a loosely coupled, late-binding integrated information system to provide for maximum flexibility and effectiveness of operation within a variety of operational contexts
- Troubleshooting and resolving complex problems with operational components and executional sequences
- Authoring, tracking and implementing Problem Management Reports through the formal Maintenance Request process with outside vendors.
- Coordinating policy versioning with version management tools

- Applying patches and upgrades to hardware and software components as necessary

AGILE COACH and BUSINESS TRANSFORMATION ARCHITECT -- Transforming integrated Enterprise and Electronic Commerce: Leading development of prototype for new stateless, multi-tiered support system architecture based on stateless execution and open standards technologies for United States Patent and Trademark Organization (USPTO)

- Leading operational policy, information system architecture and process design framework modeling by working along side cross-organizational and cross-discipline teams to build ambiguous environment and functional drivers into a set of common initiative with a single purpose and a unified operational metaphor
- Eliciting requirements in order to create detailed assessments of current states, gaps and remediating procedural and technological approaches where necessary
- Deriving resulting business and system architectural models using industry standard documentation methods to effectively and efficiently communicate implementation concepts to a audience
- Explicit use of visual documentation models where practicable to enhance overall understanding among team members
- Creating BPM and ODM facades/portals and integration modules based on architectural prototypes with package-based Integration (IIB) BPM (IBM/Lombardi) and ODM APIs
- Coordinating with Market Research, Business and Security teams to ensure solution balance among functional, non-functional and business execution requirements
- Identifying and categorizing detailed list of functional anomalies; synthesizing new patterns using UML and hybrid diagrams to simplify functional concepts and introduce rule-driven logic via ODM components
- Planning and leading JAD-style visioning sessions to derive more efficient implementation solutions
- Researching and categorizing currently employed technologies, tools and techniques for upgrade; organizing the same into efficient, orthogonal representations of system components
- Facilitating technical discussions with industry leaders and ecosystem partners to decompose IIB integration steams and derive SOAP WSDLs and REST APIs for architectural definitions, interface design control documents and resultant public contract definitions
- Synthesizing JAD session results into unified development practices
- Detailing and executing architectural approach to transform group of disparate, outdated websites and stove-piped systems into modern, unified, responsive, mobile-optimized (mobile-first) components along with key Information Architecture (IA) wireframes to guide further HMI/UX design efforts (iWatch, iOS, Android, iPhone, mobile phone, iPad, Tablet, portal and laptop form factors) using a variety of java-oriented design patterns, tools and techniques
- Distilling all information into phased, partitioned, actionable, agile development plans
- Leading development of security transformation solution
- Documenting implementation artifacts comprising all stages from early conceptual documentation through detailed physical component specification
- Developing detailed transformational and sizing models using UML, Marketecture and hybrid diagrams for guidance in migrating Java-driven

WAS infrastructure to JBOSS infrastructure using BPM (IBM/Lombardi), ODM, ODM APIs, Spring, AngularJS and other design patterns

- Describing and modeling viable implementation solutions for reorganizing configuration techniques to optimize embedding Agile development tactics inside existing Waterfall constraints
- Designing data mapping structures, data flow diagrams and data definitions to be used in the development, modification and enhancement of system integrations.
- Facilitated JAD sessions and transformed output into designs, and management guidance for Enterprise Architecture components and their low-level technical Architecture design documents.

SCRUM MASTER/MASTER OF CEREMONIES - Maximizing Information Asset Monetization and Optimizing Customer Value Chain Creation for clients seeking increased global market reach by leading comprehensive implementations of web-based and device-driven mobile apps supported by enterprise Business Process Management (BPM [IBM/Lombardi]), Operation Decision Management (ODM) and Service Oriented Architectures (SOA) utilizing a full spectrum of process re-engineering, IBM product suites, such as IIB 9.x and IIB Healthcare Pack, and complementary technology toolsets under traditional, Agile and blended program, product and project management disciplines.

