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Professional Summary

Visionary Enterprise Architect and Technology Executive with over 30 years of hands-on experience in high-availability, low-latency, mission-critical systems across healthcare, finance, and retail sectors. Expert in Cloud Transformation (Azure/AWS), AI/ML, Robotics, Cybersecurity, and deep systems integration. Proven track record leading global teams and driving digital customer experience (CX) transformation using ServiceNow, Salesforce, and Microsoft Dynamics. Extensive expertise in full-stack development with C++, .NET (C#/ASP.NET Core), and Java, including low-level embedded programming. Specialized in compliance standards (HIPAA, PCI DSS) and integrating complex CTI/CX platforms such as Amazon Connect, NICE CXone, and Genesys.

Skills

- **AI/ML/Data Science:** NLU, NICE Enlighten, Amazon Lex, Predictive Analytics, Power BI
- **Cloud Platforms:** Azure (15+ years), AWS (20+ years), Hybrid Multi-Cloud
- **CRM/ERP:** Salesforce, Microsoft Dynamics 365, ServiceNow, RedTail
- **CTI/CX Platforms:** Amazon Connect, NICE CXone, Genesys Cloud/Engage, CTI
- **Embedded/IoT:** Robotics, SCADA, Low-Level C/C++, NXP Processors
- **Security/Compliance:** HIPAA, PCI DSS, P2PE, Encryption, Secure Coding
- **Programming:** C++, Java, .NET (C#/ASP.NET Core/WPF/Xamarin)
- **DevOps:** Azure DevOps, GitHub Actions, CI/CD, Terraform (IaC)
- **Databases:** SQL Server, Oracle, PostgreSQL, Cosmos DB

Professional Experience

Chief Technology Officer / Enterprise Architect Med & Pharma Electronic Technology Services — Charlotte, NC August 2018 – Present

- Designed and led enterprise-wide implementation of NICE CXone, Amazon Connect, and Genesys Cloud omnichannel IVR/ACD, deeply integrated with Dynamics 365 and ServiceNow.
- Developed AI-driven IVR workflows using NICE Enlighten and Amazon Lex (NLU), reducing call handling time by 35% and enabling real-time authentication and scheduling.
- Directed architecture and development of AI-powered pharmaceutical POS systems using C++ and ASP.NET Core.
- Led implementation of low-level embedded microcontroller software for signature devices and robotics in pharmacy warehousing and fulfillment automation.
- Defined blockchain protocols for payment traceability and implemented reconciliation engines for Credit Card Payments (ACH, TSYS, BridgePay, Vantive).

- Ensured compliance with HIPAA, H7, PCIe, and DEA standards; hardened software through cybersecurity vulnerability analysis, secure coding, TPMs, and secure-boot mechanisms.
- Designed enterprise dashboards and executive reporting using Power BI across Azure, AWS, and SQL Server.
- Led CRM integrations using Microsoft Dynamics 365 and Salesforce across CTI, IVR, billing, and compliance systems.

Chief Technology Officer / Enterprise Architect Emporos Systems Corporation — Charlotte, NC July 2014 – August 2018

- Modernized retail pharmacy support lines by introducing Genesys Engage, NICE inContact, and Amazon Connect IVR systems.
- Architected omnichannel experiences with seamless integration to Microsoft Dynamics 365 and Power BI, improving customer experience (CX).
- Re-architected legacy POS to WPF and ASP.NET Core; utilized Java and C++ for POS peripheral and integration services.
- Developed self-service IVR flows for payment authorization using C# and Amazon Lambda.
- Integrated Power BI with Microsoft Dynamics 365 and CTI platforms for real-time CX analytics.
- Directed CRM strategy across Dynamics 365 and Salesforce.
- Migrated critical backend services to AWS and managed PCI DSS compliance for secure Credit Card Payments.

CX Architect / Genesys IVR Lead Developer Discover Financial Services — Chicago, IL 2012 – 2014

- Architected Genesys routing, IVR flows, and CTI integrations supporting millions of daily transactions.
- Developed C# desktop clients synchronized with Genesys SDK.
- Implemented predictive routing and speech-enabled IVR menus, improving containment rates by 28% using high-performance C++ CTI components.

Director of Development Advance Database Research and Development Corp — Charlotte, NC 2007 – 2012

- Directed architecture of HIPAA-compliant healthcare administration systems using C#.NET and SQL Server.
- Implemented patient IVR workflows integrating with EHR data, utilizing Java services for data exchange.
- Oversaw adoption of SOA principles and integrated Salesforce for client-facing service management.

Enterprise Architect Unisys Corporation — Charlotte, NC 2004 – 2007

- Integrated DMS with FileNet and Documentum using .NET and Java SDKs.
- Designed enterprise-wide ALM using Rational Unified Process (RUP).
- Led SharePoint-based Real ID initiative and provided TAP liaison for early MOSS adoption.

Development Architect V3Systems — Charlotte, NC 2002 – 2004

- Architected RF barcode scanner solutions for PocketPC using C/WinCE APIs (low-level embedded) and developed WMS drivers in C#.
- Implemented BizTalk 2004 business activity monitoring tied to warehouse movement telemetry.

Vice President / Technology Liaison Bank of America — Charlotte, NC 1997 – 2002

- Built IVR/VRU routing strategies in Genesys IRD; used CORBA and C++ for CTI integration with trading floors.
- Integrated Siebel CRM with IVR to capture customer intent and automate service flows.

Software Engineer / Escalation Manager Microsoft Corporation — Redmond, WA 1991 – 1997

- Diagnosed kernel-mode Windows NT crashes; debugged device driver code using Windbg.
- Early contributor to .NET CTI SDK prototypes and interactive voice form engines.
- Migrated FoxPro 2.6 for DOS to SCO UNIX using C/Xbase tooling.

C Developer (BORLAND C/C++) ADVATIC — Charlotte, NC August 1988 – January 1991

- Designed and developed database models using proprietary system tools under OS/2.
- Integrated system components with Novell NOS layer using C/C++ and Novell API set.

Education

Bachelor of Science in Computer Science The University of North Carolina at Charlotte — Charlotte, NC May 1995 Senior Project: AI/ML Simulation

Bachelor of Arts in Economics and International Finance The University of North Carolina at Charlotte — Charlotte, NC May 1992

Post-Bachelor Studies toward an MBA Queens University Concluded 1997

Certifications and Professional Development

- MCSE
- IBM Rational Tools
- TOGAF (The Open Group Architecture Framework)

Teaching Experience

Instructor/Associate Lecturer (Part-Time) Central Piedmont Community College (CPCC) —
Charlotte, NC August 1998 – December 2001

- Taught C, C++, and Advanced Visual Basic programming.