



## Senior Agile Transformation Coach & Project/Program Manager

Provides lean agile transformation consulting, coaching, and training at all organizational levels (enterprise to team, etc.). Provides project/program management services as/when required. Maintains a consistently high skill level of practical (hands-on) experience, in addition to maintaining key certifications. AIoT technology innovator.

### Primary Consulting Services Currently Provided

- Enterprise to team Lean-Agile Coaching/Training/Mentoring
- Agile transformations
- Identification of operational and development value streams and Agile Release Trains
- Facilitates Agile training events/workshops
- Lean Portfolio Management Guidance
- Jira tool training

### Formal Education and Certification

- 3-year Technical Diploma in Flight Instrumentation and Automatic Flight Control Systems (<http://www.denel.co.za/>). **Acknowledged by the US INS as equivalent to a 3-year Bachelor degree.**
- Project Management Professional - PMP (<http://www.pmi.org/>)
- Microsoft Certified Technology Specialist (MCTS) - Microsoft Project 2010, Managing Projects
- Certified Scrum Master (<http://agileu.com/> / <http://www.scrumalliance.org/>)
- Certified Professional Agile Coach (ICP-ACC)
- Certified Professional Agile Transformation Coach (ICP-CAT)
- Certified Master in 'IS/IT Project Management' (<http://www.villanovau.com/>)
- Sun Certified Java Programmer (<http://www.oracle.com/us/sun/index.htm>)
- Certifications in OOAD/UML (<http://www.skillsoft.com/>)
- Informix Certification (Aztec Co.)
- Automatic Flight Control Systems License (<http://www.caa.co.za/>)
- Private Pilot License with Night & Aerobatic ratings
- SAFe 6 SPC & RTE (<http://scaledagileframework.com/>)
- Microsoft Azure AI Fundamentals (AI-900)



### Industries/End-clients Served

- Insurance: The Hartford, Aetna, Nationwide Insurance, Prudential, Independence Blue Cross, Blue Cross Blue Shield NC
- Heath Care/Fitness: American Board of Ophthalmology, Caring Hospice, Trustmark
- Pharmaceutical: Merck
- State Government: Commonwealth of Pennsylvania - Department of General Services (DGS), Bureau of Procurement (BOP) and Integrated Enterprise System (IES).
- Local Government: City of Philadelphia – Major's Office of Information Systems (MOIS).
- Military: US Air Force
- Federal/DOD Contractors: NMR Consulting.
- Power Management & Marketing: PJM Interconnection
- Litigation/Docket Management: Corporation Services Company, iDocket.
- Interactive Media/Video-on-Demand/Marketing: Comcast Interactive, Comcast Spotlight, Annodyne, Valuable Group.
- Computer Peripherals/Appliances: Kyocera
- Dotcoms: Comcast, Trustmark/Health Fitness
- Banking: Deutsche Bank
- Cellular/Mobile Networks: T-Mobile
- Retirement Facilities: Masonic Villages

### Employers

#### ○ Robust Web Services, Inc.

Sep 2002 – Present

Owned by George Loudon (incorporated in September 2002)

- **Roles**: Fulltime Employee, President, Chief Agile Transformation Coach & Project/Program Manager
- **Responsibilities**:
  - Provides contracted and sub-contracted consulting and coaching/training services to enable organizations to effectively transition to the delivery of value-based, customer-centric products/services in a highly responsive and relentlessly improving manner, using Lean-Agile approaches, including SAFe, Scrum, Kanban, etc.
  - Produces Agile guidance/training videos.
  - Provides Jira Software coaching/training.
  - Provides the following Agile coaching/training services:
    - [CA-OAA: Consulting Assignment - Organization Alignment with Agile](#)
    - [CA-OAAJ: Consulting Assignment - Organization Alignment with Agile and Jira Software](#)
    - [TE-AAVPA: Training Event - Adopting Agile Values, Principles, Mindset and Approaches](#)
    - [TE-BIA: Training Event - Brief Intro to Agile](#)
    - [TE-SAJ: Training Event - Supporting Agile using Jira Software](#)
  - Provides project/program management services.
  - Provides IoT-related consulting services, including the incorporation of AI-enhanced components.
- **Skills/Tools**: Coaching · Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · Azure · Azure DevOps · SaaS (Software as a Service) · Jira Align · Jira · Agile Methodologies · Scrum · Training · Mentoring · Platformio · ESP32 · Arduino · Lean Agile · Agile Coaching · Value stream Identification · Value stream mapping · Miro · Mural.