- Providing implementation leadership and design assistance through directed facilitation
- Producing HMI/UX (iOS, Android, iPhone, mobile phone, iPad, Tablet, portal and laptop form factors) SOA, Enterprise Information Bus using SOAP and REST, DB/DW/BI, Security/Control, and Cloud Computing documents, diagrams, white papers and technical components
- Generating rapid ROI by applying holistic, guest-centric, Lean/Agile design models and patterns to speed implementation, enculturation and execution
- Providing comprehensive client support as a strategic IBM Business Partner
- Optimizing claims management through an enterprise Java platform

AGILE DATA COACH

- **Maximizing ROI** for marketing, sales and service divisions by establishing single, person-centric data source integration the enterprise
- **Increasing Overall Data Value** through streamlined database DAOs and component repurposing for fraud management, marketing, house-holding and claims management
- **Decreasing Operational Costs** by instituting golden record storage service layer using both SOAP and REST request/response pairing and centralized meta-data management facades
- **Aiding Collaboration and Communication** among technical and business implementation teams through authoring and editing Interface Control Documents and contributing to SADs, TADs, strategic white papers and other key documents
- **Increasing Traction and Technology Adoption** by implementing and testing solutions in sandbox

SCRUM MASTER and AGILE COACH -- Leading Program, Product and Project Teams creating integrated Business Process Driven claims processing ecosystems in various enterprise processing environments using automated business process integration tools

- Creating benefits management and compliance tracking solution to implement Affordable Care Act mandates and transformations; leading team development and resolving issues

AGILE PROGRAM MANAGER and COACH -- Providing fact-driven information technology implementation and team leadership to government Business leaders and their respective implementation teams through technically accurate, economically feasible, clearly compelling, politically insightful and operationally grounded innovation

- Implementing transformative, integrative operational processes and automated system components to modernize aging, silo-driven benefits and fraud management detection and elimination procedures
- Optimizing enterprise value chains by delivering targeted process and technical component refactoring
- Shaping and guiding operational governance and technical component implementation excellence for instrumenting solutions with technologies including: Business Process Management Systems (BPMS), Business Rule Bases and Operational Decision Management (BR and ODM), Business Event Managers (BE), SOA-driven Enterprise Service Busses (SOA/ESB) in both SOAP and REST metaphors, Guest-centric Web Apps, Web-based Portals, Mobile Device Apps, Business Intelligence (BI), Executive Dashboards, Operational Reports, Databases (DBMS), Mass-media Stores, Data Warehousing (DW), Inter-Enterprise Integration, Cloud-based Services on IBM WAS, JBOSS and other java and non-java platforms
- Designing and developing responsive, mobile-optimized HMI/UX (iOS, Android, iPhone, mobile phone, iPad, Tablet, portal and laptop form factors) components to ensure field operations stay in sync, on policy and true to guest satisfaction CTQs and KPIs
- Applying Agile implementation techniques in accordance with OMBs 25 Point Plan for governmental transformation

AGILE PROCESS INNOVATION COACH – Leading Teams Developing integrated BPM and ODM-driven Systems: planning implementing enterprise personnel deployment system integrating Oracle 11g and BI with other Commercial-Off-The-Shelf products into BPM-driven, Service Oriented Architecture and Business Intelligence Reporting Framework

- Driving BPM, data, rules management (ODM), security and technical development based on implementation of best practices and guided by application of industry trends for strategic military commands and benefits processing centers throughout the world.
- Providing strategic leadership, core component delivery and leading technical team of 30+ core professionals using agile delivery format for the production of integrated BPM healthcare suite combing governing the process and data management integration needs covering authoritative sources, data stores, data warehouses, data marts, and OWL-based ontological mapping according to BTA standards and DOD practices for force modernization and global field mobilization integration initiatives. Utilizing several IBM and non-IBM components including IIB with Healthcare Pack.
- Designing and developing responsive, mobile-optimized HMI/UX components (iOS, Android, iPhone, mobile phone, iPad, Tablet, portal and laptop form factors) using Java/J2EE-based tools on JBoss server complexes
- Ensuring solution provided credible and compelling story for senior MEPCOM and BTA leaders to maximize sales effectiveness in a thoroughly tested environment.
- Leading selection and integration of BPM and supporting ODM technology sets and selection of BPM components based on capability maturity model per MEPCOM IT Business requirements.
- Drove nearly 200 technical team resources and thousands of client operatives with core component creation and delivery
- Contributing to white papers describing technical, quality assurance approaches as guidance for organizing work by teams of specialists within various disciplines.

- Driving integration teams to produce design for highly available, zero-loss, geographically diverse HADR hosting complex housing coordinated BPM, Enterprise Data Management and SOA components in both SOAP and RESTful formats integrated by IIB with Healthcare Pack and other pre-build integration components
- Specifying comprehensive Identity Management approach.
- Developing preliminary BPM process flows and physical data structures for demonstration prototype using Oracle 11g and BPM Suite.

