

# The Biographical Re'sume' of Jesse F. Josserand

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## Summary

- Sr. Business/Gap/Data Analyst
- Sr. Program Manager
- Sr. Project Manager
- Sr. Project Coordinator
- Sr. Environment Wrangler Manager
- Sr. Deployments Manager
- Sr. Release Manager
- Sr. Oracle DBA Lead and DBA Manager
- Sr. Database Administrator
- Sr. Applications Database Administrator
- Sr. Dev Ops Systems Administrator
- Sr. Projects Manager
- Sr. Agile/Scrum/Kanban Trainer/Manager
- Software Development Manager
- Database Development Manager
- Applications Development Manager
- Software Vendor Relations Manager
- Sr. Director of Technology
- CTO
- Experienced using a variety of delivery methodologies, including ITIL, Agile (Scrum, Kanban and Waterfall, in addition to his own methodology in 1982 that was Agile-like before Agile existed)
- Has successfully rolled out tested, production, web-based, database-driven, enterprise, b2b and b2c applications smoothly, early, and in budget.
- Has led multiple oracle implementation projects at major companies.
- Responsibilities have included project assessment and resource determination.
- Has been a departmental and projects manager since 1982 and is capable of effectively interfacing with executive board or any level of staff.
- Has used EDS, Arthur Andersen, Oracle AIM and a custom, proprietary parallel methodology for SDLC project management, documentation and deliverables.
- 31 Years Project Management Experience
- Strong knowledge of Microsoft office products. Used to create professional grade documentation (word, excel, project, etc.) for standards and procedures, presentations, project management, etc.
- Full SDLC Life Cycle Experience
- Large E-Commerce Technical Environment Management
- Has performed as and/or managed release operations for database management scripts, e-commerce web site content and functionality, etc., for JacG, and it's customers, including Chipandachairfreeseat.com, Red Oak Academy (roaschool.com), Honeywell (database management), and Nike, since 1998.
- Coordinated build and deployment operations as 'Environment Wrangler' at Nike, most recently, from June 2012 through November 2013. Worked in tandem with Release Management teams, DBA teams, Site Operations teams, etc.
- Experience managing test data and PI data
- Experience performing defect triage and reviewing defects with multiple development teams

- Experience managing defects throughout entire life cycle
- Has demonstrated testing skills and experience including all facets of the SDLC
- Reviews and verifies functional and system requirements ensuring project deliverables adhere to QA criteria and comply with all requirements prior to deployment
- Defined and documented Standard Operating Procedures (SOPs) for all Environment-related operations including build outs, refreshes, retrofits, hot fixes, ticketing system usage, etc.
- Supported Tivoli TSM, Symantec Veritas Netbackup, LiveCache, and LanFree for JacG's Customer, Honeywell from March 2008 through April 2012.
- Supported Peoplesoft ERP/Oracle at PSE&G Nuclear, Southern NJ, 2000-2002.
- Effective Programming and Design • Software Development Life Cycle • Test Programs and Procedures
- Process Improvement
- Microsoft Tools
- Enterprise Resource Planning
- Solution Design
- UNIX, Linux, Windows
- Program Management
- Project Management
- Project Coordination
- Web Based Applications
- Communication
- Change Management, Release Management
- Technical Writing
- Strategic Planning
- Quality Improvement
- Deployment and Installation
- Websphere • WMQ • JVM • Jira • Confluence • Visio • Balsamiq Mockups
- Sequence Priorities
- Asset and Configuration Management
- Load Balancers (F5, etc.)
- Large Scale E-Commerce Environment Management
- Has done projects for Telecom/Cable companies including Verizon, DirectTV, and Dish Network

#### **Data Modeling:**

- Determined business requirements
- Designed and maintained logical and physical data models for high traffic, centralized, web-based databases

#### **Systems and Database Administration:**

- Oracle 6, 7, 8, 8i, 9i, 10g, 11g, MySQL (2, 3, 4, and 5), DB2, and other databases
- Provided 24/7 on-call systems and database administration support
- Installed O.S., database, and application software
- Apply O.S., database, and application upgrades and patches
- Perform data migration
- Maintain awareness of and apply critical security and other patches
- Management of production, test/staging, development databases, and associated applications
- System and Database performance tuning
- Design, develop, implement, document, and maintain backup and recovery solutions
- Design, develop, implement, document, and maintain monitoring routines for systems and databases using Quest tools, BMC tools, custom Unix/Linux scripts, etc.

- Design, develop, implement, document, and maintain security access infrastructure
- Perform analysis and maintenance of database objects including index analysis, etc.

### Environment Wrangling

- Created overall Environment Strategy
- Defined and documented Standard Operating Procedures
- Project management of all environment operations (refresh, retrofit, etc.)
- Asset Management
- Configuration Management

