**TRINA MARISA CLAPPERTON**

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**EDUCATION**

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta GA B.S. Electrical Engineering Honors June 1993

NORTHEASTERN UNIVERSITY, Boston MA Electrical Engineering College June 1987-89

**COMPUTER SKILLS**

MS Project Professional, MS Teams, SharePoint, Powerpoint, Visio, Excel, ServiceNow

Agile Tools: Atlassian Jira, Confluence, Big Picture, AhA

Operating Systems: Solaris, HP-UX, AIX, Redhat Linux, Windows 2000 Virtualization: Vmware, AWS, LVM, Service Guard, Oracle RAC

**CERTIFICATION** Project Management Professional (PMP)

**WORK EXPERIENCE**

TRAVELPORT, Atlanta GA Jan 2022 - Present  
Scrum Master - Facilitated Scrum ceremonies for 3 teams on Sprint Planning, Daily Standups, Story Refinement and Sprint Retrospectives.

Identified dependencies and risks to improve team efficiency and remove impediments. Configured AhA roadmaps and features to align organizational strategy with Release planning. Utilized Jira boards and BigPicture for tracking project tasks and performance metrics. Collaborated with product owners on managing product Backlog to drive continuous improvement and promote new initiatives. Provided Agile coaching to managers, development team and executive stakeholders for adoption of SaFE Agile methodology and Scrum best practices.

Technical Project Manager - Lead cross-functional teams on the implementation of mission-critical Disaster Recovery infrastructure at secondary Data Center. Provided deliverables within budget and in alignment with PCI audit requirements. Collaborated with vendors, application teams and managers to implement a new Business Continuity module within ServiceNow. Conducted POV workshops to facilitate data gathering requirements across all Business units. Presented business case assessment and benefits analysis to executive leadership for company wide adoption of new toolset.

COGENT INFOTECH, Atlanta GA Sept – Dec 2021

Project Manager – Collaborated with a team of Java developers within the SDLC framework. Created project plans and resource schedules. Conducted workflow requirements sessions and quality assurance strategy meetings. Identified risks and resolved project issues to meet KPIs and maintain budget and scheduling milestones. Provided communications and weekly status meetings to all stakeholders.

TATA CONSULTING SERVICES, Atlanta GA May 2018 – Mar 2021

IT Project Lead – Managed decommission project of legacy enterprise HPUX servers. Developed overall migration planning, disaster recovery and transition strategy from HPUX to virtual Vmware towers. Lead the technical team in data gathering and knowledge transition meetings. Prepared key project documentation on IT infrastructure Scope, Statement of Work, Risk Register, Document of Understanding and Performance metrics. Managed team schedule and milestones for infrastructure deployment and resource allocation. Created a knowledge repository for timely document sharing and team collaboration. Liased with vendors on support contracts to meet service level agreements. Conducted meetings with stakeholders, managers and engineers across multi-departmental and cross functional teams.

CAPGEMINI, Atlanta GA Sept 2016 – April 2018

Technical Project Lead - Responsible for leading the transition of an internal UNIX Operations team to an offsite team. Developed SOW and project scope. Initiated activities to identify all stakeholders, and their defining roles and responsibilities within the organization. Defined tasks for movement of technical responsibilities, coordinated meetings, negotiated schedule for completion of time-sensitive business requirements. Collaborated with engineers to ensure knowledge transition and adoption of new support processes. Performed Risk Analysis of transition cutover milestones and presented disaster recovery solutions to ensure business continuity. Engaged the team with daily standup meetings and utilized organizational and communication skills to meet GoLive deadlines.

TRACFONE WIRELESS, Miami FL Nov 2014 – May 2016

Information Security Unix Lead (Tripwire Project) Developed security documentation for IT UNIX compliance standards and procedures for hardening servers. Utilized Microsoft Project to create schedules and milestones for rollout of Tripwire Enterprise upgrades across the environment. Collaborated with Unix system administrators to ensure Tripwire configuration for monitoring and performance metrics. Conducted team meetings to analyze engineering specifications and technical designs to locate potential security threats. Integrated quarterly SOX audit controls and PCI DSS compliance activities. Communicated with stakeholders on requirements for HP Fortify application Penetration testing and Vulnerability scans. Created high-level monthly reports for upper management on tracking project progress and milestone achievements.

ROBERT HALF TECHNOLOGY, Miami FL Mar 2013- Jun 2014

Senior Unix Consultant – Migrated HPUX & RedHat Linux systems to Blade C-class servers. Supported 300+ AIX environment. Managed

virtual partitions using VIO and LPARs. Performed UNIX patch management

TELEFONICA USA, Miami Fl Mar 2007-2011

Systems Engineering Team Lead – Designed and configured Supderdome systems architecture for new installations and migrations.

Developed process for audit and security best practices across customer environments. Administer SAN for HP XP12000 storage array,

configured Netapps and EMC Powerpath. Utilized Service Guard and Oracle RAC clustering technologies

MBNA CORPORATION, Wilmington DE Aug 05- Aug 06

Senior Unix Systems Engineer - Supported 150+ HP-UX and Sun Solaris servers. Implemented new HP-UX 11 installations for the OS conversion project. Mirrored disks and configured backups for failback to pre-upgrade environment.

CHECKFREE CORPORATION, Norcross GA Jan 02 - July 05

Unix Systems Engineer - Analyzed UNIX hardware and software issues across HP and Solaris platforms as part of a 24x7 support team. Developed scripts to automate routine system tasks and to collect performance tracking statistics. Supported Java programming teams.

MCKESSON-HBOC, Alpharetta GA April 01 - Dec 01

Remote Systems Administrator - Provided daily monitoring of Unix servers at 3 hospitals. Configured DNS, disk mirroring and Autoraid disk arrays at client sites. Lead application and admin teams in performing several HP-UX 10.20 to 11.X upgrades.

GEORGIA PACIFIC, Atlanta GA Feb 00 - Mar 01

Senior Unix Consultant - Provided 24hr support for 150+ HP servers in an EMC, SAP and Oracle production environment. Configured and maintained HPUX ServiceGuard Cluster packages to ensure redundancy to high-availability applications.

ORACLE CORPORATION, Orlando FL Sept 98 - Jan 00

Unix Support Engineer - Assisted customers during the installation of Oracle software on HPUX, Solaris, AIX. Troubleshooted kernel configuration issues, found bugs with Oracle install scripts and database creation. Monitored the health of the Netscape Web services.