**Don** **Thomas**

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Entrepreneurial and innovative process optimization and automation leader with a proven track record of successfully delivering applications and solutions and project leadership while achieving total customer satisfaction. Years of systems analysis, design, hands-on development, and database integration experience on large enterprise-wide initiatives in challenging, highly regulated environments, including Healthcare and Finance. Leadership ability to improve Global development team velocity through meticulous planning and functional process improvement. I am highly invested in professional development.

**EXPERIENCE**

**Stratascale**

Nov 2022 - Dec 2023

Stratascale, Remote, FL

Senior Solution Architect focused on Intelligent Automation and technical pre-sales and post-sales consulting on RPA/BPA /AI and other automation projects for Fortune 1000 clients. I design and solve business automation issues at the world's largest companies by advising on technology and automation strategies. Acted as Director of COE for Automation and Data Science.

Projects have included but are not limited to:

* Intelligent Automation Evangelism / Partner Enablement
* Sales enablement sessions and mentoring
* Solution implementation using the hyper scalers: GCP, Azure & AWS
* Organizational vendor selection for Intelligent Automation practice
* Hands-on design and application of RPA / BPA / IDP / AI / OCR / ICR
* Intelligent Document Processing (IDP), UiPath Document Understanding, Abbyy FC
* UiPath, Automation Anywhere / Provide Technical Guidance
* Microsoft Power Platform expert (Power Apps, Power Automation, Power BI)
* Client enablement through briefings, discovery sessions / Customer Relationships
* Center of Excellence design and implementation
* ROI Validation (Decreased Processing Time)

**SENIOR RPA ARCHITECT** June 2021 - Feb 2023

Karson / FAA, Remote, FL

Smart Automation Leader / Evangelist

Create agency engagement processes and procedures and conduct discovery meetings to ensure UiPath and Automation Anywhere adoption.

* Created dashboards using PowerBI for stakeholders.
* Managed stakeholder meetings
* Responsible for technical management and delivery of agency automation projects
* Created and presented monthly Lunch and Learn events using the UiPath and Automation Anywhere platforms.
* Create and manage Smart Automation citizen developer program.
* Create automation pipelines for automation and process optimization.
* Power Automate / Power Apps implementation.
* Central Point of Contract for RPA Knowledge
* Evangelize Smart Automation technologies.
* Designed architecture for new automations and processes.
* Increase Process throughput for FAA departments
* Automation Testing Strategies / UiPath Test Suite Implementation

**SENIOR RPA ARCHITECT** Oct 2020 - May 2021

NDI / FAA, Remote, FL

Smart Automation Leader / Evangelist

* Create agency engagement processes and procedures and conduct discovery meetings to ensure UiPath and Automation Anywhere adoption.
* Created dashboards using PowerBI for stakeholders.
* Managed stakeholder meetings
* Responsible for technical management and delivery of agency automation projects
* Created and presented monthly Lunch and Learn events using the UiPath and Automation Anywhere platforms.
* Create and manage Smart Automation citizen developer program.
* Create automation pipelines for automation and process optimization.
* Power Automate / Power Apps implementation.
* Central Point of Contract for RPA knowledge / Knowledge Transfer
* Evangelize Smart Automation technologies.
* Designed architecture for new automations and processes.
* Increased visibility to ROI enhancements

**SENIOR ARCHITECT/SMART AUTOMATION EVANGELIST** Feb 2020 - Aug 2020

ThreeBridge / State of North Dakota, Remote, FL

Automation Design and Architect

Robotic Process Optimization (RPA) senior leader engaged in RPA implementation and architecture. The project includes but is not limited to the following:

* Trained and educated developers and clients in RPA design.
* Implemented UiPath for the state of North Dakota.
* Managed weekly stakeholder meetings and presentations.
* Created reporting methods for business engagement.
* Maintained project deliverables.
* Work with agile delivery teams
* Established DevOps pipelines.
* Created RPA systems architecture and implemented solutions.
* Developed deployment strategies for automations.
* Worked with business units to streamline current processes to move to Automation.
* Created supporting documentation for RPA engagements.
* Mentored client developers to fill knowledge gaps where necessary.
* Created automations.
* UiPath Test Suite Implementation
* Performed Code Reviews
* Optimized telephony payments and time to post.
* Ensured technical documentation was managed

