

PROFILE

Seasoned Solutions Architect with 15+ years of experience across diverse software engineering roles, specializing in:

- Identity Access Management (IAM)
- API Integrations
- Advanced Software Implementation

Recognized for designing and delivering tailored solutions that drive business transformation, leveraging deep technical expertise in system integration, automation, and client relationship management. A strategic thinker with a proven ability to lead projects from concept to completion, ensuring seamless alignment with evolving client needs and industry best practices.

CORE COMPETENCIES

Solutions Architecture & System Integration, Advanced Software Implementation, Automation & Efficiency

TECHNICAL PROFICIENCIES

Table with 3 columns: Architectures, Languages & Tools, Platforms & DevOps

EXPERIENCE

SailPoint - 2 Years

Solutions Architect
Jun 2022 - Present | 2 yr 3 mos

As a Solutions Architect at SailPoint, I led SAAS implementations and advisory projects for Fortune 500 clients across diverse industries, including healthcare, fintech, government, and education.

- Conducting in-depth client requirement sessions and facilitating design meetings with both technical teams and high-level stakeholders
- Producing thorough project documentation and implementing hands-on solutions, including Java-based rules, API integrations, and custom connectors in TypeScript

Durring my time at SailPoint, I consistently excel in capturing and adapting to client-specific needs, designing optimal solutions, and ensuring seamless go-live experiences for SailPoint's enterprise-level identity management implementations.

Q2 - 10 Years

Solutions Architect
July 2019 - May 2022 | 2 yrs

As a Solutions Architect at Q2, I leveraged 10+ years of industry knowledge to implement automated lending solutions for financial institutions, focusing on real-time and scheduled data synchronization between Salesforce and Financial Core Systems.

- Conducting requirements gathering and gap analysis for engineering teams, emphasizing real-time interfaces to core systems
- Designing and deploying microservices to support real-time API calls to core databases

Throughout my tenure, I combined technical acumen with a deep understanding of client needs to drive successful implementations and product enhancements in financial technology solutions.

Lead Implementations Engineer
Jun 2017 - Jul 2019 | 2 yrs 9 mos

As Lead Implementations Engineer at Q2, I established and installed custom Online Banking solutions for Financial Institutions transitioning to Q2eBanking software.

- Led a 4-person Environment Engineering team, ensuring successful and accurate solution delivery to client Project Managers
- Collaborated with Project Managers and Delivery Managers to efficiently organize and plan projects within an Agile framework

Our team was consistently selected to spearhead emerging implementation standards and technologies, demonstrating leadership in driving innovation and best practices across the organization.

DevOps Engineer
Oct 2016 - Jun 2017 | 9 mos

As one of the inaugural members of Q2's newly established DevOps team, I leveraged my comprehensive product knowledge and process expertise to drive efficiency and innovation.

- Maintained sole ownership of multiple Dev & Sales environments, including configuration, mock data population, and maintenance
- Provided support and case resolution for BETA products to early release clients, ensuring smooth adoption of new features

This role allowed me to blend my product expertise with DevOps best practices, contributing significantly to the establishment and success of Q2's DevOps initiatives.

Development Delivery Analyst
Mar 2015 - Oct 2016 | 1 yr 8 mos

As a Development Delivery Analyst at Q2, I played a crucial role in bridging the gap between support teams and engineering, effectively serving as a de facto L3 support function.

- Triaged and addressed complex issues escalated from L2 Support and implementation teams, minimizing unnecessary escalations to engineering
- Conducted thorough bug identification and classification using JIRA and Salesforce Case management systems

This role allowed me to leverage my technical expertise to optimize support processes, significantly reducing the workload on engineering teams while maintaining high-quality issue resolution for clients.

Implementations Engineer
Apr 2013 - Mar 2015 | 2 yrs

Support Analyst
Nov 2011 - Apr 2013 | 1 yr 6 mos

Comerica Bank
Apr 2009 - Nov 2011 | 2 yrs 8 mos

JP Morgan Chase
Jun 2007 - Apr 2009 | 1 yr 11 mos

EDUCATION

Central Michigan University - Mount Pleasant, MI