RICHARD BAKARE

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PROFESSIONAL SUMMARY:

Experienced, driven and solution oriented technology consultant with expertise in web & mobile technologies, product development, process improvement, requirements, business development and change management; looking to advance career in full life cycle delivery of custom technology solutions in varying business verticals.

TECHNICAL SKILLS:

Languages/Frameworks: JS, JQuery, Handlebars.js, Objective C, XSLT, XML, JSON, MySQL, HTML, CSS, Twitter Bootstrap, Pure CSS, WordPress
Operating Systems: OS X, Linux, Unix, Windows
Databases: MySQL, Hadoop, Firebase, MS SQL Server, FileMaker, Access
Apps/Web Servers: Salesforce, TomCat, Apache, MetraNet, HP Quality Center
Dev Tools: Xcode, Eclipse, Beanstalk, Lighthouse, Coda, RegExRX, Salesforce, GIT, CVS/SVN
Published Apps: Power3 for iOS

SOFT SKILLS:

Technology Consulting: API Integrations, Web/Email Marketing Integration (Pardot/MailChimp), Content Syndication, Social Media Strategy, Solution Design & Implementation, Web Technology Integration & Site Development
Business Analysis: UML, Requirements & Reporting Analysis, Process Engineering & Mapping, Use Cases, Test Cases, Agile & Traditional SDLC, Business Development

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PROFESSIONAL EXPERIENCE:

Baynote   12/2012 – present

Solutions Engineer – Professional Services Team

Responsible for successful customer integration with Baynote's products and solutions. Work closely with project stakeholders, engineers, and product managers to ensure customer implementations are scoped properly and released on-time with high quality. Responsible for configuration, customization, and integration of the Baynote product suite, and ensuring implementations are delivered with optimal performance and complete customer satisfaction. Provide guidance and support for customer integrations via JavaScript and REST APIs, and development of HTML, JavaScript, CSS for customer deployment. Custom hands-on development with JavaScript, HTML, CSS, XML, XSLT as necessary for unique implementations.

Work closely with multiple clients in a dynamic environment and from varying business verticals. Work closely with product team developing multiple proof-of-concept tools and features on existing and upcoming platform. Work closely with Sales during initial phases with prospects, answering any technical questions and providing demos of tools and services. Developed tools for Sales Managers to use during calls to demonstrate functionality of existing offerings as well as integrating Baynote customer observation tools with iOS applications. Developed internal sales demo web and iOS apps.

Vertical Acuity/Scribit   1/2012 – 12/2012

Engagement Manager – Professional Services Team

Responsible for managing full life cycle of multiple fast-paced web application based projects that utilized my HTML, CSS, MySQL, UNIX terminal and light JavaScript skills. Worked closely with technical resources on deployments and integration work. Owned customer relationships & program performance from sales handoff to launch & beyond. Identified areas for business development with customers & partners. Worked directly with engineers and developers on feature enhancements. Developed knowledge base training materials, videos and support flow business rules. Identified and deployed SaaS/Cloud based trouble-ticketing system and MySQL backed reporting server along with the design of over 25 stored procedure reports with export, filter and dynamic range functionality. Assisted the Sales team as a technical and product expert resource during the sales process. Worked on various email marketing platform integrations with Salesforce CRM including Pardot and Fresh Desk for customer and sales process automation.

InterCall   9/2007 – 1/2012

Information Systems Analyst

Senior Technical Business Analyst responsible for working closely with the internal global Finance, Product Management, and development teams on billing, reporting and external facing Java and .Net powered web based applications with Oracle and SQL server database environments. Responsible for use case definition, UML modeling, process flow diagrams and requirements analysis in both traditional SDLC and some Agile projects. Occasional interfaced with external customers and partners, like Apple and Adobe, on custom billing and reporting change requests; producing the relevant solution design documentation that tied with that collaboration. Defined requirements and change requests for InterCall internal CRM tool (ACE) and various Salesforce CRM integrations with downstream systems.