### Additional

- Communicate as necessary with all appropriate staff to ensure systems, database, and application integrity, security and availability
- Interact with and assist other system and database administration staff to provide a compatible and effective database environment
- Develop, implement, and maintain all related standards and procedures
- Create and publish appropriate associated guidelines
- Perform evaluation of all database management systems and related tool sets
- Coordinate and/or perform in-house and customer testing activities including disaster planning and recovery
- Provide functional analysis and development support
- Prepare project plans and schedules for all implementation and support efforts
- Perform recovery of corrupted data
- Eliminate data redundancy
- Assist with and/or train development staff for proper applications design and development, client-server applications, etc.
- Experienced leading development initiatives in web centric delivery projects
- eCommerce implementation and support experience (ATG, Web Content Management - CQ5, Wordpress, etc.)
- Experienced technologies such as Interactive, Responsive web page development with HTML/HTML5, PHP, MySQL, JavaScript, Bash, jQuery, Ajax, etc.
- Have been a UX Designer and Architect, as well as User Requirements Analyst and Consultant since 1996
- Experienced driving web technology architecture and infrastructure design
- Experienced reviewing and supervising web design components
- **Experienced driving and supervising web technology build, test, and deployment activities**
- Experienced with multiple database technologies such as Oracle, MySQL, etc.
- Has used and/or is familiar with Tomcat, JDBC, XPATH
- Works with Integrated Development Environments
- Has supported teams using capabilities such as Site Search (e.g. Endeca, Google Search, etc.)
- Extensive consulting and client service delivery experience (supported RGA at Nike)
- Understands and/or uses...
  - Search Engine Optimization
  - Web Analytics (e.g. Google Analytics, etc.)
  - Web Content Management (e.g. Open Text, Adobe CQ5, etc.)
  - Order management - (Sterling, Oracle Apps, etc.)
  - Jira, Confluence, Xenu, etc.
  - Visio, Balsamiq Mockups
- Has demonstrated a proven ability to work creatively and analytically in a problem-solving environment
- Has demonstrated leadership, teamwork and collaboration in professional settings, both military and civilian

### Skills...

47 Years Business Analysis, Gap Analysis, Data Analysis, Application Design, Programming, Management, and General Data Processing Experience  
 37 Years as a Program/Product/Project Manager

34 Years UNIX Sysadmin  
23 Years Management of Web-based E-commerce environments  
31 Years Oracle Database and Tools  
26 Years Oracle ERP EBS Applications  
31 Years SQL and PL/SQL  
30 Years Microsoft Windows OS and Office Products (95, 98, NT 3-4, ME, 2000, XP)  
22 Years Linux Sysadmin (Centos, Red Hat, Caldera, Mandrake, Debian, BSD, FreeBSD, others)  
11 Years Environment Manager, Release Manager, SCM Release Engineer  
16 Years as a V.P. and Sr. Director of Technology and Internet Marketing  
18 Years as a CTO and Software Development Manager

## Cover Letter

I, typically, have played 3-5 roles simultaneously (wear 3-5 hats, as it were) on a project: Sr. Sales/Marketing Technical Liaison, Sr. Program Manager, Sr. Systems Architect, Sr. System Administrator, Sr. DBA, Sr. Apps DBA, Sr. Technical Project Manager, Environment Manager/Wrangler, etc. Thus, you and/or your customer are actually able to save money in that I, in one body, am worth at least 3-5 salaries or contractor hourly rates. I am a very hard worker, able to multitask and handle multiple projects and personnel. I work long days, averaging 70 hours per week on my last project. Furthermore, with my wide background from hardware, software, operating systems and database administration through applications modeling, design, development, management to the executive level, and internet knowledge and experience, I am able to communicate diplomatically and knowledgeably, understand problems, causes, and reach solutions across all venues at all levels.

Troubleshooting and triage are a specialty. I'm a "roll-up-your sleeves and get in the trenches" kind of Director/Manager. I love sharing knowledge with staff and learning from them, as well.

I am very customer-oriented and drive all activities based on that.

I am a computer hardware, software, and business development veteran of 47 years of experience. Dynamic, database-driven, content-management-oriented, E-commerce, B2B, B2C, and Educational web sites and associated manufacturing, production, packaging, marketing, delivery, and related analysis technologies are a specialty as is management of such processes.

I have been on lengthy projects for 2 nuclear plants where I was Sr. Systems Architect, Sr. UNIX Sysadmin and Sr. Oracle DBA. On these projects, I modeled, designed, implemented and supported redundant, distributed architectures for their Document Control and Records Management, and Order Entry/Purchasing/Inventory systems on HP/Sun/Oracle platforms. I also performed and managed Legacy Integrations and data porting PL/SQL projects there. I also modeled and designed integrations, customizations, and reports, wrote functional and technical specifications and more. Additionally, I assisted other PL/Sql developers with application and data modeling, design, development and test of their code projects.

I achieved E-4 in under 3 years in USAF, held crypto and TS clearances, and exited with an Honorable Discharge (full benefits).

I am experienced with Business Process Analysis and Re-engineering, Gap Analysis, Implementation, Upgrade, Integration, and Customization of Systems and Applications at the Enterprise level.

I have excellent verbal and written communications skills, excellent customer and interpersonal skills, an ability to effectively prioritize and handle multiple tasks and projects.

I have an in-depth knowledge of many applications including Oil & Gas Trading Systems, General Billing Systems, Call Center and Support Center Operations, Medical Systems, E-Commerce, B2B, B2C, EDI, VOIP, and more.

I have been an application designer since 1980 and Internet application designer since 1987 (the days of Arpanet) for character-based news and related applications and since 1996 for graphical, browser-based applications. I have been responsible for all aspects of web-based E-commerce systems for several companies since 1998. In such roles I have been a responsive website designer (UX Designer and Architect, User Requirements research consulting, hosting consultant, and more). Most recently for Nike where I managed their Environment Program. Some of my greatest accomplishments include what I did in my time at CNS and for an unnamed Oil & Gas company... for instance... As acting CTO, Sr. Director of Technology, and Software Development Manager for Construction News Service, I was directly responsible for solving software, database, applications, and internet performance problems and directly responsible for recovering three-quarters of a million dollars in revenue owed by unhappy customers as a result of a successful, error free internet application roll-out one day earlier than planned and under budget.

Prior to CNS, I did a project for an Oil & Gas company as I.T. Projects and Program Manager where I had a staff of 2 direct reports and several indirect. This was a project to merge an acquired company's assets, applications, and data into that of the acquiring company. It was completed on-time, and under budget. Platforms included Windows 2000 Server, WinNT, various windows users, Linux and UNIX hosts, Oracle Database and Oracle Financial Applications 11i.