#### • RCG IT (PA) – IT consultancy

Jan 2000 - Aug 2002

- **Role(s)**: Fulltime Employee and Senior Consultant
- **Responsibilities**:
  - Coached/mentored resources (FTEs and contractors) regarding software development and infrastructure project management best practices.
  - Architected and implemented a *Customer Service Representative Sales Commissions* system.
  - Architected and implemented a web-based nationwide *Sales Agent Licensing* system.
  - Designed and implemented integration services between telephony system (Lyrical) HTML presentation service (front-end) with a SIEBEL-based (CRM) presentation service with the use of COM and Windows Messaging API, etc.
  - Designed integration modules for use with Identitech Digital Imaging system.
  - Managed migration of data from a legacy (mainframe-based) database to a Microsoft SQL Server environment.
  - Evaluated commercial off-the-shelf software (COTS) ETL software products, including Informatica and Oracle Data Warehouse Builder (OWB).
  - Managed SIEBEL (COTS) CRM project.
  - Architected and implemented custom Java-based Enterprise Data Warehouse ETL processes, incorporating Hyperion Essbase.
- **Types of projects managed**:
  - Software/system development (75%), Infrastructure (25%).
- **Industries/Organizations serviced**:

Industries and organizations at which the various roles and responsibilities have been performed include:

  - Aetna, The Hartford Financial Group

## ROBUST WEB SERVICES SUB-CONTRACT ASSIGNMENTS

This section only highlights subcontracted Robust Web Services end-clients that George (as an employee of Robust Web Services) has serviced. I.e. none of the Robust Web Services direct end-clients that George has serviced are shown. This is due to some of Robust Web Services' business competitors previously attempting to market to its end clients. Therefore, any chronological gaps that exist (in the following section), typically indicate periods during which George has serviced direct Robust Web Services clients.