Key Partners: Deloitte, Prolifics, AEEC, Genpact-Jawood care Solutions, IBM, Summa Technologies, Harris, OpenText, The MITRE Corporation, SRA

Key Clients: Nokia Bell Labs, Wells Fargo, USFDA, MasterCard, Blue Cross FEPOC, United States Patent and Trademark Office (USPTO), BlueCross Blue Shield, Department of Defense/Department of Veterans Affairs Initiative, Department of Veterans Affairs Healthcare Management; Department of the Treasury – IRS Affordable Care Act Transformation Teams, US Army – MEPCOM (United States Military Entrance Processing Command) Healthcare Induction and Benefits Processing, Eisai, Pfizer TD Bank, SIRVA, Harris, HMS, XO Communications

TIBCO, Washington, DC

12/2007 – 03/2010

AGILE PROGRAM MANAGER and COACH

2+ years

Provided A to Z development leadership for largest program team engaged at client and deployed by TIBCO. Wrapped Agile management practices inside highly-structured traditional Waterfall management and reporting environment. Established BPM and SOA COE development practices. Served as trusted implementer for core and strategic integration components. Streamlined delivery processes. Led teams using iProcess, BusinessWorks, EMS, Hawk, .Net and Java-based/J2EE components.

- Created code base for expansion of opportunities for BPM and SOA sales within account and to related government agencies.
- Enabled expansion of program team three-fold by producing strategic framework components.
- Generated over \$30 million yearly governmental cost savings; growing savings exponentially with each service release and component enhancement.
- Provided novel identity management approaches for various government agencies and commercial identity verification support partners
- Designed and developed responsive, mobile-optimized HMI/UX components (iOS, Android, iPhone, mobile phone, iPad, Tablet and laptop form factors)

Key Client: Department of Homeland Security – United States Citizenship and Immigration Services (DHS USCIS) Benefits Processing Center

Key Technologies: TIBCO BusinessWorks, iProcess, Lombardi/IBM BPM, IBM ESB and IIB, Oracle and DB2, J2EE-based SOA, OCR, PDF, XML, EDI, JSON

Cyberangelism, Baltimore, MD

09/2000 – 12/2007

AGILE IT ARCHITECT

7+ years

AGILE COACH, SCRUM MASTER and TECHNICAL LEAD Led Project-based Implementation Teams and Incubated COEs for strategic IT management systems, e-business BPM (Lombardi/IBM), EAI/SOA/CORBA, data warehousing, business intelligence and knowledge management solutions often using HIPAA, Sarbanes Oxley, and ROI as decision drivers.

- Designed and developed responsive, mobile-optimized HMI/UX (iOS, Android, iPhone, mobile phone, iPad, Tablet and laptop form factors)
- Implemented component upgrades and assisted with roadmap assessments of BPM, IIB, data warehousing and EAI/SOA

- Employed structured enterprise analysis methodologies (RUP), business process architectural improvements, data warehousing, component-based design and best practices to ensure project deliverables meet requirements and expectations,
- Led design, core framework development and enterprise integration for international financial institutions
- Designed and developed responsive, mobile-optimized HMI/UX components (kiosk and laptop form factors with multiple human languages)
- Coordinated with off-shore development teams on multi-million dollar projects
- Established and managed IBM development support partnerships
- Provided clients and business partners with comprehensive technical and implementation leadership focusing on supply chain, BPM integration, e-commerce, data warehousing and enterprise EAI. Managed local and offshore deployment teams, determining work allocation and resolving roadblocks. Balanced client relationship needs with technical team execution.

Key Accomplishments:

- Headed development team during Joint Application Development (JAD) sessions to develop user scenarios/Use Case and Wire Frame/modeling techniques and core frameworks, ensuring project delivery at least 10% faster than with other methods.
- Led project auditing teams to uncover and correct functional and pattern inefficiencies, saving over \$1 million in write-offs, avoiding costly litigation and opening up opportunities for repeat business.
- Implemented over five multi-million dollars of BPM/DW/SOA engagements per year
- Instrumental in up-selling over \$10 million in add-on development services to a single client based on innovative implementation practices