Simultaneously, and since 2002, I also served (and continue to serve when needed) as V.P. and Sr. Director of Technology/Marketing, Director of Technical Support, Distance Education Delivery Technology Consultant and Program Manager, Sr. Webmaster, Sr. DBA, Sr. System Administrator for..., and am 7% Co-Owner of Red Oak Academy, an online K-12 private school, its related organizations and their many web sites. I modeled, designed, implemented, and continue to support and manage programs for their dynamic, database-driven, content-management-oriented, E-Commerce and Educational web site used by students nationwide and internationally. I have registered and currently manage multiple domains for ROA. These domains have had very little downtime in 11 years. I drive the marketing and sales efforts, as well. I also developed a proprietary technology that achieves high search-engine rankings for this school.

My customer list includes: Oracle Corp., Brown & Root, PPG, NEC, Sequent Computer Systems, Arthur Andersen, SYSCO, Smith International, Weatherford US, EDS, SHL Systemhouse, MCI, Huntsman Corporation, Bluebell Ice Cream, The State of Nevada, Harvard University, PSE&G Nuclear, Verizon Wireless, G.E. Nuclear, Stetson, Nana Corporation, Honeywell International, Fujitsu America, Nike, and others.

I desire a long-term opportunity that will best utilize my wide range of skills. The ideal position would be a permanent position that would allow me to use my vast skill-set towards the hands-on management of teams doing installation, upgrade, tuning, customization, development, testing, and/or on-going maintenance and support of Internet and database-driven releases, applications, etc., while remaining on the cutting edge of Database, Data Warehouse, Data Mart, and Internet Enterprise Technologies.

## Professional Experience

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**May 2018 to Present**

**Josserand Ace Consulting™**

**KRG/HCL/Disney**

Sr. Infrastructure Architect

Security User Audit Consultant

Providing Infrastructure Process Improvement Consulting and Security User Audit Report Design/Development to Disney (Orlando, FL). For more details on this, please contact me directly.

**October 2017 to May 2018**

**Josserand Ace Consulting™**

Application Programmer

Sr. Web/UI/UX Designer

DevOps Release Engineer

Working on two projects simultaneously. One is creating broker websites for several healthshare and insurance related companies. The other is doing project management, release engineering, Agile/Scrum management, and CI/CD onboarding training for developers in a large bank. CI/CD pipeline tools used include Rally, Jira, BitBucket, Git, Jenkins, Artifactory, Ansible (Tower), Xebia Labs Release (XLR), Celestial, Delphix, DataX, Datical, and was responsible for producing training collateral and administering training to onshore, nearshore, and offshore personnel. Also, completed AppDynamics Operator Training, produced training materials for same and delivered training to teams, as well.

**July 2015 to October 2017**

**Tata Consultancy Services (TCS)**

**Durham, NC**

Sr. Release Manager

Sr. Release Engineer

Sr. Tech Lead

Responsibilities:

Performed Release Manager, Release Engineer, Environment Manager, Tech Lead, Monitoring Automation Specialist, Sr. Business and Data Analyst, and Sr. Infrastructure Consultant, Sr. Hosting Consultant, and Sr. Project Manager/Coordinator for TCS Projects. Responsibilities include project management/coordination, release management, release engineering, monitoring management, business requirements analysis, gap analysis, data analysis, definition and implementation of development, test, non-production and production monitoring servers for all applications, related servers, services, processes, Oracle databases, main-frame back-ends, and more. Maintained high degree of stake-holder communications and team interactions. Managed and coordinated resources for problem resolution. Used Atlassian and HP tools and applications for requirements, issues, and defect tracking.

**September 2016 to April 2016**

**Zions Bank**

**Salt Lake City, UT**

Sr. Business/Data/Gap Analyst

Sr. Infrastructure Consultant

Sr. Hosting Consultant

Sr. Project Manager/Coordinator

Responsibilities:

Tata Consultancy Services assigned me to their Zions Bank project, because the project needed a Sr. Business/Gap/Data Analyst with CECL knowledge. I have that knowledge and began the short-term project on 9/12/2016. I worked with several other teams participating in the CECL project. Zions has several applications being replaced by a TCS application called BaNCS. Until that is complete, the applications being replaced had to have data required for CECL Contractual Cash Flow projections mapped into a data warehouse and into BaNCS. I completed that mapping and gap analysis for the 3 largest of the 12 applications before the end of December 2016. My responsibilities included analyzing and defining requirements for CCF projections into the EDW data warehouse and into the BaNCS application, as well as other normal Business, Gap, and Data Analysis tasks. Upon

completion of this, I was assigned to consult with two other projects; an AIX hosting project, and an Infrastructure Assessment project as Sr. Project Manager/Coordinator.

**July 2015 to June 2016**

**Fidelity Investments**

**Durham, NC**

Sr. Release Manager

Sr. Release Engineer

Sr. Monitoring Manager

Responsibilities:

Tata Consultancy Services hired me as Sr. Release Manager on 7/20/15 and assigned me to their Fidelity Investments project with additional responsibilities as Sr. Release Engineer and Sr. Environment Manager. Responsibilities included analyzing and defining requirements for and implementing monitoring for all applications, servers, services, processes, Oracle databases (and Delphix copies thereof), main-frame backends, and more in all PSS/PIY SIPD non-production environments. After reviewing customer requirements and researching the current state of monitoring in production and non-production environments, I discovered the following tools were in use, but had no departmental nor management oversight: AppDynamics, SiteScope, Nagios, Gomez/Dynatrace, Splunk, Jenkins, Maven, and many home-grown tools. I recommended SiteScope as the focus for monitoring in non-production, adding other tools if/when necessary. Additional responsibilities included...