**SENIOR ARCHITECT for Robotic Process Automation and Process Optimization** Jan 2020 - Mar 2020

AdventHealth / KForce, Orlando, FL

Robotic Process Optimization (RPA) senior leader. Assisted RPA implementation and architecture design. The project includes but not limited to:

* Trained, educated developers and clients in RPA design,
* Created RPA systems architecture and implemented solutions,
* Developed deployment strategies for automations,
* Worked with business units to streamline current processes to move to Automation,
* Created supporting documentation for RPA engagements,
* Mentored client developers to fill knowledge gaps where necessary,
* Implemented PowerBI reporting methods for stakeholders,
* Initiated and managed the weekly team and stakeholder meetings,

**SENIOR ARCHITECT / SYSTEMS ADMINISTRATOR for Robotic Process Automation**  May 2017 - Apr 2020

Harley-Davidson / TEKSYSTEMS, Milwaukee, WI

Automation Design and Architect

Robotic Process Optimization (RPA) senior leader Projects have included but not limited to:

* Instrumental in RPA CoE design and implementation.
* Automations for HR, Financial, and Manufacturing, including the use of IQ Bots
* Created RPA systems architecture and implemented solutions,
* Mentored client developers to fill knowledge gaps where necessary.
* Developed deployment strategies for automations,
* Recommend processes for optimization through Automation,
* Performed stakeholder engagements,
* Implemented custom metrics dashboards,
* Worked with business units to streamline current processes to move to Automation ,
* Collaborate with the project manager to identify ongoing project risks,
* Create supporting documentation for RPA engagements, such as Solution Design Documents (SDD).
* Created enhanced Metrics gathering system for automations to store custom metrics for business units,

**SENIOR RPA ARCHITECT for Robotic Process Automation**  Jan 2016 - April 2017

WALGREENS/BOOTS UK/ALLIANCERX, Remote (UK)

Automation Design and Architect

project management for all aspects of Azure migration for smart automation team, US

● Created automation pipelines for automation and process optimization for automation anywhere RPA platform

● Managed stakeholder meetings

● Creation of externally facing chatbots for Boots Alliance using Azure cognitive services.

● Integration of AI services between chatbots and RPA within the EMEA IT division

● Established stakeholder reporting initiatives

● Built internal lines of business relationships

● Presented stakeholder presentations

● Lead discovery session for process selection and pipeline fulfillment.

● Worked with C-level staff for new technology implementations

● Extended the automation CoE from EMEA to the United States

● Central point of contact for business units and automation

● Evangelize new technologbots.to us divisions, such as RPA, chatbots, NLP, and image recognition, including IQ bots

● Designed architecture for new automations and processes; including power automate and chatbot technologies

**SENIOR ARCHITECT / MENTOR for RPA (Consulting)** June 2015 - Dec 2015

BROADRIDGE FINANCIAL, NEWARK, NJ

Automation Design and Architect

Robotic Process Optimization (RPA) senior leader and mentor. Projects have included but not limited to:

● Trained, educated developers and management in RPA design

● Implemented UiPath for financial processing

● Daily stakeholder and client meetings and facilitation of project statuses

● Trained, educated developers and management in RPA design

● Project tracking and reporting to C-Level

● Designed and oversaw automation design for financial clients

● Created RPA systems architecture and implemented solutions

● Create design plans for implementation

● Developed deployment strategies for automations

● Worked with business units to streamline current processes to move to Automation

● Custom-designed supporting documentation for RPA engagements unique to Broadridge.

**INTERMEDIX / R1, NASHVILLE, TN (Consulting)** Nov 2014 - May 2015

SENIOR RPA ARCHITECT

Projects have included but not limited to:

● Worked with client team to facilitate quicker process design

● Designed and oversaw automation design for medical billing clients

● Created RPA systems architecture and implemented solutions

● Create design plans for implementation

● Developed deployment strategies for automations

● Worked with billing department to Automate chart download from hospitals and extract data points for EOB validation

**ALSBRIDGE, DALLAS, TX (Consulting)** Jan 2013 - Oct 2014

SENIOR CONSULTANT for Robotic Process Automation

● Provide expert technical leadership in the design and development of new RPA processes and objects using core workflow principles that are efficient, well-structured, maintainable, and easy to understand.

● Introduce best practices that enhance and accelerate the rapid solution development process.

● Collaborate with the delivery/project manager to identify ongoing project risks and formalize a structured change control process that provides timely response and remediation of issues with the RPA process.

