

## JAMES M. FELICIANO

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### DIRECTOR OF TECHNOLOGY ~ SOFTWARE DEVELOPMENT DIRECTOR

An innovative, intelligent and relentless **Technology Manager, Leader** and **Senior Software Developer** with 18 years of experience providing business solutions via technology. As evidenced by a long history of meaningful and significant contributions to the bottom line, 18 consecutive years with one employer, lofty client satisfaction ratings and multiple awards and bonuses for outstanding performance, leading cross-functional teams that leverage technology to provide customized business applications and solutions is my life-long passion.

### AREAS OF EXPERTISE AND STRENGTH

- Java & J2EE
- ADO.net
- ASP.net
- C, C+ & C#
- Project Management
- DTS 2000
- MS Office & Visio
- MS SQL Server 6.5, 7.0, 2000-2008
- Infragistics NetAdvantage 2009
- PowerBuilder 3.0-7.1
- MS Visual Studio 2003-2008
- SQL Server Reporting Service
- SQL Server Integration Services
- Lateral/Out of the Box Thinking
- Technical Problem Solving
- MS Solutions Framework
- MS Project & Access
- Training/Development
- Interpersonal Relations
- Solving Complex Problems
- Speaking in Plain English
- VB.net
- Net 3.5
- MS BIDS
- Versatility
- HTML
- XML
- Listening

### ACCOMPLISHMENT HIGHLIGHTS

- ☐ **Earned the President's MVP Award by assisting to avert a major financial disaster due to a product recall was averted when:** Senior management was kept informed with accurate data during crisis by extracting the mission critical data with Microsoft SQL Server inquires and supplied the required knowledge of the database itself. As a result, client Toyota Motor Corporation navigated through thousands of consumer lawsuits, most of which were deemed frivolous, and remained in business.
- ☐ Developed the Medicare Section 177 reporting system, which submitted Electronic Data Interchange X72 HIPAA 270/271 transaction sets and claim input files to GAA under Section 177's mandatory reporting requirement. ***Awarded "the Trail Blazer Award" in 2007 from IBM for creating this reporting system.***
- ☐ Challenged by the most sophisticated technical problem we have seen in ten years on the vital Data Exchange Interchange Project for Medicare compliance, we moved four responsible reporting entities into production successfully. The user manual for the Medicare Section 177 reporting system is 377 pages long.
- ☐ Revamped and optimized a client's ebilling system and bill paying process while on a Legal Electronic Data Exchange Standardization team. ***Client reported savings of 107% in payroll expense alone.***
- ☐ ***Enabled our client to recover \$22.5M*** from their insurance companies through insurance recovery because of our extraordinary record keeping, data integrity and the way our customized program compiled and reported data. Key contributor in support of client's claim with data (evidence) during witness depositions.
- ☐ An email from IBM Senior Management said, "*The Ford Team successfully hit their numbers for the bonus plan. The 2004 goal was \$577K in billable hours, and you surpassed it. My thanks to the team for skipping your vacations over Christmas and New Years to meet the numbers and earn bonus two years in a row.*"
- ☐ Key contributor in assisting my Supervisor (client), Ford Motor Company's IT Manager/International Business Manager earn three MVP awards and bonuses, 2000, 2003, 2004 Outstanding Performance Award (IT), and a 2006 Certificate for Outstanding Performance and a President's Award.

- ▣ Helped design, create and execute the GolfFanatics.com website for avid golfers with one partner in 2002; it is still up and running today. Handled the administration, set up, design, coding, and recently helped transfer the website from our own servers to the cloud *reducing our operating costs by \$17K per year.*

## PROFESSIONAL EXPERIENCE

- Technology Manager, IBM (formerly Perot Systems), Plano, TX** 8/97 – Present  
Roles included Business Analyst, Lead Software Developer, Software Developer and Database Administration. Clients included Ford Motor Company, Social Security Administration, Frito Lay, Zale's and Medicare/Medicaid.
- ▣ Managed 33 programmers as a Technology and Project Manager and carefully reviewed their work.
  - ▣ Designed, developed and implemented a financial tracking system for the Health Care industry, *which tracks hundreds of millions of dollars in Health Care expenses and liability settlement costs annually.*
  - ▣ Developed and maintained SQL Reporting Services reports, *allowing senior management access to high priority data on demand.*
  - ▣ *Proactively identified new opportunities for business and relayed this information to management.*
  - ▣ Directed an overhaul of the accounts payable and receivable system that doubled overall efficiency.
  - ▣ Implemented and administered the Legal Electronic Data Exchange Standard (LEDES) an industry wide supported format for legal billing systems (ledes.org).
  - ▣ Designed a process that consumed web services to refresh currency exchange rate data daily.
  - ▣ *Enhanced return on investment* by allowing web services to access data used by several different departments.
  - ▣ Created a reporting database, which de-normalized and summarized production data on a nightly basis.
  - ▣ Upgraded and converted databases to the latest versions of software *with zero down time for the firm.*
  - ▣ Handled all technology related procurement; worked in a team source control environment.
  - ▣ Interfaced well with a variety of senior managers and worked well independently or in a team.

- Senior Consultant, Perot Systems Inc., Plano, TX** 9/93 – 8/97  
Roles included Business Analyst and Software Developer. Clients included Universal Electronics, Dillard's, Roadway Express, Pepsi Co., Norman Brinker, Nike, Nestle, Ohio Edison and First Energy.
- ▣ Developed several client server/groupware applications using PowerBuilder for call centers.
  - ▣ Integrated Lucent telephony into call center application to pop customer records onto screen automatically.
  - ▣ Created SCUBA an application for looking up and storing standard compatible business units for producing material lists for construction of electrical utility structures.
  - ▣ Developed application for data management in support of infrared mapping system that was used by utilities to determine where their poles and lines run and display high priority customers on routes such as hospitals.
  - ▣ Contributed as a team member in the development of a promotion planning system used by the sales force to determine where and how best to spend their promotion budget.
  - ▣ Worked on the reporting database and an application that reported sales and budget data across many different dimensions and units similar to today's analysis cubes.
  - ▣ Wrote an application to estimate the size, costs and configuration of powder coating booths.
  - ▣ Used various databases that included Sybase, Oracle, SAP and DB2 using MDI Gateway.

## EDUCATION AND PROFESSIONAL DEVELOPMENT

- Master of Science, Information Technology, University of Phoenix (via Internet), Houston, TX**  
**Bachelor of Science, Computer Information Systems, Cleveland State University, Cleveland, OH**  
Concentration in Finance, graduated in June of 1990.

## MISCELLANEOUS

- Fluent in English, Mandarin Chinese, Portuguese, and Spanish; English is native language.
- Willing and able to travel as needed for work.      ▪ Willing and able to relocate if needed.