- Agile project definitions, creation of themes, epics, features, and user-stories.
- Attended multiple projects' daily stand-ups.
- Dev/Ops Linux Sysadmin and SiteScope Admin
  - Worked closely with non-prod and production teams to support environments
  - Worked with application teams to create monitor dashboards to accommodate their needs
  - Integrated SiteScope with Splunk
  - Did Root Cause Analysis using logs in Splunk and directory on servers
- Built new Linux VMs
- Created development, active, and HA Fail-over instances of SiteScope
- Installed updates and patches for SiteScope
- Created over 3000 monitors and custom automation using bash, php, perl, python, and related technologies
- Integrated SiteScope with Splunk and Jira. Created custom Splunk queries and dashboards
- Monitored and maintained Jenkins and its integration with other tools for CI/CD and Build Management
- Integrated/Utilized Jira for issue tracking and project management in Agile environment (conversion from RTC to Jira was my recommendation)
- Established and consulted on Agile best practices and procedures for development and support
- Collaborated with tech teams to troubleshoot and resolve escalated prod and non-prod issues
- Created VMs and installed Oracle 11.2 to alleviate server resource issues
- Setup, Administration and Support of GIT and Stash Repositories
- Recommended and documented process improvements for build through deploy procedures
- Additional process improvement: helped teams move from email-based processes, RTC, Ribbit, GIT, Jenkins, Maven, uDeploy (all manual) to Jira and other tools, and further enhanced processes through automation
- Participated in planning and implementation of ClearCase to Git migration project

Two Vice-Presidents liked the improvements in monitoring (including reduced time to RCA and resolution of issues which resulted in improved environment uptime) so much, I was asked to duplicate my non-prod SiteScope work in production.

**March 2014 to July 2015**

**Walgreens, Inc.**

**Deerfield, IL**

Sr. Environment Manager

Sr. Release Manager

Sr. SCM Release Engineer

Sr. Merge Manager



## Sr. Requirements Analyst

### Responsibilities:

Provided project and release management using Agile methodologies for all pre-production environment projects for world-wide operation of Walgreens Pharmacies. Analyzed needs and created overall environment strategy including process/gap analysis and improvement. Participated in test data strategy definition. Participated in automation projects for smoke testing, and new environment readiness. Promoted to Release Lead, then, later to SCM Release Lead. Used Tortoise SVN for windows and Linux SVN, Bamboo, Artifactory, Jira, and home-grown tools to build and deploy application components and/or full releases. Merge Manager for full weekly merges. Developed Automation for merge processes reducing time-to-complete merges to 2 hours a week from the previous 8-24 hours it was taking manually. Ran and attended Agile project meetings and daily stand-ups. (Additional details below)

- Worked closely with all stakeholders to fully understand existing SCM requirements
- Integrated merge automation with Jira (heavy integration using curl and REST APIs).
- Participated in definition of VM-based infrastructure.
- Provided environment management consulting to development teams, QA and integration teams, Enterprise Systems Support, DBA Teams, and Performance Test teams.
- Defined and documented standard operating procedures for all environment-related operations including build outs, refreshes, retrofits, hot fixes, and ticketing system procedures for all ticket types (Jira, QC, BMC).
- Trained new environment team members.
- Managed risks and issues.
- Provided regular management reporting and presentations.
- Unix/Linux/Solaris scripting for environment operations using php, ksh, bash, python, and perl with MySQL backend, as well as apache, tomcat and related technologies.
- Testing and troubleshooting for internal tools and dashboards.
- Monitored Systems, Apps, etc. using various tools (Splunk, custom scripts, etc.)
- Trained, managed and interacted daily with near-shore and off-shore teams.
- Demonstrated success in planning and controlling large-scale projects within time-lines and budgets
- Use of delegation and effective communication.
- Conflict/issue resolution.
- Created php/perl/bash/ksh/HTML/MySQL tools for a lengthy DHCP/DNS project for an upcoming technical release providing improved communications in all Walgreens stores and between stores and Corporate systems and databases. Designed, developed and tested such tools. Built DNS server on a VMware platform (using Suse 11.3 Linux VM), and supported it for that project.
- Designed, developed, and tested merge automation scripting (SVN, bash, ksh, python, perl) for SCM department. Integrated heavily with Jira for ticket and sub-task creation (for merge conflicts), start-progress, resolution and closure.
- Setup, Administration and Support of SVN repositories for development, test, and production use.
- Used HP products: Remedy, QC, ALM, SiteScope.

### **November 2013 to March 2014**

#### **Josserand Ace Consulting**

Sr. Web Designer

Sr. Marketing Specialist

Sr. Release Manager

- Defined requirements for a restaurant's e-commerce-based website (Andale-Andale of Eagle Creek, Oregon)
- Designed and implemented database-driven (MySQL) website with full restaurant-site capabilities.
- Used PHP5, HTML5, Javascript, Apache, Tomcat, and other tools.
- Managed website release versions.
- UX Designer and Architect
- User Requirements Research Consultant

### **June 2012 to November 2013**

#### **Nike, Inc.**

**Beaverton, OR**

**Sr. Program Manager**

**Sr. Environment Manager**  
**Sr. Release Manager**

Responsibilities:

Provided project and release management for large scale web-based e-commerce sites for world-wide sales of Nike products. Created overall environment strategy. Familiarity with and use of puppet, chef, and related tools. Participated in test data strategy definition. Participated in automation projects for smoke testing, and new environment readiness. Participated in definition of cloud-based infrastructure in implementation into environments including process analysis and improvement. Provided environment management consulting to development teams, integration teams, QA teams, performance test teams. Participated in all major release events. Known for excellence in communication with all levels of stake-holders. Defined and documented standard operating procedures for all environment-related operations including build outs, refreshes, retrofits, hot fixes, and ticketing system usage. Built a strong team that manages environments for build and test across multiple technologies. Provided training to all environment managers and wranglers across teams. Managed risks and issues. Provided regular management reporting and presentations. Daily Agile stand-ups. Participated in user story development. Unix/Linux/Solaris scripting for environment operations and maintenance including deployment of code packages, database objects, and content. Used Jboss, CQ5, Akamai, Apigee, Sterling, other applications. Performed deployments, refreshes, retrofits, updates, and other maintenance daily. Monitoring services (Splunk, Nagios, SiteScope). Trained and managed or otherwise interacted with offshore wranglers, database admins, and site operations personnel. Demonstrated success in planning and controlling large-scale, web-based, e-commerce projects within timelines and budget, use of delegation and effective communication. Conflict and issue resolution is a specialty. Coordinated and interacted closely with Systems teams and Database teams. Recommended moving all teams and projects into Jira and out of email and home-grown tools. Recommendation was accepted and this improved tracking of changes and interdepartmental communications. Used HP Remedy, QC, ALM, SiteScope, Splunk.