- **Zazzy AI** – ML, TinyML, AI & AIoT Startup **Dec 2023 – Present**  
**Role:** Agile Program/Project Manager
  - Performing agile program and project management and ensuring the adoption of responsible AI principles as per AI-900.
  - **Skills:** Kanban · Scrum@Scale · Azure · Azure DevOps · Azure Cognitive Services · SaaS (Software as a Service) · Software Development Life Cycle (SDLC) · Jira · Confluence · OpenAI · Python · Microsoft Visual Studio Code
- **Prudential** (NJ) - Insurance/Retirement/Investment **Feb 2022 – Aug 2022**  
**Role:** Scaled Agile Coach (remote)
  - Provided NWOW and SAFe coaching/training. Also provided Jira and Miro associated mentoring/coaching.
  - **Skills:** Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · Jira Align · Jira · Agile Methodologies · Scrum · Training · Mentoring · Lean Agile · Agile Coaching · Value stream Identification · Value stream mapping
- **T-Mobile** **Jun 2021 – Jan 2022**  
**Role:** Agile/SAFe Coach (remote)
  - Provided enterprise and team Agile/SAFe coaching and PI Planning mentorship.
  - Provided Value Stream and ART Identification Workshop facilitation.
  - Developed enterprise and team Agile coaching materials.
  - Identified enterprise and team Agile maturity, where teams are providing Salesforce-based value.
  - Created Miro-based virtual PI Planning and Value Stream & ARTs Identification environments and facilitates events.
  - **Skills:** Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · SaaS (Software as a Service) · Jira Align · Jira · Agile Methodologies · Scrum · Training · Mentoring · Lean Agile · Agile Coaching · Value stream Identification · Value stream mapping
- **US Air Force** **Feb 2021 – Jan 2022**  
**Role:** Jira and Agile Trainer/Coach (remote)
  - Provided 2-day training classes for Atlassian Jira Software and various Agile approaches (Scaled, Scrum, Kanban, etc.).
  - **Skills:** Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · Jira · Agile Methodologies · Scrum · Training · Mentoring · Lean Agile · Agile Coaching
- **iDocket** (TX) - Legal **Apr 2021 – Jun 2021**  
**Role:** Agile and Jira Coach (remote)
  - Identified Value Streams and appropriate teams.
  - Identified appropriate Agile approach based on types of products/services and associated value streams.
  - Configuration of Jira Software for the enterprise (both production and training environments), including creation/configuration of projects, boards, custom fields & issue types, custom workflows and automations, Tempo Timesheet plugin, dashboards.
  - Created customized Agile and Jira coaching/training materials and Jira configuration documentation.
  - Provided coaching/training regarding various Agile approaches (Scrum, Kanban and Scrumban).
  - Provided configuration and guidance regarding transition to Jira Software and alignment with the various Agile approaches.
  - **Skills:** Kanban · Software Development Life Cycle (SDLC) · Jira · Agile Methodologies · Scrum · Training · Mentoring · Lean Agile · Agile Coaching
- **Blue Cross Blue Shield North Carolina** (NC) **Dec 2019 – Dec 2020**  
**Role:** Agile Coach (initially onsite, then remote)
  - Provided enterprise and team Agile coaching; Led the Agile Coaching Circle; Authored Agile guidance materials; Produced various Agile guidance/training videos; facilitated the Identification of Value Streams; Provided SAFe guidance.
  - Created numerous custom Jira and Confluence-based dashboards and created associated guidance documentation.
  - **Skills:** Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · Jira Align · Jira · Agile Methodologies · Scrum · Mentoring · Lean Agile · Agile Coaching · Value stream Identification · Value stream mapping
- **Deutsche Bank** (NC) **May 2019 – Dec 2019**  
**Role:** SAFe Agile Coach, RTE and Project Manager (onsite)
  - Provided SAFe coaching at the enterprise (regarding Value Streams, etc.) and team levels in an Electronic Content Management environment.
  - Performed the roles of RTE, Scrum Master and Project Manager (as/when needed).
  - Coached the identification and realization of Development and Operational Value Streams.
  - **Skills:** Kanban · Scaled Agile Framework · Software Development Life Cycle (SDLC) · Clarity PPM · Jira · Agile Methodologies · Scrum · Mentoring · Lean Agile · Agile Coaching · Value stream Identification · Value stream mapping
- **Traffic Wizard** (PA) - Transportation **Aug 2014 – Dec 2017**  
**Role:** Chief Architect/Developer, Agile Coach and Scrum Master (remote)
  - Executed remote Agile Coach/scrum master/project management, including the authoring of user stories and test cases.
  - Facilitated continuous integration and delivery (DevOps).
  - Provided coaching regarding Test-Driven Development (TDD), Behavior-driven Development (BDD).
  - **Skills:** Kanban · Scaled Agile Framework · Azure · SaaS (Software as a Service) · Azure DevOps · Software Development Life Cycle (SDLC) · Jira · Agile Methodologies · Scrum · Agile Coaching
- **Comcast Spotlight (digital)** (PA) Media/Advertising **Jun 2016 – May 2017**  
**Role:** Senior Lean/Agile Change-Agent, Agile Coach, Scrum Master & Technical Consultant (onsite)
  - Transformed an existing, inefficient, silo-based project environment into an effective, cadence, synchronized, value-based and collaborative Lean/Agile/Scrum environment.
  - Supported a program of four resulting projects (related software products/services), as Agile Change-Agent, Program Manager, Agile Coach, Scrum Master, and Mentor.
  - Designed and deployed custom JIRA workflows, including customized Sprint Boards.
  - Provided informal training/mentorship to team members and stakeholders (including managers/executives).
  - **Skills:** Scaled Agile Framework · Software Development Life Cycle (SDLC) · Jira · Agile Methodologies · Scrum · Mentoring · Lean Agile · Agile Coaching
- **Masonic Villages/Grand Lodge** (PA) **Jul 2015 – Apr 2016**  
**Role:** Senior Program Manager, Agile Coach & Scrum Master (hybrid)
  - Lead Traditional-to-Agile/Scrum Project Migration and Microsoft Project Online/PRO Workshops (training events – onsite and GoToMeeting).