Key Clients: CareFirst BCBS, Mayo Clinic, Aetna, UHc, Walgreens, Pfizer, Health Now (a Blue Cross Affiliate), ExpressScripts, Principal Financial, RBC Dain Rauscher, Wells Fargo, Horace Mann, Disney, Nash Finch, FEMA, 3M, Johnson & Johnson, Gulfstream

Key Partners: J. Walter Thompson, Perficient, AIC, CSC, CIBER, Cognizant, RCG IT, CIBER

Key Technologies: Lombardi TeamWorks/IBM BPM, Intalio, Weblogic, IBM IIB and IIB Healthcare Pack, WebSphere Portal Server, WBI Modeler, WSAD, HATS, Oracle, DB2, SOA, OCR, PDF, XML, EDI, Trizetto Facets, Salesforce.com, J2EE, other mixed and non-java platforms.

Telismart.com, Omaha, NE
LEAN START-UP ARCHITECT

01/2000 – 09/2000
NETGEN 9 months

AGILE COACH and TECHNICAL LEAD -- Spearheaded BPM innovation and delivery of e-commerce, data warehouse, business intelligence and data mart solutions, using multi-site/off-shore development teams.

Key Accomplishments:

- Researched and adopted emerging technology/trends, as well as innovative system engineering improvements, tools, techniques and standards, streamlining the production process.
- Led end-to-end system performance/stress testing, working with test designers to optimize system operational stability.
- Turned around 2 faltering Website upgrades, recognizing uneven C-level delivery expectations and taking initiative to reimagine requirements gathering process. Realigned executive expectations, project deadlines, deliverables and available resources. Utilized eXtreme Programming and Kanban to optimize teams.

- Designed and developed responsive, mobile-optimized HMI/UX (kiosk, portal, laptop and thick client replication form factors with multiple human languages)
- Commended by VP of IT for making enterprise system planning meeting 10 times more effective by leading JAD engineering sessions

Keane, Inc, Independence, OH
SENIOR PRINICIPAL COUNSULTANT

02/1999 – 01/2000
1 year

AGILE/SIX-SIGMA COACH and SCRUM MASTER -- Commended for execution of strategic Internet implementation for GE Quartz by Jack Welch. Provided engineering services for BPM improvements supported by Six-Sigma dashboard reporting and based on e-commerce architecture, project planning, business intelligence, data warehousing and enterprise application integration patterns and best practices.

- Audited and improved e-commerce network and security operations.
- Prepared Internet services' engineering plans and materials for transformed business process components
- Developed and populated Center of Excellence for e-commerce BPM artifacts.
- Designed and developed responsive, mobile-optimized HMIs/UXs (kiosk, laptop and thick client replication form factors with multiple human languages)

Key Accomplishments:

- Received commendation from GE chief, Jack Welch, for the approach and content of a transformational BPM implementation approach utilizing e-business tools and techniques. Re-engineering effort included a 3-stage analysis, a Website mock-up, RACI matrix automation, several ROI metric logs and a comprehensive implementation framework.
- Facilitated JAD engineering sessions streamlining production delivery by 33%.
- Teamed with managing director to obtain \$2MM budget allocation. Contributed technical substantiation to business plan for establishing local branch as National Center of Excellence for e-commerce.

IBM Global Services, Cleveland, OH
AGILE ENTERPRISE IT ARCHITECT

11/1996 – 02/1999
2+ Years

SCRUM MASTER and TECHNICAL LEAD -- Innovated BPM and ODM Implementation: translated specs into an e-commerce/Extranet presence for a national retailer integrating Net.Commerce and Lotus Notes. Drove development, thought leadership and project estimation models supporting multi-million dollar e-commerce sales wins. Coordinated with multi-site and offshore resources. Developed highly successful client relationship by demonstrating business and technical acumen during intensive development and testing cycles.

- Implemented worldwide project tracking infrastructure using Lotus Notes and Internet-based technologies.
- Created business flows, data structures, HTML templates and CGI scripts for production of dynamic Web pages.
- Engineered techniques for expanding Lotus Notes infrastructure to support client's strategic information system goal.
- Designed and developed responsive, mobile-optimized HMI/UX (kiosk, laptop and thick client replication form factors with multiple human languages)

Key Clients: Goodyear, Victoria's Secret, Target, IBM ITSO

Key Accomplishments:

- Delighted client by delivering e-commerce site project early, saving 33% in development costs.
- Authored portions of a Redbook entitled, Building e-Commerce Solutions with Net.Commerce: A Project Guidebook (#SG24-5417-00).