**March 2007 to April 2012**

**Fujitsu Consulting**

**Boise, ID**

**Sr. Consultant**

**Sr. Project Manager**

**Sr. Release Manager**

Responsibilities:

Provided managed services (systems, databases, and applications); subject matter expert level support and release management for customer applications, systems and databases. Customer base was wide ranging, with mixed hardware and software platforms, and client employee skill levels. Additionally, provided extensive management consultation, professional mentorship, stake-holder communications, and technical knowledge transfer.

Engagements included:

- **Honeywell Corporation**
  - Release Manager for...
    - IBM AIX, RHEL (Linux), Oracle 9i/10g/11g, MaxDb, SqlServer 2005/2008 and related applications such as SAP
  - Sr. DBA and DBA team manager for...
    - Corporate level data backups, restores, and refreshes, using Tivoli TSM, Symantec Veritas Netbackup, etc.
  - Responsible for all managing and supporting application releases, product upgrades, backup scripts and documentation.
  - Monitoring services (Splunk, Nagios, SiteScope)
- **Nana Corporation**
  - Release Manager and Technical Project Manager responsible for RH Linux, Legacy Oracle Financials, Deltek Time & Expense, Deltek Costpoint, various reporting and monitoring tools(SiteScope, Splunk, Nagios), Dataguard, Rman, Disaster recovery, capacity planning
- **Yamaha**
  - Sr. System Administrator (RH Linux)
  - Sr. Oracle Financials Apps DBA and Sysadmin
- **GES**
  - Oracle database support
- **Buehler's Foods**
  - Oracle database support

**October 1998 to January 2008**  
**Josserand and Associates Consulting Group**  
**Houston, TX**  
**Senior Principal Consultant/Owner**

Responsibilities:

- For Health Markets Insurance
  - Senior Oracle DBA/Senior Linux System Administrator
  - Managed planning and testing of disaster recovery methodologies, maintained all automation for backups and monitoring of systems 24X7.
  - Facilitated implementation of Oracle financials v11i on Dell and HP hardware in the corporate datacenter.
  - Assisted team of 20 consultants in implementation project.
- For Arena Brands, Inc (Stetson/HatCo)
  - Senior Projects Manager/Senior Oracle DBA
  - Implemented solutions to replace EDI system and methodology
  - Improved capabilities of existing system
  - Wrote UNIX and Windows job control Scripts to automate existing processes.
  - Enhanced integration code in Oracle PLSQL for applying EDI data to Oracle financials order interface tables and processed that data into the order entry system.
  - Warehouse technology research and analysis for technological improvements in pick/pack operations, as well as technological improvements in shipping operations.
- For Miscellaneous Other Customers
  - Internet Marketing Methodologies and Training
  - Creator of responsive websites using HTML5, CSS3, Bootstrap and related technologies
  - UX Designer and Architect
  - User Requirements Research Consultant
  - Graphics expert, Video expert

**Some of my other projects...**

**January 2002 to January 2014**  
**Red Oak Academy, Inc., Houston, TX**  
**Director of Technical Support**  
**Computer Science Instructor**

Designed and Created entire delivery methodology from database through user interface. Managed all facets and aspects of IT operations, business development, marketing, advertising, branding, logo creation and other graphic design, as well as web site design and implementation. Designed specialized purchasing, educational, learning and demographics-gathering and analysis processes and software that generated customized educational plans. Video production and presentation (stand-alone and web-based) for sales, marketing and curriculum delivery. 7% Co-Owner, and after 2008, no longer an active position... merely a technical resource on-demand. Company closed in early 2014.

**September 2006 - February 2007**  
**Health Markets Insurance**  
**Sr. Oracle DBA and Applications DBA**  
**Sr. Linux System Administrator**

Responsible for a significant Corporate implementation of Oracle Financials v11i on Dell and HP hardware in a large corporate datacenter. Managed planning for and successful testing of Disaster recovery methodologies with SunGard. Maintained all automation for backups and monitoring of systems. 24-7 on-call schedule. Assisted team of 20+ consultants in implementation project.

**May 2005 - February 2006**  
**Arena Brands, Inc.**  
**Sr. Projects and Oracle Program Implementation Manager**  
**Sr. Oracle DBA and Applications DBA**  
**Sr. Unix System Administrator**

