

Joseph 'Jeff' French

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EDUCATION:

MBA – Technology Management, Stevens Institute of Technology; 2/2009 3.7 GPA

Bachelor of Arts Degree in History, Minor in Politics, University of San Francisco, San Francisco, CA. 5/1997

Certified, Database Administration, Modeling and Development, University of Washington, 6/2003

ACHEVEMENTS:

- Co-author and awarded US Patent US20120173257 A1: SYSTEMS AND METHODS FOR APPLYING GEOLOCATION TO WORKFLOWS USING MOBILE MEDICAL CLIENTS
- In initial year with GE Healthcare implemented software design review process reducing:
 - Defect escapes by 60%.
 - Audit compliance related findings by 80%.
- Ranked top 1% performer of all HP employees for 5 consecutive years.
- **HP Making History Award – Individual** - for exceptional service and contributions to facilitate business growth, 2006. Nominated by peers and selected by executive management.
- **HP Making History Award** - Team for exceptional project management which resulted in facilitating business growth, 2007. Project selected by executive management.
- **VOLUNTEER EXPERIENCE:**

Chair of Village Steering Committee for Town of Hinesburg, VT. Appointed by the Town Select Board. Reviews development projects proposed for the town; gathers and provides feedback to town boards to assist in decision making as representative of residents that reside in Hinesburg Village.

PROFESSIONAL EXPERIENCE:

8/2012- Present **Competitive Computing, Colchester Vermont**
Technical Program Manager Enterprise Systems – 11/2013 – Present

Overall ownership and management of multiple Client Programs:

- Overall ownership and management of a multi-millions dollar multi-faceted, enterprise e-commerce systems development and sustainability program for Keurig Green Mountain Corporation.
 - Executive level oversight of program plan, deliverables and financials.
 - Oversight for ensuring the success of multiple, technically complex, concurrent projects in mission critical direct B2C and B2B revenue streams.
 - Entire program came in on time and under budget for each revenue stream.
 - Overall program responsible for full SDLC projects including supporting toolsets, software development, Testing, change and release management, and IT Support and compliance adherence.

- Overall ownership and management of application performance and business intelligence systems program for National Life Group Insurance
 - Executive level oversight of program plan, deliverables and financials.
 - Design and implement enterprise solution for Application Performance Management and Business Intelligence.
 - Leverage Dynatrace, Splunk and Hadoop data stores to collect and monitor entire enterprise
 - Generate un-biased stability and SLA requirement dashboard reports for each business critical application
 - Coordinate with executive leadership on where to focus IT spend for greatest ROI
 - Deliver Business Intelligence reporting capability to VP leadership in multiple lines of business

Change and Release Manager Enterprise Systems - 8/2012 – 11/2013

- Owned the inception, implementation and overall day to day management of a structured change and release management process solution for C2 and clients.
- This included the creation of a formal Quality Assurance Testing Team and Software Implementation Team within the IT Operations and Support Practice.
- This new overall Change and Release team is responsible for delivering QA, software implementation and regulation compliance services to C2's clients.
- Initial year generated 20% increase to overall IT Operations and Support Practice revenues.

10/2010 – 8/2012 GE Healthcare, South Burlington, VT Software Development Process Leader

- Lead the product defect management review board and ensure compliant processing of issues identified from pre-market and post-market inputs.
- Serve as a Quality subject matter expert and advocate quality within program and functional teams.
- Developed and implemented a new standardized process for software requirement gathering, review and approval. Reduced defect escapes by 60%
- Developed and implemented a new standardized process for risk evaluation of design, tracking and auditing for software releases. Reduced audit related findings by 80%
- Developed and champion a design traceability process and publish traceability reports in accordance with design controls and regulatory laws.
- Compile weekly product trending reports.
- Defined and maintain a charter for the defect, requirements and risk management review boards.
- Provide status communications to program and business leadership.

9/2003 – 10/2010 Hewlett Packard, Murray Hill, NJ

2/2009 – 10/2010 Manager: Environment Change & Release Management Team – Financial Systems

- Manage international team of engineers to implement change management, code deployment and integration process for global data center application deployments. Establish team priorities, goals, resource allocation and objectives.
- Direct the development of standardized process and workflows for improved effectiveness and efficiency in release and change processes to mitigate overall project risks.
- Chair application and infrastructure architecture design reviews for all IT projects, to ensure best solutions used will enable us to meet compliance, budget, supportability, interoperability and 'best practice' design goals.
- Lead activities associated with long and short range planning for overall Enterprise Architecture roadmaps.
- Establish the development, management and implementation of Business Continuity and Disaster Recovery strategies/processes. Ensure teams Disaster Recovery plans are produced, up to date, and accurate.
- Review and improve the overall design and delivery process by reducing complexities, lowering costs, and improving responsiveness through post-project 'lessons learned' reviews and best practices.
- Prepare and present bi-weekly IT Enterprise status review to executive management.
- Develop and drive Next Generation Data Center Standards for overall Enterprise Architectures
- Evaluate new technologies and software proposals for future trends in anticipation of future business needs.