Transformative Consulting, Cleveland, OH

04/1995 – 10/1996

MANGING ARCHITECT**1 year 7 months**

PROTO-AGILE COACH and SCRUM MASTER -- Led BPM transformation through Lotus Notes/Phone Notes resources expansion for 1100 U.S. restaurants to improve business process for follow-up of newly trained wait staff to help reduce turnover.

- Designed and developed responsive, mobile-optimized HMI/UX (kiosk, laptop, thick client replication, phone [DTMF] form factors with multiple human languages)

RAPID, ITERATIVE and PROTO-AGILE TEAM LEAD -- Prepared strategies and designs for integration of business processes and related enterprise data management systems, utilizing Lotus Notes, Oracle and traditional data processing technologies spanning multiple sites, countries and cultures.

- Led the initial expansion phase of an Intellectual Asset Management and data warehouse system providing 40,000+ consultants access to Lotus Notes/Domino and Java components. Worked with Bob Hopewell, Grandfather of AGILE
- Led 50-technician team in design/implementation of client laptop rollouts.
- Designed and developed responsive, mobile-optimized HMI/UX (kiosk, laptop, thick client replication, phone [DTMF] form factors with multiple human languages)

Key Accomplishment:

- Ran enhancement of a Notes/Oracle-based integrated product development systems, for target population of 100,000 practitioners; currently in use as the IBMs World-wide Competency Management System

Key Client: IBM, Darden Restaurants

Key Technologies: Lotus Notes, Lotus Phone Notes, ODBC, Visual Basic, Oracle

Cincinnati Bell Information Systems (aka Convergys)**08/1988 – 03/1994**

Cincinnati, OH/Cologne, Germany/Chicago, IL

5 years 8 months**PROTO-AGILE COACH, SCRUM MASTER, and INTERNATIONAL ENGINEERING LEAD**

Managed International Teams Creating World-Class Tele-management Optimization Software for Global Telecommunications Industry using RAPID, ITERATIVE and PROTO-AGILE execution techniques

Key Clients: Deutsche Bundespost Telekom, Swiss PTT, Dutch PTT, Cable and Wireless, McCaw Cellular

- Sold and led in-country, multi-million dollar implementation specialists in optimizing approaches and resolving related system engineering issues. Assisted with sales demonstrations and orchestrated host country implementation of Business Process Improvement, enterprise application Integration, data warehousing, business intelligence and departmental data marts, producing

**ADDITIONAL
EXPERIENCE
1983 – 1995**

Additional **BPM, ODM, MDM Integration and Process Innovation** roles:
Jones, Day, Reavis and Pogue, Cleveland, OH
The Synergy Group, Chicago, IL
Information Resources, Inc, Chicago, IL
Sound and Stagecraft, Chicago, IL, Miami University, Oxford, OH

**PROFESSIONAL
CERTIFICATIONS**

Certified Agile Leader: August 6, 2017

**PROFESSIONAL
TRAINING**

Certified Agile Leader Intensive Workshop
Visioning Workshop and JAD Session, CBIS
Strategic Selling and Guerilla Sales Techniques, IBM/Summa
Project Management in a Changing World, CBIS
Productivity Management (PMBOK), Keane
Effective Negotiating®, CBIS/Karrass
Effective Sales Proposal Writing, CBIS
SOA Principles and Practice, TIBCO
Conflict Management and Resolution, CBIS
Lotus Accelerated Development Method, USConnect/IBM
Joint Application Design (JAD) Facilitation, IBM
Rapid Application Development Methodology and Advanced RAD, IBM

- Trained and Worked with Bob Hopewell, the Grandfather of Agile, on **IBM's Global Intellectual Capital Management System**

Data Warehousing Design and Implementation, IBM
Enterprise Data Analysis and Design, CBIS
OOA, OOD and Java, IBM
RUP and J2EE, CIBER
E-Business Architecture and Method Blue, IBM
WebSphere Business Integrator, IBM
Lombardi TeamWorks/IBM BPM Bootcamp, Cognizant
MetaStorm BPM Boot Camp, OpenText

EDUCATION

Chase College of Law, Highland Heights, KY
Completed one year of JD studies, 1990

DePaul University, Chicago, IL
Completed Computer Career Program with honors, 1987

Miami University, Oxford, OH
Bachelor of Philosophy in Interdisciplinary Studies, 1986, Magna cum Laude