**FIS, REMOTE (Consulting)** Jan 2011 - Dec 2012

SENIOR PROGRAMMER ANALYST

Custom software and automation process solution development managing a Global Team at TD Bank

● Successfully oversaw the full software development lifecycle from requirement gathering to custom software design and database integration.

● Led the discovery process that translated stakeholder requirements into functional specifications using dialogue mapping and other advanced techniques to maintain the accuracy of the requirements.

● Enforced software coding standards for code changes and additions which improved the velocity and productivity of the global development teams under direction.

● Discovery process for RPA using Automation Anywhere

● Capitalized on deep knowledge of agile best practices as the Scrum Master that led to high-quality deliverables and consistent on-time delivery within budgetary guidelines.

**ECOM, HOUSTON, TX (Consulting)**  March 2009 - Jan 2011

SENIOR SOLUTIONS CONSULTANT AT TRANSOCEAN (CONSULTING)

Custom software and process solution development for high-end energy clients

● Selected by management for prior experience and success with multicultural teams and an ability to streamline communication between non-technical business stakeholders and developers and architects.

● Facilitated JAD sessions with global stakeholders, group interviews, and one on one discovery sessions to capture requirements, develop use cases, and initiate prototyping.

● Leadership and advisory role as the Scrum Master on the design, development, testing, database integration, and optimization of a custom application built for Oil Rig management.

● Expertly coded multiple tiers of the product in C#, including responsibility for the UI design using multithreading to reduce the number of servers required on the remote oil rigs.

● Orchestrate data conversion and normalization between SQL systems following best practices which ensured efficiency and data integrity.

● Capitalized on document management expertise to accelerate project development and successful completion by avoiding known pitfalls with document size, replication, and permanence.

● Ensure project success by developing a solution to migrate from the existing document management solution to a custom SharePoint solution which compressed documents and boosted communication rates.

● Automation of key processes on various international oil platforms.

**EDUCATION**

**Doctor of Philosophy (Ph.D.) - Business Administration / Strategic Leadership**

Aug 2019 - Sep 2022

*Liberty University, Lynchburg, VA*

**Master of Arts (M.A.) - Education**

May 1998 - May 2001

*Southwest Baptist Theological Seminary, Fort Worth, TX*

**Bachelor of Science (B.S.) - Electronic Engineering Technology**

May 1989 - May 1992

*DeVRY Institute of Technology, Irving, TX*

**SKILLS**

Automation Anywhere, UiPath, Blue Prism, Power Automate, Software Development Life Cycle (SDLC), .NET (C#, VB.NET), Python, Process Improvement, Machine Learning (ML) and Artificial Intelligence (AI) Implementation, Centers of Excellence (CoE), Solution Architect, Process Optimization, Business Process Automation (BPA, Robotic Process Automation (RPA), Agile and Scrum, Strategic Leadership, Global Team ), Leadership, Intelligent Document Processing, Intelligent Automation, Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Technical Presentations, UiPath Test Suite, Research, Solution Design, Computer Science, Business Solutions, Information Technology, Business Requirement Gathering, Team Management and Motivation. Communication, Negotiation, Agile Methodologies, Leadership, Microsoft Office, Microsoft SQL Server, SQL, Software Development, API, Data Science, Data Visualization, Hadoop, Tableau, Multicultural Leadership, Problem Solving, TensorFlow, Business Strategy, Management, Decision Making, Data Mining, SAS Implementation, Big Data, Data Analytics & Tools, UiPath Document Understanding, Abbyy Flexicapture, OCR, ICR, Customer Service, Intelligent Management, Security, Statistics, Software Engineering, Scalability, Technical Documentation, Process Documentation, Workflows, Debugging, Business Requirements Analysis / Gathering, Solution Architecture, Technical Support, PowerPoint, PowerShell, Root Cause Analysis, Presentation Skill, Client Relationships, Customer Success, QA, APIs, HTML, Business Operations, Agile Development, Use Case, JavaScript, Process Design, CICD, Coding, Peer Review, Program Management, Building Teams.

**LICENSES & CERTIFICATIONS**

**Automation Anywhere Certified Advanced RPA Professional**

*Automation Anywhere*

**Certified Agile Scrum Master**

*Scrum Alliance*

**HONORS & AWARDS**

**Top 10 IT Thought Leadership** 2024

*Thinkers 360*