- Ensure key deliverables and metrics are met in terms of on-time delivery, budgets and quality of solution delivered
- Perform ongoing audits of code and project deliverables ensuring SOX and standards compliance.
- Project leader for any interface or infrastructure change within global IT enterprise
- Communicates openly with peers, subordinates and management to escalate issues when appropriate.
- Directed the migration of multiple siloed software platforms onto common platform as part of \$2 Billion Next Generation Data Center Consolidation project. Resulting in \$1 Billion in overall IT cost reduction.
- Lead Team in an ongoing Technology Refresh project consisting of the planning, redesign and the deployment of all applications into High Available Windows 2008 Server Environments.
- Develop and Drive High Availability/Business Continuity projects to redesign and deploy Mission Critical systems in multiple metro data centers. Ensures 99% uptime allowing for greater Business productivity, reducing costs and disaster recovery times.

9/2003 – 2/2009 HP Systems Development ‘Environment’ Release Engineer

- Plan and manage the configuration, deployment and integration of infrastructure and software throughout SDLC lifecycle for multiple lines of business. Ensure change management policies and version controls are maintained throughout.
- Represent team at application and infrastructure system architecture design reviews across project lifecycle for business unit to ensure standards compliance, supportability and sustainability.
- Oversaw and managed the standardization, architecture and integration of multiple top tier application systems in HP Next Generation Data Center.
- Integrate release plans utilizing MS Project to track weekly, monthly and quarterly milestones.
- Advise senior management on gaps in systems and processes in order to improve overall quality, reliability and costs.
- Successfully integrated an automated ‘one-click’ software deployment tool which reduced resource requirements, application down time and overall IT/project costs.
- Perform complex root cause analysis and troubleshooting as final point of contact for deep support escalations.
- Coordinate with various business teams to determine requirements and ensure they are met throughout SDLC process.
- Support WLAN/LAN infrastructure and networking when issues or projects require additional resources.
- Manage relationships with vendors of third party products.
- Technical Lead on server consolidation project in which multiple UNIX servers were consolidated into a single Windows server architecture, resulting in \$250,000 per year savings in support costs.
- Technical Lead on development project to consolidate and integrate sales platforms and data from multiple HP divisions into Financial Services division, resulting in \$100+ million in new sales opportunities per year.
- Developed standards and policies for updated SDLC processes for platform changes and Disaster Recovery into Next Generation Data Center.
- Ensure Disaster Recovery plans are produced, up to date, and accurate.

**5/2001 – 8/2003 FileNET Software Corporation; an IBM Company, Kirkland, WA
System Engineer**

- Provide senior level, post sales technical support for FileNET software products and associated client - server platforms and technologies (Windows, SQL, IIS, Oracle, Java, JavaScript etc) to business customers.
- Coordinate complex software analysis, troubleshooting and resolution efforts with other product specialists and with the software development and engineering groups.
- Maintain ongoing record of problem analysis and resolution activity in on-line call tracking system.
- Consult clients in ‘best practices’ for implementation, configuration and administration for multiple applications.
- Analyze customer business requirements to advise, direct and support their production and development environments in regard to upgrades, disaster recovery procedures and system migrations.
- Assigned to projects such as developing technical documentation, specialized training and utilities/tools as required by customers and/or the support organization.
- Majority of clients Fortune 100 Corporations. Issues ranging from configuration support, systems integration and down production systems. 75% of cases resolved first contact, 95% in 24 hours, exceeding SLA requirements.

2/1998 – 2/2001 **Webvan.com, Kirkland, WA**

Level II Technical Support Team

- Provide second level technical support to customers via phone and e-mail.
- Research, document, test and train on various ISP networks in relationship with our site. Resolve any usability or functionality issues, as it would pertain to those networks.
- Test usability and functionality issues regarding various standard, custom and Beta version web browsers for site.
- Identify, track, reproduce and resolve any ongoing site bugs and network issues.
- Write and edit technical procedures for company Knowledge Base, web site and employee training.

Brief Listing of Technical Skill Sets:

Operating Systems:

- **Server:** Windows NT 4.0 – 2008; Some HP-UX 11
- **Desktop:** Windows O/S. Some Mac
- Expert in designing and implementing High Available Enterprise Infrastructure Architecture.

Application Administration:

- **FileNET Software:** Image Services and Content Services Suites, Some P8, Panagon Desktop, IDM Web Services, Open Web Client, Administration Tools, IDM Developer Toolkit, Capture Desktop (Scanning)
- **Oracle BEA Aqualogic** 5.0 and 6.0 – Web Framework and Portlet administration.
- **Avolent Bizcast** – Invoicing Workflow Application. First to successfully install and integrate into a Windows Environment utilizing Windows Services.
- **Sage CRM** – SalesLogix LAN and Web Application suites
- **Sitecore, Dynatrace, Splunk**
- **In-house developed applications** - Build, integrate and support customized C++, C#, .NET, COM, SOAP, Java and XML/XSL applications.

Database and Server Software:

- SQL Server
- Oracle
- IIS
- MS Office
- Active Directory
- Microsoft and Veritas Cluster software
- VMWare
- Hadoop

Hardware: PC's and compatibles, Printers, Modems and DSL lines, Firewall configuration, Hubs, Routers and peripherals.

Languages: SQL, HTML, JavaScript, UNIX, UML, XML

Other: SAN, ODBC, Active X, ASP, COM Objects, Java, .NET, XSL, TCP/IP, LAN/WAN, VPN, .NET, Citrix, J2EE, JBoss, Apache, Veritas Metro clustering, Microsoft site clustering, MS Project, MS Visio, SCM Clear Case, HP Service Center / Manager, ITIL Change Management, Program Management, Experience in both Agile Scrum and Waterfall Software development methodologies.