- Facilitated the establishment of a PMO, including standards, policies/procedures and enabling the identification (and maintenance) of business drivers for portfolio analysis (project prioritization, etc.).
- **Skills:** Software Development Life Cycle (SDLC) · Agile Methodologies · Mentoring · Agile Coaching

## ○ **Trustmark/Health Fitness (digital) (MS)**

**Jan 2014 – May 2014**

**Role:** Agile Coach/Scrum Master/Project Manager (hybrid)

- Executed remote Agile Coach/scrum master/project management of a data warehouse-focused scrum team, involved in a Cloud-based (Azure) health fitness-related product (system), using the Kentico content management system (CMS). The scale of this opportunity required the involvement of 9 scrum teams, totaling 85+ team members (spread throughout the U.S.A).
- **Skills:** Software Development Life Cycle (SDLC) · Jira · Agile Methodologies · Mentoring · Agile Coaching

## ○ **PA State Government (DGS/BOP) (digital)**

**Jul 2012 - Oct 2013**

**Role:** Sr. Program/Project Manager (onsite)

- **Requirement(s):** To execute the roles of program and project manager for:
  - The upgrade of commercial off-the-shelf software (COTS) SAP Supplier Relationship Management (SRM) system (including Master Data Management - MDM), from version 5 to 7. This system is the core procurement system used to enable all vendors to do business with the commonwealth of PA.
  - Implementing program and project management standards/best practices as per PMI and ITIL.
  - Manage the SRM 7 training project to train PA commonwealth agencies trainers, end-users, and suppliers.
- **Result(s):** Provided oversight of the work performed by the Pennsylvania Bureau of Integrated Enterprise System (IES) and SAP to upgrade SAP SRM version 5 to version 7, as well as developing and implementing program and project management best practice procedures specific to scope, schedule, cost, HR, communications, quality, risk, procurement, and the integration of these various aspects (as per PMI Program and Project Standards). The creation and maintenance of an Excel-based Executive Management Dashboard for regular review by stakeholders (including the Steering Committee). Have coordinated with numerous other Pennsylvania government agencies/bureaus, including DOT, DCNR, DEP, DOC, DOH, DPW, PSP, PDE and PEMA, etc. regarding requirements gathering (blueprinting) and SRM 7 training. Developed PDFForms-based *Request for Change* (RFC) template using Adobe LiveCycle Designer ES. Implemented ITIL Change Management and performed ongoing coordination/management of change requests. The configuration of a commercial off-the-shelf software (COTS) web-based Commonwealth collaboration site (Oracle WebCenter) and the maintenance of all artifacts (documents, etc.) used to communicate program/project information. Performing the role of SRM 7 Train-The-Trainer and End-User Training Project Manager for BOP. Project also involved Documentum.
- **Proximity:** Services performed in Harrisburg, PA.
- **Tools/Techniques/Environments used (but not limited to):** PMI program and project standards, ITIL change management, Siemens OpenScape, FreePlane, iMindMap, TheBrain, Office 365, MS Project Professional 2010 and 2013, Visio 2013, Adobe PDF Forms, Oracle WebCenter, Office 365 – SharePoint Online, Visual Studio.