In the role of Sr. Projects Manager, I was responsible for several simultaneous projects; EDI research and analysis for replacement of an antiquated EDI System, Warehouse Technology research and analysis for institution of technological improvements in Pick/Pack operations, and Shipping Technology research and analysis for institution of technological improvements in Shipping operations. In these parallel project management positions, I researched, recommended, acquired, and implemented solutions to replace an antiquated EDI system and methodology. I improved the capabilities of the existing system by acquiring and applying upgrades to software and systems not upgraded since the late '90's and by writing UNIX and Windows job control scripts to help automate the existing processes. I also enhanced integration code in Oracle PLSQL for applying EDI data to Oracle Financials Order Interface tables and processed that data into the Order Entry System. I assisted warehouse personnel in generation of ASN's (Advance Ship Notices) and transmitted them to Trading Partners. I interfaced with new Trading Partners to add them to the EDI system. I interfaced with existing Trading Partners to resolve problems with existing EDI communications. I successfully negotiated waiver of thousands of dollars in charge-backs from Trading Partners due to the antiquation of the existing EDI system. I also, researched, recommended, acquired, and implemented solutions to automate and bring a higher level of technology and automation into warehouse and shipping operations. In this process, upgrades to ASN systems from E-SupplyLink.com were acquired and applied by me. Also, in this process, new software from HighjumpSoftware.com (a 3M company) and Creative Logistics Solutions (InfoShip) were acquired at my recommendation following my research and analysis of related available products in the marketplace. In this research, RFID capability and the ability to upgrade later to full-blown WMS were essential considerations. I managed these three projects simultaneously and worked closely with power users and vendors of software products to create testing scenarios, as well. I also research and acquired quotes for hardware, operating systems, and database platforms for such new EDI, Warehouse Management, and Shipping solutions. In addition to project management duties, I also performed the jobs of EDI Operator, Sr. Unix System Administrator, Sr. Oracle DBA and Sr. Oracle EBS Applications DBA. In these roles, I troubleshoot, debugged, and resolved hardware problems, operating system problems (requiring patches, kernel changes, etc.), and application database corruption problems (resolving them all).

**October 2002 – September 2004**  
**HHCST.Org (Hebraic Heritage Christian School of Theology)**  
**Chief Technology Officer**  
**Program Manager and Curriculum Delivery Specialist**

The Hebraic Heritage Christian School of Theology (HHCST) is a bible college start-up that holds online college level courses; live and recorded, and planning for a live physical campus in their near future.

As CTO for this Internet-based, as well as Brick-and-Mortar Bible College start-up, I was a one-man I.T. Shop responsible for everything from systems, database and applications support to executive level budgeting and reporting to the Board of Directors.

My responsibilities included all computer and internet activities and security, developing and maintaining the various websites and delivery technologies; video, audio, database, web, etc., defining and implementing all related standards and procedures, evaluating and implementing related hardware and software technologies, etc. Designed and developed editor/producer content management system. Responsible for over 15 test, development, and production websites, Linux Servers running Apache, PHP, MySql, etc.

**2000-2002**  
**PSE&G Nuclear**  
**Sr. Oracle Project Manager**

Designed, Created, Modified, Maintained/Supported DCRMS management system in Oracle. Integrated and provided support with and to Peoplesoft ERP. System Administration of Unix and Windows systems.

**Sept 2002 – May 2003**  
**Verizon Wireless**  
**Sr. Oracle DBA/Project Manager**

Managed several Oracle projects interacting with development and applications teams to improve existing operations, document procedures, and reduce time to complete projects.

**May 2003 – September 2003**  
**Construction News Service**  
**Acting Chief Technology Officer**  
**Sr. Director of Technology**  
**Software Development Manager**

CNS brought me in as Software Development Manager to drive a new development process, in a .NET and SQL Server environment. I was tasked with recovering their customers' good graces after CNS, without me, had many failed software release attempts with no management or testing in place. These bad releases had caused CNS to lose face with and income from customers throughout their Colorado and Texas markets in the first two quarters of 2003. These customers had withheld funds due CNS totaling over three quarters of a million dollars because of the lack of desired features and failure of previously working features after such bad releases. In order for CNS to get paid by and retain those customers, I was tasked with a project to repair the broken components, add missing component features required by these unhappy customers, and enhance the design and performance of all components including web site and database. I was given a project time-line of May 15th to July 1st, 2003 with a drop-dead production release date of July 1, 2003 to complete a development and test process and release to production, key features required by these unhappy customers. I met the deadline on time and in budget. In fact, we released 1 day early on May 31st, 2003, successfully, with a smooth roll-out and zero bugs reported. As a direct result, CNS was able to retain those customers and recover the three quarters of a million dollars previously unpaid by those previously unhappy, now very happy customers. I was immediately promoted to Sr. Director of Technology, made acting CTO, and given the reins to both software development and I.T. departments. During the above project, I had to redesign the development environment to cause it to more effectively mirror the production environment. I also had to design a test environment identical to production, acquire the hardware for same (as it was non-existent upon my arrival), implement and test it, as well. I co-architected a production architecture consisting of 3 hi-speed web servers, 3 hi-speed database servers, front-ended with a Nortel/Alteon for load balancing and SSL acceleration. I defined standards and procedures and implemented same for the SDLC processes. I defined and assigned participant rolls and responsibilities within those processes to staff in the I.T. Systems, Database, and Development departments. I assisted DBAs and developers with database and application design and analysis. I found and directed redundant indices be dropped, unique indices be created where none existed, and others be enhanced for query optimization. I also redesigned several reports available to customers to enhance accessibility, content, and performance. Additionally, I participated in advertising and marketing planning efforts and related web site and database design enhancements, created a test front-end dashboard site for such purposes, made several recommendations for types of, targeting aspects of, and pricing for advertising media varying by targeted page on the site. Initially, I had 3 direct developer reports while in the role of Software Development Manager. After promotion to Sr. Director of Technology and acting CTO, I had 4 direct reports and 6 in-direct who reported to the Director of Technology under me. I reported to the CEO.

