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| **Objective** | Senior solutions architect and IT manager searching for full time Coupa consulting opportunities with up to 50% travel. Specialized expertise in infrastructure IT, finance IT, UI development, technical writing, project management, and leadership building. Motivated to modernize enterprise applications, cutting costs of operations, implementing streamlined processes, assist organizations with greater spend visibility, and eager to build solutions that scale. |
| Experience | Technical Consultant / Solutions ArchitectAcquis Consulting, New York, NY08/2019 to PresentOur Coupa consulting and implementation practice helps businesses worldwide of all sizes modernized financial and legal processes. Mentored and trained new hires. Served as a technical integration lead within the Coupa practice.IT Manager of Solutions ArchitectureWacom Technology Corporation, Portland OR06/2018 to 07/2019Our team manages financial applications: Coupa (PR/PO/GR/INV/PAY), Tableau (spend reporting), Dell Boomi (integrations), SAP (ERP), Concur (Expense Management), Jira (Ticketing) for a multinational Japanese publicly traded corporation. Managed environments in Japan, China, Singapore, Australia, Taiwan, Hong Kong, Germany, UK, Bulgaria, US, Latin America, South Korea, and India. Supported global operations.Primarily focused on "back of house" spend transactions, keeping master data accurate, budgets, reporting, and integration tweaking.Successful projects: Managed, Tested, and coordinated upgrades from Coupa v18 to v24, repair master data synchronization among financial systems, modify integrations to better handle exception errors. Travelled to Japan to conduct formal training, UAT, and obtain sign-off.Technologies used: Coupa (P2P SaaS AWS-based application), Concur, Dell Boomi ETL, SAP (ERP), SuccessFactors, MSSQL, Tableau, Okta SSO, Microsoft Dynamics CRM, Microsoft Office, Ariba CLMCoupa Press Releases:<https://investors.coupa.com/news-releases/news-release-details/coupa-teams-paypal-deliver-simpler-payments-experience><https://www.coupa.com/inspire/2019/las-vegas/speaker/jonathan-carter.html>Early adopter of Coupa Pay; Worked with Coupa closely: Ravi Thakur (SVP), Tulsi Zeidman (SR DIR), Tyler Koopmans, and Patrice VerbeekProcurement Systems Administration / Operations ManagerTruGreen, Lake Oswego, OR and Memphis, TN08/2014 to 05/2018Transferred technical support from ServiceMaster Procurement and ServiceMaster IT (TruGreen split from ServiceMaster)Coupa design architect; built TruGreen Coupa instance from ground up.Trained junior procurement system administration staff; setup applications roles and responsibilities among staffDeveloped Coupa user manuals, developed online knowledge base “CoupaSupport”, user community portal where requests can be made, Tableau reports can be published, online surveys are postedImplemented common sense measures: standard use of employee ID on logon, 3rd party address validation (Smarty Streets, USPS, FDX, UPS), IRS tax ID validation, Better synchronization of master data from JD Edwards (ERP)Active Coupa community member; Coupa Champion status; worked with senior product managers at Coupa to demonstrate use cases and request product enhancements beneficial to TruGreen’s direct chemical procurement.Developed IT toolkit for TruGreen procurementDeveloped capital planning and budget websitesManaged support operations; provided 2nd/3rd level support for 1500 managers (associates with purchasing authority) and above.Worked with Compliance and Internal Audit to ensure systems, policies, procedures are in line with formal governance artifacts (company charter), spending policiesDeveloped, tested, configured dozens of cXML punchout e-commerce websitesSetup sFTP integrations between WorkDay and Coupa; JD Edwards and Coupa; Setup SSO integration between Coupa and EmpowerIDWorked with suppliers to integrate external applications with Coupa. (External purchase orders imported directly into Coupa)Collaborated with senior leadership (Directors, VPs, CFO)Helped develop new service lines within TruGreen (Mosquito control program, Irrigation, Pool Maintenance)Assisted with IT indirect procurement, assisting category managers with seeking better information from suppliersDeveloped corporate interactive floorplans with employee information and conference room reservation systemHelped facilities management with technology decisions with Corporate office build out (small network closet, conference room technologies, electronic whiteboard, speaker systems) Managed email list services for bill, survey, and other announcements among associates and suppliers.**Technologies used:** Coupa, JD Edwards (ERP), WorkDay, Windows 2012 Server, MySQL, PHP, WordPress, Tableau, EmpowerID SSO, Adobe Photoshop, Microsoft Office products, Office 365, WebEx enterprise, Google Earth Pro (KML development), ContractWorks, Serengeti Law / Thomson Reuters Legal TrackerSystem Architect AdvisorTechnical Architecture & Capacity PlanningFedEx Services, Collierville, TNSeptember 2007 – May 2014**Capacity planner of storage products (05/2013-05/2014)**Primary Storage Products: EMC V-MAX, HP 3PAR, EMC Isilon, EMC VNX II, HP StoreVirtual 4730sResponsible for placing and provisioning incoming technical projects on storage in N. American datacenters- Production and Test/Dev environments- Multiple geographical locations- Primary (SAN)- Secondary (NAS)- Backup and recovery (BAR)- Disaster Recovery (DR)Performance analysis and performance tuning of environmentResponsible for planning the Fibre Channel network in datacenters (Edge-Core-Edge topography)**Capacity Planner of datacenter “white space” (09/2012-05/2013)**Responsible for Pod (4 racks = 1 Pod, switches, wiring) Responsible for Java-based reporting (Jaspersoft iReport) and maintaining enterprise inventory through various OTC and in-house software tools.