
Senior Solutions Architect / Engineering Manager

15+ years' success modernizing technology architecture for high-growth organizations

Known as leader willing to roll-up-sleeves repeatedly developing successful global business strategies and requirements ideation with little information to go on achieving maximum operational impacts with minimum resource expenditures. Talent for transforming architectural development, modernizing sales approaches, aligning business strategy with client needs, and navigating all phases of project management. Expert presenter, negotiator, and businessperson; able to forge solid relationships with strategic partners and build consensus across multiple organizational levels. Practiced in translating business strategy and objectives into action plans garnering profitable results.

Highlights of Expertise

- Strategic & Tactical Infrastructure Planning
- Agile Methodologies / Cloud Deployments
- Vendor & Supplier Relationship Management
- Gap Analysis & ITIL Service Management
- Full Life Cycle Project Management
- Business-driven Technology Organizations
- High-Performing Team Development
- Pre-acquisition Due Diligence
- Budget / P&L Accountability
- Strategic IT Action Planning

Career Experience

Ameritech Computer Consultants, Inc., Hickory, North Carolina

Oversee all IT, Software Development, QA, technical support, and operational processes and procedures for custom application development firm partnering directly with company's President and Sales Director.

DIRECTOR OF OPERATIONS (2017 to Present)

Guide modernization and service-level enhancement initiatives advocating for consistent, high-quality software deliverables.

- Transform development approaches with Agile methodologies, cloud environment deployments, and transitioning corporate e-mail hosting to the MS Exchange environment, along with C# coding.
- Conceptualize, design, and launch new, operational financial dashboards offering greater transparency of operational and financial metrics.
- Monetize capability to resell clients' managed e-mail and security services producing incremental revenue within first three months adding potential 15 customers and 500 managed mailboxes.

CISCO Systems, Inc., Charlotte, North Carolina

Earned promotion following highly successful tenure as Practice Architect to oversee sales architecture for largest financial services customers liaising directly with respective leadership teams.

CUSTOMER SOLUTIONS ARCHITECT (2011 to 2016)

Held accountability for \$\$\$M sales goals directly engaging with CIOs in wide-ranging market segments including community banking, brokerage, and retirement.

- Augmented customer business with mobile banking and remote expert collaboration technology solutions increasing incremental business and client satisfaction
- Drove new sales opportunities mapping current and future-state account architecture aligning strategy with customer's business needs in both the data center environment and multiple bank branches.
- Mentored and guided account system engineers empowering consistent solutions resulting in team exceeding 100% of sales and services goals four years in a row.

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PRACTICE ARCHITECT (2011 to 2014)

Leveraged engagement experience as subject matter expert driving greater solution scale developing relevant sales collateral and presentations. Aligned architectural roadmaps to business needs including time-to-market agility, regulatory compliance, and business banking. Forged ongoing relationships with technology stakeholders across client and account teams.

- Engaged with business lines including ATM Channel Strategy, wealth brokerage and retirement, as well as community and business banking lines of business meeting or exceeding sales goals year over year.
- Enabled back office/branch collaboration with Cisco's Remote Expert solution.

Adaptivity, Inc., Charlotte, North Carolina

Delivered executive-level leadership with full accountability for all global technical engagements with 80% travel, fulfilling critical roles for major application migration and infrastructure consolidation initiatives.

CHIEF ARCHITECT, ENTERPRISE SYSTEMS MANAGEMENT (2010 to 2011)

Navigated heavy travel schedule between US and London deploying application discovery and dependency mapping (ADDM) tool cataloguing data center server connectivity concerns.

- Accelerated root-cause analyses of server connectivity to critical client-related retail banking applications enabling swift migration to private cloud models reducing run-rate costs by 80%.
- Leveraged success of project procuring additional \$1MM in advisory services acting as model for rest of organizations engagements.

Wachovia Corp., Charlotte, North Carolina

Oversaw 15 engineers deploying application performance monitoring and management systems.

VP / MANAGER, EMERGING APPLICATIONS (2007 to 2009)

Infused new ideas and strategic direction mentoring direct reports on vital roles including negotiation, due diligence, requirements, and documented business requirements for wholesale banking and capital markets lines of business. Implemented new technologies reducing firms' risk driving incremental revenue.

ADDITIONAL EXPERIENCE

AVP, Systems Management Architect (2005 to 2007) ▪ Wachovia Corp., Charlotte, North Carolina

Consulting Manager (2003 to 2005) ▪ International Network Services, Roswell, Georgia

Principal Consultant (2000 to 2003) ▪ Predictive Systems, Roswell, Georgia

IT MANAGER/SYSTEMS ENGINEER ▪ Value Oncology Sciences, Atlanta, Georgia

Education & Credentials

Western Governors University, Salt Lake City, Utah

MASTER OF SCIENCE IN MANAGEMENT & LEADERSHIP

American Intercontinental University, Atlanta, Georgia

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

Professional Certifications: Foundation Certificate in IT Service Management (ITIL)

Technical Proficiencies: Windows, Linux (Red Hat, Ubuntu), Mac OS, servers, routers, LAN, wireless LAN, Microsoft Exchange, Active Directory, Microsoft Office Suite, Microsoft Project, Access, Java, Microsoft Office 365, Amazon Web Services, Microsoft Azure, iOS, Python