## ○ **Merck Pharmaceuticals (digital) (PA)**

**Oct 2011 - Jan 2012**

**Role:** Sr. Project Manager, Agile Coach, Certified Scrum Master (remote)

- **Requirement(s):** To execute the roles of project manager, Agile Coach and Scrum master for:
  - The design, development, deployment, and hosting of a web-based, pharmaceutical drug formulary system (Merck Payer Access) - using Microsoft .NET/Azure and LightSwitch/Silverlight technologies, SAAS (Software as a Service), IaaS (Infrastructure as a Service) and PaaS (Platform-as-a-Service).
  - The production of multiple system training and advertising artifacts.
- **Result(s):** The project successfully launched the Merck Payer Access product (application) on schedule, i.e. 12/23/2011. Additional requirements/enhancements were produced in ongoing Sprints. Communicated with Merck Sales and Legal departments regarding products sold via the application and with the FDA regarding approval of marketing content, etc.
- **Proximity:** Services performed remotely.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK (PMI), Scrum Framework, FreePlane, iMindMap, TheBrain, MS Project Professional 2007, Lighthouse, Visio, Webex, Microsoft .NET and Silverlight, Single Sign-on (SSO).

## ○ **Annodyne (digital) (PA) - Media/Advertising**

**Oct 2011 - Jan 2012**

**Role:** Project Manager, Agile Coach & Certified Scrum Master (onsite)

- **Requirement(s):** Contracted to:
  - Implement Project Management and Agile (Scrum) software development processes and artifacts, to enable the successful management and delivery of software systems and creative artifacts.
  - Execute the roles of project manager, Agile Coach and Scrum master for the design, development, deployment, and hosting of the Merck web-based, pharmaceutical product marketing system.
  - Review existing project processes practiced by Annodyne. Recommend process enhancements and coach/mentor Annodyne staff.
- **Result(s):** Implemented and executed all project management and Scrum processes and artifacts and coached/mentored all project team members and stakeholders regarding the Scrum methodology and their specific roles/responsibilities. Performed a vulnerability analysis, identifying various issues and documented associated corrections/recommendations. Presented the report to executive management and coached/mentored FTEs regarding the implementation of, and adherence to, project management best practices.
- **Proximity:** Services performed onsite.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK (PMI), Scrum Framework, Rally, FreePlane, iMindMap, TheBrain, MS Project Professional 2007, Lighthouse, Visio, Webex, Tenrox, Office 365 – SharePoint Online, SAAS (Software as a Service), IaaS (Infrastructure as a Service), PaaS (Platform-as-a-Service).

## ○ **Independence Blue Cross (PA) - Health Insurance**

**Jun 2010 - Feb 2011**

**Role:** PPM Executive Consultant, Methodology Specialist (onsite)

- **Requirement(s):** Contracted by the Enterprise PMO (EPMO) / Strategy Office to:
  - Document existing ('as-is') portfolio, program and project capabilities.
  - Develop and implement effective 'to-be' PPM capabilities for incorporation with CA Clarity v12 PPM (COTS) tool.
  - Design a PPM governance framework.
  - Design and deploy a PPM metadata repository and identification/capture all 'as-is' and 'to-be' PPM attributes based on current and future communication methods (e.g. reports, etc.).
  - Designed a PPM Attribute Governance framework/Standard.
- **Result(s):** Successfully completed documentation of all existing ('As-Is') processes/capabilities, as well as 'to-be' PPM capabilities, as per Clarity implementation - phase #1. Designed a PPM governance framework and coached/mentored applicable FTEs on the appropriate implementation of this framework. Designed and implemented an MS Access-based PPM metadata repository on the EPMO SharePoint site, including the identification and capture of all currently identified 'as-is' and 'to-be' PPM attributes. Designed a PPM Attribute Governance framework/Standard.
- **Proximity:** Services performed onsite.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK (PMI), Standard for Portfolio Management (PMI), Standard for Program Management (PMI), ITIL, FreePlane, iMindMap, TheBrain, MS Project Professional/Server 2007, MS SharePoint 2007, CA Clarity v12 PPM, MS Access 2007, Hyperion Essbase, Webex, Citrix.