**Engineering Specialist Advisor (01/2012-09/2012)**Enterprise Information Services, IT Operations (EIS-ITO-CSS)**Senior Engineering Specialist (01/2010-12/2011)**Enterprise Information Services, IT Operations (EIS-ITO-CSS)**Senior Customer Technology Consultant (09/2007-12/2009)**Technology Services (TS-MCS)Memphis Campus Support Server TeamResponsible for planning, implementing, supporting, troubleshooting and administering the Windows OS and Wintel based Infrastructure Servers and business products deployed in FedEx’s Memphis Data Center locations. Also provided 3rd level support for all Servers deployed to various FedEx’s hubs and hanger facilities nationally.Responsible for planning, implementing, troubleshooting the Windows server migrations, refresh, lifecycle managementRoutinely built Windows clusters (IIS, MSSQL, Files Services, DHCP)Architect for Symantec NetBackup 7 consolidation; merging independent catalogs of ArcServe, Syncsort Backup Express, BackupExec, and older versions of NetBackup under one uniform ENV.Built and implemented WSUS for Windows updatesImplemented Nagios (Groundwork Open Source) for agent-based and agent-less monitoringMemphis airport; FedEx Hub/Hanger SIDA security clearance (unescorted access)Participated in a 24x7 on-call server support rotation.Wintel Engineer, Wintel Engineering (Windows + Intel)Caesars Entertainment, Memphis, TN (Nextech Contractor)January 2007 – September 2007Responsible for planning, implementing, supporting, troubleshooting and administering the Windows OS and Wintel based Infrastructure Servers and business products deployed in Harrah’s (now Caesars) Memphis Data Center. Also provided 3rd level support for all Servers deployed to various Harrah’s facilities nationally.Assisted in the planning, coordination and execution of a 400-Server production and development Datacenter move. Responsible for the installation, configuration and monitoring of the IBM Tivoli Storage Manager (TSM) Backup and Archive Client on Windows Clients in the Memphis Data Center.Reviewed TSM Backup Reports daily for the Memphis, Las Vegas and New Jersey sites Troubleshot and resolved TSM client problems and reduced the number of Missed and Failed backups by 70% Responsible for the implementation of best practice procedures, maintenance, ticket management, troubleshooting and root-cause analysis for all Wintel-based servers in the Memphis Datacenter.Supported and managed Microsoft Exchange 2003, DNS, DHCP, and WINS Servers. Installed Windows Security updates and Dell Server driver updates as needed.Participated in a 24x7 on-call server support rotation.Computer Scientist Level 4 – Remedy DeveloperUS Air Force, Niceville, FL (Jacobs/Tybrin DoD Contractor)Eglin AFB, AFMC, IT Central PMOFebruary 2006 – December 2006Co-developed IT ticket system that utilized BMC’s Action Request System version 5 (USAF’s own version of ITSM). Deployed on Windows 2003 HP DL380 G4 servers. Solution utilized MSSQL 2000, IIS6, and java-based BMC’s Mid-tier. Provided user and administrator class instruction, technical writing, patch testing.Developed using CMM/CMMI software engineering processes.Travelled to several USAF bases to setup, install, configure, train ticket system administrators.Secret Security ClearanceIT ManagerXquizit Technologies, Nutley NJ and Memphis, TNOctober 2003 – January 2006Memphis datacenter operationsSetup, Installed, Managed Windows and Linux hosting infrastructure (IIS, Apache, MSSQL, email)Setup, Installed, Managed Cisco network/PIX VPN infrastructure; Setup Nagios MonitoringManaged political email campaignsDeveloped several ASP/HTML websitesManaged .NET v.1.1/v.2.0 website developmentMet with clients, performed sales and account manager functionsSized client IT purchases based on customer requirementsHired junior technical employee and project managersSenior Systems AdministratorCrystal Clear Industries, Ridgefield Park NJSeptember 1999 – October 2003Responsible for technical support and administration of Windows servers; setup Active Directory domainImplemented Cisco PIX site-to-site VPNs; installed proxies for Internet caching; maintained Nortel managed switchesSetup & maintained DHCP, WINS, DNSStandardize desktop configuration through cloning (Ghost)Renovated all server rooms; rewired racks (color coded, labels, developed technical diagrams)QA testing for custom Symbol wireless application for showroom orderingMeteorological and Navigational Systems (METNAV) E-3United States Air Force, Lackland AFB, Keesler AFBJanuary 1999 – August 1999 (Honorable/Medical)Secret Clearance |
| Education | Computer Science Coursework, 2006Troy State University, Fort Walton Beach Campus, FLComputer Science Coursework, 2000-2001Middlesex County College, Edison, NJElectronics Training, METNAV Technical School, 1999Community College of the Air Force, Maxwell AFB, ALB.S. Social Sciences, 1999*\*mechanical engineering coursework (minor)*Florida State University, Tallahassee, FL**A.A Pre-Engineering, 1998**Northwest Florida State College, Niceville, FLComputer Engineering Technology Coursework, 1997University of Memphis, Memphis, TN |
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| Community | **Withers Museum, Memphis, TN**IT advisor (2007)**Boys & Girls Club, Memphis, TN**Volunteer work maintaining IT labs in 6 locationsTechnology Services (2007)**University of Memphis Industrial Advisory Committee**Member, Computer Engineering Technology (2003-2006) |