**December 2002 – February 2003**  
**K-Force/Enterprise Products**  
**I.T. Projects Manager**

- Managed acquisition projects
- Migration of and/or re-implementation of several applications including...
  - Indus EMPac
  - Indus Curator
  - LIMS products from multiple vendors
  - ...and others.
- Hardware/O.S. environments included...
  - Oracle RDBMS
  - Oracle Financials 11i including MFG and related modules
  - UNIX
  - SCO
  - MicroVax
  - VMS
  - Windows NT
  - Windows 2000

- ...and others.
- Created and updated project plans, assigned tasks and resources
- Created project documentation
- Created and implemented project standards and procedures
- Modeled, designed and implemented project web site for management controls
- 2 direct reports, several indirect
- Oil & Gas Industry

**January 1998 - July 1998**  
**Nine Rivers Technology**  
**Principal Consultant**

- Business development
- Technical management
- Principal consultant
- Project Management
- Oracle Database administrator
- UNIX system administrator
- Application modeler, designer, and developer
- Business analysis
- Testing
- SDLC Methodology
- Blue Cross and Blue Shield of North Carolina Front Runner Oracle/Powerbuilder Custom Applications
- Generations Family Health - Diamond 925 Implementation
- Glen Raven Mills Oracle Project Accounting Implementation
- NRT Boot Camp Training Class Setup

**November 1994 - January 1998**  
**SHL/MCI SystemHouse, Houston, TX**  
**Manager, Systems Integration**  
**Sr. Enterprise Systems Architect**

- Planned Server Deployments
- Ordered, Configured and Installed HP-UX Servers, Operating Systems, and Oracle EBS Applications
- Coordinated Server Exports to International Locations
- Performed EBS Application and Data Placement according to Oracle Optimal Filesystem Architecture Standards
- Installed, implemented, documented, and supported operating environments and applications including Oracle Financials (EBS), HR/Payroll, GEMMS, Fison VG LIMS, Indus PASSPORT, RailTrac, etc., in development, test, and production environments on internationally distributed HP servers in client/server environment across international LAN/WAN
- Defined and implemented development standards and procedures including program specifications, test plan specifications, technical and user documentation, etc.
- Wrote technical manuals including Development Standards and Procedures, System Administration and Maintenance, Performance Tuning, Support Transition, etc.
- Performed user-acceptance tests, system stress and performance tests, etc.
- Trained administrative staff
- Performed UNIX Kernel and Oracle Rdbms tuning and network debugging (for SQL\*Net v1 and v2)
- Defined and implemented custom applications, development standards, procedures, and environment
- Assisted in definition of requirements for Network Operations Center
- Huntsman Corp. Enterprise Wide Conversion from Texaco Legacy Systems Oracle 10.7 Financials and HR/PR Implementation
- Other Oracle 10.7 Implementations: Bluebell Creameries, AMPI, Hampshire Chemical, Petroleum Helicopters, EniChem, Alpina, Rexene, etc.

**August 1994 - November 1994**  
**EDS Business Consulting Group, Plano, TX**  
**Sr. Technical Architect**

- Helios Time and Expense Oracle Client/Server Implementation Project
- Senior DBA and Application Designer
- Designed, Implemented, and Documented setup/use of SQL\*Net V2, ODBC7, Microsoft Access v2.0
- Trained and assisted developers
- Used Oracle Reports, Data Browser, SQL\*Plus, PL/SQL

- Created all development standards and procedures, testing, and production environments
- Analyzed and recommended Sun Solaris V2.3 Kernel tuning steps
- Tuned Oracle DB
- Performed network and ODBC7 debugging
- Integrated MsAccess with Oracle RDBMS via ODBC
- Upgraded Oracle RDBMS

**August 1993 - August 1994**  
**Arthur Andersen & Co., Houston, TX**  
**Technical Manager**

- Designed, Implemented, Documented, Supported customizations to Oracle Order Entry, Revenue Accounting, and Inventory in development, test, and production environments
- Performed user-acceptance, stress and performance tests
- Assisted administrative staff with HP-UX Kernel and Oracle Rdbms tuning, network and DTC debugging
- Designed, Implemented Benchmarks (data uploads AS400 to Novell Server Oracle database)
- Responsible for all technical aspects of implementation of Oracle Database Development System V7 and Financials V9.4
- Validated application designs, planned database sizing, assisted Oracle Core Systems Technician with installation, defined standards for program specifications, development, Unit Test, and Quality Assurance
- Performed Roles of acting I.S. Director, Programmer Supervisor, Senior System Administrator, DBA, and Technical Manager
- Performed HP-UX and Oracle kernel modifications
- Trained developers and administrative I.S. staff
- Wrote custom version control software for tracking application design changes
- Designed code libraries
- Wrote all application creation, setup, porting code, UNIX scripts, SQL scripts, etc.
- Designed, implemented sub-application consisting of database-level triggers and procedures for tri-directional interface between custom legacy "Services" applications and Oracle Financials G/L, F/A, and R/A tables (Oracle EBS)
- Smith International Rental Tool and Services Oracle Financials Implementation and Customization
- Sysco Foods AS400 to Windows NT Oracle SQL\*Loader data load benchmarking
- Weatherford US, Inc. Custom Oracle-based "Services" Application and Oracle Financials Implementation

**October 1991 - August 1993**  
**Integrated Business Systems, Houston TX**  
**Oracle Specialist**

- Project leader
- Application design, specification, development, testing, administration, documentation, training, and support
- ORACLE Corp. application development consultant
- Brown & Root security systems design/development and program specifications standards development for IPMS project using Case\*Designer, Case\*Dictionary, Forms, Reports, and other Oracle tools
- General Electric Oracle SQL\*Forms 2.3 and 3.0 Instructor
- Metropolitan Transit Authority Progress Application interface to Oracle Government Financials, Oracle Training

**January 1982 - October 1991**  
**American Business Solutions, Inc.**  
**Josserand, Josserand & Myers, Inc.**  
**Dallas, Corpus Christi, and Houston, TX**  
**Owner, Senior Principal**

- Project and technical management of up to 20 sales and technical personnel
- Market research