## ○ **NMR Consulting (VA) – Federal/DOD contractor**

**Oct 2009**

**Role:** PPM Executive Consultant, EVMS Specialist (remote)

- **Requirement(s):** Contracted to produce an EVMS Compliance Plan as per ANSI/EIA-748.
- **Result(s):** Successfully completed the required EVMS Compliance Plan in a cost-effective and timely manner and coached/mentored applicable FTEs on earned value management (EVM), thereby enabling the client to successfully submit a proposal for Federal contract work.
- **Proximity:** Services performed onsite and remotely.

- **Tools/Techniques/Environments used (but not limited to):** ANSI/EIA-748 Standard, PMBOK.
- **Independence Blue Cross (PA) - Health Insurance** **Jun 2008 - Dec 2008**  
**Role: PPM Executive Consultant, Methodology Specialist, Certified Scrum Master (onsite)**
  - **Requirement(s):** Contracted to implemented resource time management, cost management, and earned value management (EVM) best practice processes within a Data Warehouse/BI focused PMO.
  - **Result(s):** Successfully completed the requirement through the optimized implementation of said processes via Microsoft Project Server 2003, SharePoint workflows and dashboard, while coaching/mentoring client staff on PMI/PMBok and Agile/Scrum related best practices and on the value of information association through Mind Mapping. The implementation of said EVM cost management enabled the client, for the first time, to understand the extent to which 3<sup>rd</sup>-party vendors were actually impacting projects. Managed Data Warehouse/BI projects involving FTEs, as well as onsite and offsite/offshore vendors/contractors.
  - **Proximity:** Services performed onsite.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, Scrum, TheBrain, MS Project Professional/Server (2003, 2007), MS SharePoint (2003, 2007), Hyperion Essbase, Webex.
- **PJM Interconnection (PA) – Electric Power Management** **Nov 2006 - Jun 2007**  
**Sr. Project Manager, SOA/SAAS Governance Consultant (onsite)**
  - **Requirement(s):** Contracted to manage multiple (six), multi-million-dollar, mission critical, high visibility IT projects, directly impacting core business processes.
  - **Result(s):** Identified numerous mission critical SOA/SAAS (Software as a Service) Governance gaps and provided the client with appropriate solutions. Successfully managed projects as per PMI/PMBok-based project management processes. Successfully coordinated multiple 3rd-party suppliers/vendors and coached/mentored junior project managers regarding adherence to project management best practices.
  - **Proximity:** Services performed onsite.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), MS SharePoint (2003), SAP, SOA/SAAS, Webex, Single Sign-on (SSO).
- **Independence Blue Cross (PA) - Health Insurance** **Aug 2006 - Oct 2006**  
**PPM Executive Consultant, Methodology Specialist (onsite)**
  - **Requirement(s):** Contracted to review existing Enterprise Data Warehouse/BI project processes (specific to Business Intelligence) and re-aligned them with the Accenture Delivery Method (ADM) SDLC Methodology where appropriate.
  - **Result(s):** The Successful re-alignment of project processes and the authoring of best practice project schedule templates for Data Warehouse/BI projects immediately provided the client with enhanced project repeatability. Successfully coached/mentored client staff on alignment of project and system development lifecycles (i.e. PMLC & SDLC), as well as the effective use of Mind Mapping.
  - **Proximity:** Services performed onsite.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, ADM, TheBrain, MS Project Professional/Server (2003), MS SharePoint (2003), Hyperion (COTS) Essbase, Webex.
- **Corporation Services Company (DE) - Litigation Management** **Apr 2006 - Jun 2006**  
**Sr. Program/Project Manager, Risk Consultant (onsite)**
  - **Requirement(s):** Contracted to reviewed existing business continuity plans. Identified vulnerabilities and produced a remediation plan.
  - **Result(s):** Successfully produced the required remediation plan and presented to executives. Identified process issues enabled informed decisions to be made for the purpose of reducing risk.
  - **Proximity:** Services performed onsite and remotely.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), Visio.
