

Career Goals

- Full-time, on-site employment with an established, private sector company that employs leading-edge technologies to make a positive impact on the local community or world in general.
- An "ownership" or "resident expert" role with a technology or product as part of a development or operations team.
- The chance to apply my decades of experience as an analyst, software engineer, and operations specialist to develop and implement original and creative solutions to customers' problems.
- A well-defined career path and training plan with objective metrics to track success.

Summary

32 Years Total IT Experience

BA/PM: 13 years

Developer: 10 years

Systems/Network Admin: 9 Years

8 years management experience

5 years consulting experience

4 years as entrepreneur



Tools / Technologies

Azure DevOps, Kubernetes, SQL Server, SharePoint, Confluence, Jira, Adometry, Omniture, Google Analytics, MS Project

Languages / Frameworks

C#, C++, Power Platform, Visual Basic, ASP, .NET, PHP, AutoIT, HTML, JavaScript, Ajax, Node.js, JQuery, Perl, Ruby on Rails, Cucumber/Gherkin, RPG, Cobol, MC68000 Assembler

Processes

Agile, Safe, Scrum, Kanban, RUP, RAD, Skunkworks, Jazz, Waterfall and various hybrids of each.

Vertical Industries

Defense/Aerospace, Custom Software Development, Education, Marketing/Advertising, Healthcare/Insurance, CRM/Salesforce Automation, Government, Entertainment, Printing, Social Media, SEO

Education

Bachelor of Arts: Computer Science. Indiana University -- Concentrations in information systems design and technical writing. Two additional years spent as Business/Finance Major.

Employment History

March 2018 to Present

Rolls-Royce, Defense Aerospace. Indianapolis, Indiana

Cloud Service Engineer

- Serve as the technical lead of the US Defense Cloud Platform Operations (POTS) team in support of virtual reality-based design, MBSE, high-performance computing (HPC), online development zones, and other applications using Azure for Government, CycleCloud, DevOps Server, Kubernetes, Power Platform, and M365/SharePoint GCC High.
- Key member of multiple projects to refactor and modernize in-service, cloud-based applications and bring operational processes into compliance with FedRAMP, NIST, CMMC, and CUI-centric cloud computing security standards.

April 2018 to September 2018

Harrison College. Indianapolis, Indiana

Academic Advisory Board Member – Information Technology Department

May 2017 to March 2018

(Multiple Contracting Agencies). Indianapolis, Indiana

(Multiple Contract Positions)

- Key member of multi-million-dollar project to upgrade multiple corporate data centers. Project included core switch consolidation, Cisco Prime installation, Internet POP migration, legacy/end-of-life decommissioning, and Firewall/ASA policy refresh.
- Converted, scrubbed, and migrated data from ABB Ellipse ERP to new Microsoft Dynamics implementation. Recommended improvements to business processes to coordinate with Dynamics. Formalized and documented existing business processes.
- Key member of project to implement EVMS system to track project data and provide integration between SAP, Workday, ForProject, Primavera, Encore Empower, and Artemis Costview systems.

March 2015 to February 2017

Key Benefit Administrators. Indianapolis, Indiana

Technical Business Analyst

- Assisted in the creation/establishment of a new PMO department and associated processes.
- Work with the product manager to elicit requirements and product vision. Work closely with architect to spec, develop, and document solutions from captured requirements.

February 2013 to January 2015

Quest Information Systems. Indianapolis, Indiana

Project Manager / Business Analyst

- Key member of product team for State of Indiana's mobile and web-based voter registration system.
- Key member of team to evaluate, implement, and verify use of electronic poll books at multiple Indiana voting centers. Assisted with design of system integrating devices with statewide voter database.

June 2012 to January 2013

Galvin Technologies. Indianapolis, Indiana

Support Manager, Business Analyst, Internet Marketing Specialist

- Maintained client social presence on websites and social networks via ghost blog posts, social media posts, press releases, etc. Provided monthly SEO analyses and web traffic reports to clients, evaluated performance of current content marketing strategies, and recommended changes.
- Managed all customer support calls and client relationships. Coordinated all support-related projects through development and implementation.

June 2011 to April 2012

ChaCha Search, Inc. Carmel, Indiana

Technical Business Analyst

- Served as key member of the implementation and quality team in support of ChaCha's integration with Dextera's IRIS Artificial Intelligence app service. Made recommendations to content and engineering teams to improve performance and raise quality to meet user and business expectations.
- Managed affiliate traffic quality and made recommendations for site and process optimizations using metrics and thresholds taken from Adometry and Ominture for a ComScore Top 50 web site.

August 2006 to June 2011

The Jackson Group - Marketing Communications. Indianapolis, Indiana

Technical Services Manager, Business Analyst / Project Manager

- Responsible for operational health and daily maintenance of a 30-server, hybrid Cisco/Nortel routing and switching environment providing data services to two-dozen high-traffic cloud-based storefronts.
- Managed a staff of AS-400 operators, network analysts, and help desk technicians.

May 2002 to August 2006

The 2MI Group – Custom Software Development. Columbus, Indiana.

Technical Manager

- Provided overall technical vision and strategy for the company. Managed on-site and offshore development teams and acted as primary sales engineer during technical presentations.
- Designed and built web-based business management suite including resource and contact management, marketing and salesforce automation, and project management tools.

Darrin J. Snider

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May 2001 to May 2004

Integrated Network Strategies – IT Consulting. Carmel, Indiana

Software Engineer / Network Engineer / Consultant

May 1999 to May 2001

ConTech, Inc. – Remote Systems Management. Carmel, Indiana

Systems/Network Analyst

February 1998 to April 1999

Suburban Health Organization – Physician Organization. Indianapolis, Indiana

Systems/Network Analyst

February 1996 to January 1998

Community Hospitals Indianapolis -- Indianapolis, Indiana

Server Support Analyst

September 1992 to February 1996

SayTech Corporation – Interactive Educational Software. Indianapolis, Indiana

Software Engineer