- Hardware and software product acquisition, evaluation, and porting
- Production of custom multi-user and network-based hardware/software solutions including needs and requirements analysis, system specifications, CASE database modeling, design and development, user and technical documentation, as well as user and technical training
- Provided on-site and remote hardware/software support for Basic, C, and Oracle EBS applications on Ms-Dos and UNIX platforms
- Performed Oracle DBA services and training for version 6 & 7 database instances and tools
- UNIX administration and training
- Applications produced, marketed, and supported
- Medical Management System
- Dental Management System
- Chiropractic Management System
- Veterinary Office Management System
- Integrated Accounting and Insurance Benefit Management
- Aircraft Maintenance and Supply Management System w/integrated accounting (for Beech Aerospace, Grumman Aerospace, Lockheed International Logistics Division – total of more than 11 sites)
- Construction Job Cost System
- Manufacturing System
- Full accounting, sales management, work order, loading ticket, Point-of-Sale, and Sales Counter-Invoicing System (for Olsen-Kessler Meat Company)
- Performed Integration Test Services for the International Bureau of Software Test (AT&T project, using custom scripts, similar to winrunner/loadrunner.

**June 1980 - January 1982**

**Moore Business Systems, Dallas TX**

**Programmer Analyst**

**Documentation Specialist**

- Production of technical and end-user application manuals for multi-user Dental Practice Manager software/hardware package
- National technical and customer support of same in addition to three trucking software applications
- Support Team Leader responsible for three other personnel

**June 1979 - March 1980**

**LTX Corporation, Newton MA**

**East Coast Training Coordinator**

- Customer Training (Delco, Motorola, Hughes Aircraft, etc.) in the programming, hardware maintenance, and support of high speed LTX analog and digital test equipment based on Data General Nova 3 and 4 with LTX-OS (version of Data General's OS and Business Basic)
- Produced lesson plans and supporting documentation
- Training held at corporate offices and customer sites

**May 1977 - June 1979**

**Compugraphic Corporation, Wilmington MA**

**Technical Instructor/Field Service Engineer**

- Supported and maintained 34 models of computerized phototypesetters and equipment
- Component-level repair technician
- 100% Travel throughout Texas, Oklahoma, Arkansas, and Louisiana
- Responsible for Company car, expense account, over \$3000 in spare parts, tools, and Tektronix oscilloscope
- Performed customer phone support (Dallas office)
- Trained field engineers in Wilmington corporate training center
- Produced lesson plans and supporting documentation

## **Educational Background**

### **South Texas Commercial College, Corpus Christi, TX, 1972.**

- Executive Business Management, Business Accounting, and Data Processing
- GPA 98.0
- Two Year College-Level Program, Completed Early, Received certificate in 14 months. Program equivalent to Associates Degree.

### **Community College of the United States Air Force, SAFB TX, 1974.**

- Communications and Relay Center Equipment Repairman
  - Computer and Teletype Maintenance
- College Level Accredited Programs equivalent to Associates.
- GPA 96.4
- Served as Academic and Technical Instructor after graduation

### **New Zion Fellowship School of Ministry, Houston TX, May 1992**

- Certificate of Ordination
- GPA 91.0

### **BMC, Houston TX, 1996.**

- Certificates in BMC Patrol installation, BMC Patrol Programming courses, and BMC Patrol Sales Training

### **Certificate: Windows NT v4 and IIS Installation, Configuration, and System Administration, Houston TX, 1997.**

Additional Self-Study and Proficiency in Responsive Web Design (RWD), Installation, Administration, and Use of SiteScope, Splunk, PHP, MySQL, Squid Proxy Server, Tomcat, Apache Web Server, HTML5, Java, script languages (Ksh, Csh, Bash, Python, etc.), Perl, and other scripting languages. Currently engaged in several online courses from SitePoint and other sources.

I have, also, recently begun Salesforce installation and administration training at my own expense (August 2017).

## **Military Training and Experience**

**January 1974 - April 1977**

**USAF, Sheppard AFB, Wichita Falls TX**

**Electronics Instructor**

Trained as Communications Center Equipment Repairman (Computer and Teletype Maintenance Plus Crypto). Received overall 96.4 GPA from accredited USAF technical school. Volunteered for Special Duty Assignment after graduation. Thus, I served as Electronics Instructor teaching DC principals through microwave to over 30 MOS's from Teletype to Missile system technicians and specialists. Crypto trained. Held TS clearance. Squad Leader and Dorm Chief during Basic Training. Achieved grade E-4 in less than 3 years. Honorable Discharge. Full benefits.

## **Professional and Business Affiliations**

- Member in Good Standing, Premier Expert Net
- Member in Good Standing, Consultants Registry of America
- Member in Good Standing, National Association for the Self-Employed
- Published in The Who's Who of America
- Published in the National Biographical Foundation's 2002 edition of the America's Top One Thousand
- Published in Who's Who in American Business
- Published in the American Biographical Institute's Tenth Edition of the International Directory of Distinguished Leadership

## **Awards**

### Honeywell Awards

- Recipient of 2008 Honeywell Award
- Recipient of 2009 Honeywell Award
- Recipient of 2010 Honeywell Award
- Recipient of 2011 Honeywell Award

### Fujitsu Awards

- Recipient of 2007 Fujitsu Delivery Excellence Bonus Award  
"Jesse [Josserand] is on an annual support engagement with Nana [Corporation]. Jesse has been key to stabilizing support services and restoring customer confidence. He has added new support processes for Nana and these processes have been shared with many other support engagements increasing productivity and strengthening our relationship with the client. The Nana team's outstanding performance has consistently delivered at 50 percent plus margin for this engagement."
- Recipient of 2008 Honeywell Project Bonus Awards
- Recipient of 2009 Honeywell Project Bonus Awards
- Recipient of 2010 Honeywell Project Bonus Awards
- Recipient of 2011 Honeywell Project Bonus Awards

References available upon request