- **Comcast (PA) - Interactive Media** **Jan 2006 - Mar 2006**  
**Sr. Project Manager, Methodology Specialist, Scrum Master (onsite)**
  - **Requirement(s):** Contracted to concurrently managed multiple (five) state-of-the-art interactive media projects and provide leadership regarding implementation of program/project best practices based on PMI/PMBok and Agile/Scrum.
  - **Result(s):** System implementation/deployment/commissioning was accomplished by facilitating implementation of best practices and coached/mentored staff on the use of project management tools and techniques. The client benefited further by way of more efficient and repeatable project processes.
  - **Proximity:** Services performed onsite.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, Scrum, TheBrain, MS Project Professional/Server (2003), .NET (Visual Studio, ASP.NET, C#, etc.), Webex, Single Sign-on (SSO).
- **ABC Graphics (NY) – Graphics Design** **Jun 2005 - Dec 2005**  
**Sr. Program/Project Manager, Architect, Scrum Master (remote)**
  - **Requirement(s):** Contracted to design, implement, deploy and manage an integrated web-based application.
  - **Result(s):** Successfully implemented/deployment/commissioned the system using cutting-edge technologies and Agile/Scrum SDLC, thereby enhancing the client's marketability.
  - **Proximity:** Services performed remotely.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, Scrum, TheBrain, MS Project Professional/Server (2003), .NET (Visual Studio, ASP.NET, C#, etc.), Single Sign-on (SSO).
- **City of Philadelphia (PA) – Mayor's Office of Information** **Feb 2005 - May 2005**  
**Sr. Project Manager, SOA/SAAS Governance Consultant (onsite)**
  - **Requirement(s):** Contracted to analyze as-is SOA/SAAS (Software as a Service) governance and produce a robust to-be governance model.
  - **Result(s):** Highlighted deficiencies and the successful production of a robust SOA/SAAS governance model provided the client with a actionable roadmap to enable SOA/SAAS to be successfully adopted by approximately 50 Philadelphia City departments.
  - **Proximity:** Services performed onsite.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), SOA/SAAS), .NET (Visual Studio, ASP.NET, C#, VB.NET, etc.), J2EE.
- **Nationwide Insurance (OH) – P&C Insurance** **Jul 2004 - Dec 2004**  
**Sr. Project Manager / Sr. Architect (hybrid)**
  - **Requirement(s):** Contracted to author the existing Managed Metadata Environment (MME) and align with IBM's IAA.
  - **Result(s):** Successfully authored MME enhancement requirements and reviewed various potential MME tools. Thereby, the client was able to make informed decisions based on existing gaps and technologies.
  - **Proximity:** Services performed onsite and remotely.
  - **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), IBM IAA.
- **Kyocera (NJ) - Computer Peripherals/Appliances** **Feb 2004 - Jun 2004**  
**Sr. Architect (onsite)**
  - **Requirement(s):** Contracted to integrate systems with Oracle ERP using SOA/SAAS (Software as a Service).
  - **Result(s):** Successfully implementation/deployment/commissioning of ERP SOA/SAAS architecture, thereby enabling the client to integrate the existing systems more efficiently with the ERP system.

- **Proximity:** Services performed onsite and remotely.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), SOA/SAAS, Oracle, J2EE, Single Sign-on (SSO).

• **American Board of Ophthalmology (PA)** **Dec 2003 - Jan 2004**

Sr. Project Manager / Sr. Architect (remote)

- **Requirement(s):** Contracted to produce a JBoss-based J2EE proof-of-concept.
- **Result(s):** Successfully performed analysis and proof-of-concept design.
- **Proximity:** Services performed remotely.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), JBoss/J2EE, Single Sign-on (SSO).

• **Caring Hospice (PA)** **Oct 2003 - Nov 2003**

Business Analyst & Process Specialist (hybrid)

- **Requirement(s):** Contracted to produce a business/IT re-engineering roadmap.
- **Result(s):** Successfully produced and presented roadmap. Many urgent process improvement requirements were identified.
- **Proximity:** Services performed onsite and remotely.
- **Tools/Techniques/Environments used (but not limited to):** PMBOK, TheBrain, MS Project Professional/Server (2003), MS Outlook/Exchange.

>>> Resume End <<<