- *PROJECTS*:
    - MetraNet Billing Platform Implementation: Lead analyst on onshore/offshore team responsible for requirements gathering and solution design work for new billing system implementation globally. Responsible for driving the solution meetings and requirements documentation for the Accounts Receivable, Credit and Collections, Debt Treatment, Reporting, and Taxing Domains. Maintained overall responsibility of the creation and ownership of the requirements and change request documentation as well as managing remote teams. Defined and documented impacts to all relevant systems from ACE CRM to Epicor Financials.
    - InterCall Mobile Meeting Assistant Application: Requirements and solution design work for iPhone, BlackBerry, and mobile web browser conference call assistant applications. Responsible for screen shot mock up creation and early x-code builds of the core functionality. Contributed to internal pre-release application and future version testing.
    - Service Integration Projects: Integration analysis and approach design documentation for internal and external customers & services including: WebEx, Adobe Connect Pro, ON24, Stream 57, Paymentech, Business Objects, and Epicor. Led and conducted JAD meetings with vendors, clients and internal development teams. Worked on various integration projects to more closely align and reduce replication between Salesforce CRM and ACE CRM.

Amdocs Consulting Division   11/2006 – 9/2007

Consultant/Business Analyst

Worked with external clients to deliver business and technical solutions Amdocs Clarify CRM and Billing Solutions. Conducted research and analysis, developed trusted relationships and identified business development opportunities.

- *PROJECTS*:

- IMS Deployment Strategies: Researched IMS deployment/implementation strategies. Presentation outlined: Market Drivers, What IMS is, Business Benefits, Implications, Strategies, Planning Framework, and Lessons Learned.
- Sprint 4G Requirements Management: Worked with product managers to define business, functional, and technical requirements. Identified and produced impact assessments to Amdocs 4G Solution and CRM, along with providing impact assessments. Aligned Sprint 4G Products with Amdocs 4G Solution capabilities for phased deployment of offerings.
- Sprint UBP-ASDM: Managed releases for the Sprint Unified Billing Platform utilizing the Advanced Software Development Methodology. Managed use case and impact assessment documents from planning to implementation. Conducted walkthroughs with client and Amdocs SMEs. Captured requirements, issues, and risks during walkthroughs and closed all issues and risks. Captured and managed change requests or bugs during testing along with post-production support.
- AT&T UMTS: Change Management Consultant. Managed user trouble ticket tracking. Updated user call agenda/status presentation. Coordinated updates and distribution of tracker for change requests and defects. Coordinated documentation archiving; along with driving change request review meetings and updates. Management of project SharePoint site. Assisted Mediation Consultants with market launch coordination. Assisted with data analysis issues.
- AT&T Rationalization: Data Analyst on national enterprise PMO team conducting the AT&T mobility network rationalization.

4T-Technologies   10/2005 – 11/2006

Consultant/Business Analyst

Served as a major contributor on a small team, in the early days of this boutique consultancy startup. Manage requirements gathering & documentation, vendor selection research, and solution planning for clients. Trained client employees on various CRM applications (including Microsoft Dynamics and Sugar CRM) and worked on configuration and deployment of products internally and externally. Lots of business development work that was focused around lead qualification and introductions. Won the "Top Gun #1 Revenue Producer" award in Q2 and Q3 of 2006.

PREVIOUS EXPERIENCE:

The Singer Group, Inc.	10/2004 – 10/2005
Montlick & Associates, P.C.	2/2004 – 10/2004
Borders Books	6/2003 – 6/2004

CERTIFICATIONS & TRAINING:

- Six Sigma Green Belt, Amdocs CRM, XML, Data Modeling & ERD, and MySQL reporting.

EDUCATION:

Oglethorpe University, Atlanta, GA   5/2003
- Bachelor of Arts in English/Literary Studies (3.3 Cumulative GPA); Minor in Philosophy
- Chair of the Alumni Board Advancement Committee
- Serve as a Trustee Board Member