

# ROBERT F. JACKSON, CSM

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## DIRECTOR OF INFORMATION TECHNOLOGY

Innovative and results-oriented **Director of Information Technology** with extensive experience defining IT strategies and developing transformative solutions that deliver immediate results and improvements in enterprise-level environments. Proven track record of designing and executing new initiatives that optimize operations, elevate service and support delivery, and strengthen technology capabilities. Exemplary leader with tactical background in agile development, data integration, M & A, custom ERP implementations, and technical support. Sterling history of building and leading cross-functional teams to top-flight service and support deliveries. Ability to absorb complex technical information and steadfastly react to changing technology environments across multiple business arenas.

### Areas of Expertise

*IT Design – Strategic Planning – Team Building, Training & Leadership – Quality Improvement – Change Management & Turnaround Technical Support & Troubleshooting – Problem Resolution – Mergers & Acquisitions - Complex Large Scale Upgrades - B2B Integrations - MultiTier Architecture - Process Re-Engineering – Object Oriented Programming - Strategic Development – Agile & Waterfall Development*

## PROFESSIONAL EXPERIENCE

CATLIN – Atlanta, GA

2013 TO Present

*Catlin Group Limited is a global specialty property / casualty insurer and reinsurer, writing more than 30 lines of business. Our six underwriting hubs in London/UK, Bermuda, the United States, Asia Pacific, Europe, and Canada place us at the heart of every major insurance market.*

### MANAGER OF APPLICATION INTEGRATION

Currently leading a 77 million dollar project (Project Phoenix) to replace Catlin's legacy system with a best of breed insurance package (GuideWire). Presently integrating Policy, Billing, and Claims modules of GuideWire software with valued legacy systems as well as third party vendors such as ISO, DataCert, Paragon, and Oden, by standing up a company wide Enterprise Service Bus using the webMethods platform from Software AG. Built and manages the team of integration engineers needed to facilitate application integrations needed for Project Phoenix. Developed application integrations to support the policy, billing, and claims modules of the GuideWire installation.

## ROLLINS INC. – Atlanta, GA

*Premier US consumer and commercial services company, serving more than 2 million people worldwide.*

2003 TO 2013

### DIRECTOR OF APPLICATION INTEGRATION (2009-2013)

Develops and maintains growing internal business relationships for both fixed priced and T&M projects. Leads in-house and consultant project teams from project planning through deployment, providing solutions on complex application integration projects. Molds the business and IT roadmaps. Oversees budgets in excess of \$1M annually. Implemented Agile Methodology after obtaining CSM (Certified Scrum Master) and remediated SOX deficiencies while enhancing branch reporting. Captained multiple successful EAI projects of various complexities and business functions (Payroll, Sales & Marketing, Technician Validation) utilizing the webMethods and Informatica Integration platforms. Created reporting metrics for development projects. Reports directly to CIO on special projects. 14 direct reports. (development managers & business analysts)

Managed budgets of \$2.9M+ in 2011 and \$3.5M in 2012, staying under budget in 2011 and on budget in 2012.

Successfully utilized webMethods ESB to consummate the Merger & Acquisition of two key business sector targets (Western Pest Control & Industrial Fumigants Corporation). The horizontal merger created essential synergies generating 30% increased market share, cost savings, and the ability to explore new markets.

Completed ambitious implementation of agile development project on a backlogged maintenance system, building a formidable team capable of conducting monthly sprints and eliminating 600 out of 700 backlogged items in six months. Oversaw \$250K budget and finished project having only used \$190K of total budget. Successfully completed project essentially resuscitated legacy application.

Led successful software upgrades on a variety of software & platforms

- webMethods - Install Version 6.0 upgrades to 6.1, 6.5, 7x, 8x to 9

- Informatica - Install version 8.6 upgrades to 9.1, 9.5

- Cognos - Install version 8 upgrade to 8.4

- WebSphere Commerce Suite - Install Version 4.1 upgrades to 5.x, 6.0, 7.0 (E commerce)

- Element Payment Systems - Upgrade from WebSphere Commerce

- JDEdwards World - -- A7.3, A8.1, A9.1, A9.2, A9.3; All Cumulative Updates

- EDI Translation Software

  - Peregrine to TrustedLink to Inovis to GXS

- EnterpriseOne -- XE to 8.12

Created EDI Onboarding documentation that was included with marketing materials by the Rollins Sales Team. The documentation of on-boarding procedures gave Rollins a competitive edge when competing for large private or government contracts.

## BI Reporting

Successfully led the Informatica and Cognos Data Federation Project. This project pulled data from various source systems to create a single virtual database for BI and other analytical business uses. Via Data Federation users could amass data from multiple data marts using Cognos. The project utilized Informatica to create the data warehouse (ODS) which provided over 350 different reports and dashboards for functional teams around Rollins.

