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

Proven leader in designing and executing best-in-class solutions, ensuring seamless integration across complex environments.

Advanced Software Implementation

Extensive experience in delivering robust, scalable systems, with a keen ability to adapt to modern frameworks and evolving technologies.

Automation & Efficiency

Expertise in leveraging modern scripting languages to automate processes, streamline workflows, and enhance operational efficiency.

TECHNICAL PROFICIENCIES

Architectures **Identity Access Management** API Integration ETL Architecture

Languages & Tools GIT Python SQL

Java | Beanshell

Platforms & DevOps

Linux | OSX | Windows Docker | Nomad | Jenkins

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. Leveraging my IdentityNow Engineer certification, I led comprehensive Phase 1 projects from inception to delivery, encompassing requirements gathering, gap analysis, solution design, and implementation. Key responsibilities included:

- 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 Javabased rules, API integrations, and custom connectors in TypeScript
- Leading advisory projects to optimize client product usage, delivering workshops on new features, providing configuration assistance, and resolving performance issues
- Managing projects for multinational corporations with 10,000+ employees, ensuring solutions met the complex needs of these high-value accounts
- Demonstrating adaptability in identifying and addressing requirement gaps, resulting in successful product deliveries that drove meaningful organizational change

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. Key responsibilities included:

- 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
- Implementing hands-on Apex coding and translating designs into client Salesforce environments • Establishing new processes, documentation, and automated scripts to reduce implementation complexity
- Analyzing data to mitigate risks associated with personally identifiable information in lower-level environments
- Collaborating cross-functionally to create reusable interfaces, expanding product offerings through new client projects

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. Key responsibilities and achievements included:

- 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
- Pioneered new implementation standards and technologies, creating documentation and providing mentorship to other teams

• Administered and participated in scheduled after-hours response, Go-Live monitoring, and support

• Conducted onsite client visits as required, facilitating smooth transitions and addressing complex implementation challenges • Delivered tested features per predetermined sprints, maintaining a focus on quality and timeliness

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. Key responsibilities and achievements included:

- 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 • Authored technical documentation for BETA products, facilitating knowledge transfer and user
- adoption • Maintained projects on Jenkins automation and CDN assets, enhancing deployment processes and
- content delivery • Developed Python and Powershell-based automation tools to streamline workflows and increase
- operational efficiency • Troubleshot and resolved code pipeline issues, ensuring smooth continuous integration and deployment
- Participated in code review processes, approving PRs and maintaining git check-in procedures.

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. Key responsibilities and achievements included:

- 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
- Provided expert configuration review to various technical teams and engineers across the company • Authored and maintained Confluence configuration and installation pages, enhancing knowledge
- sharing across the organization • Developed technical documentation and walkthroughs for frequently encountered issues,
- streamlining case resolution processes • Served as a critical filter between support teams and engineering, ensuring efficient allocation of engineering resources
- Collaborated with engineering teams to accurately document and escalate complex issues requiring their expertise 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

Comerica Bank

JP Morgan Chase

Nov 2011 - Apr 2013 | 1 yr 6 mos

Apr 2009 - Nov 2011 | 2 yrs 8 mos

Jun 2007 - Apr 2009 | 1 yr 11 mos

EDUCATION

Central Michigan University - Mount Pleasant, MI