## MANAGER OF APPLICATION INTEGRATION (2006-2009)

Supervised an integration team of 5 webMethods Engineers that successfully designed, developed, and deployed over 100+, B2B and A2A, integrations for multiple Rollins departments (HR, AP, AR, GL, Tax, Accounting, Real Estate, Payroll, and Marketing). Maintained \$800K departmental budget, without ever going over budget in tenure. Promoted after robust performance

Generated \$450K annual savings after noticing a fault in the internal credit card system, personally led negotiations with IBM to resolve error for one-time fee leading to recognition from Board of Directors and CEO.

## INTEGRATION ENGINEER (2003-2006)

Created customized EDI & EDIINT AS2 webMethods integrations for large customers. Served as project manager coordinating webMethods upgrades. Fashioned PGP/FTP componentized code base. Delivered monthly integration status reports to upper management. Employed 50-100 different integrations using a variety of protocols. Promoted to Manager of Application Integration after successful tenure

## NEW RESOURCES CONSULTING, Atlanta, GA

*New Resources is a full service consultancy specializing in Management Consulting, Custom Applications, and Application Implementation. [www.nrconsults.com](http://www.nrconsults.com)*

## Senior ERP Consultant (1998-2003)

### Client Engagements

Rollins Inc., - 2.5 year engagement Supported all JDE World modules

Burnham Transport 6 month engagement – Supported all JDEdwards modules including AR, AP, GL & Payroll, Y2K upgrades, and JDE integration with custom in-house development.

Kawneer (now Alcoa) - 6 month engagement support of Distribution and Financial management module of JDEdwards and Y2K upgrades.

Pamico Inc – During this 4 week engagement my duties were to perform Y2K upgrade to JDEdwards payroll modules

Healthfield Inc – During this 3 week engagement was responsible for assisting Healthfield in the development of their branded Home Health software. Provided recommendations on platform, staffing, and external vendor relationship

## CENTRAL HEALTH SYSTEMS, Atlanta, Ga

*Central Health Systems, ( which would later be traded on the NASDAQ as Simione Central Holdings Inc ,SCHI [www.simcen.com](http://www.simcen.com))was the creator of STAT2, a long proven industry leading billing, management, and clinical software. STAT2 components that ran on the iSeries were generated by a CASE tool. In 2001 SCHI merged with CareCentric*

### DIRECTOR OF FRONT OFFICE DEVELOPMENT(1995-1998)

Maintained a \$350,000 Front Office development budget. Lead development resource planning. Wrote proposals for vendor RFP's. Provided system demo's for venture capitalist and prospective customers. Responsible for Front Office implementations at vendor sites. Conducted departmental performance appraisals

Successfully drove team to completion date and delivered STAT2 modules on time and within budgetary guidelines. Supervised a matrix organization that contained 5 developers, 2 functional users, a DBA, and QA analyst. Team was responsible for following STAT2 modules: Patient Intake, Referral Tracking, Authorization & Verification, Contracts, and Billing Integration. Participated in full life cycle development. Promotion to Director of Front Office Development.

## TECHNICAL EXPERTISE

### Platforms

IBM Mainframe ISeries (AS/400) , Unix (AIX) Windows (15+ years)

### Databases

DB2, Oracle, SQL server (15+ years)

### Development Experience

RPG , Java , webMethods, Informatica, .net, SharePoint , XML , web services (5 - 15 years)

## ADDITIONAL PROFESSIONAL EXPERIENCE

SYSTEMS ANALYST – JDEDWARDS DEVELOPMENT – ATLANTA, GA

SENIOR CONSULTANT – NEW RESOURCES CONSULTING – ATLANTA, GA

DIRECTOR OF FRONT OFFICE DEVELOPMENT – CENTRAL HEALTH SYSTEMS – ATLANTA, GA

STAT2 DEVELOPMENT MANAGER FOR PATIENT INTAKE – CENTRAL HEALTH SYSTEMS – ATLANTA, GA

CONSULTANT – J@XON CONSULTING – ATLANTA, GA

SYSTEMS ANALYST – WORLDSPAN – ATLANTA, GA

PROGRAMMING ANALYST – WORLDSPAN – ATLANTA, GA

PROGRAMMER I & II – GEORGIA-PACIFIC – ATLANTA, GA

## **EDUCATION**

**BACHELOR OF BUSINESS ADMINISTRATION – MANAGEMENT INFORMATION SYSTEMS – UNIVERSITY OF  
GEORGIA – ATHENS, GA**

**CERTIFIED SCRUM MASTER – CSM  
IT MANAGEMENT PROGRAM – GEORGIA INSTITUTE OF TECHNOLOGY**

