

TROY HARLAN

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SUMMARY

Senior technical PeopleSoft expert with additional customer experience in sales, marketing, support, and compliance. Broad domestic and international experience with major global corporations, technical team leadership, server administration, PeopleSoft integration to other applications and Enterprise Application Integration (EAI) middleware, and technical programming and report development.

PROFESSIONAL EXPERIENCE

Optimum Solutions, San Francisco, CA

October, 2010 – March, 2011

Principal Consultant

As the Technical Lead for a PeopleSoft HCM v9.0 globalization project at retail client Bare Escentuals, led the Technical Requirements, Design, Test, and Build phases. Also personally designed and built new global security structure as well as new headcount and payroll vendor reports. As the Technical Lead for a PeopleSoft HCM v9.1 upgrade assessment project at real estate client CBRE, interviewed client's IT Director, Senior VPs, DBAs, system administrators, and programmers in order to prepare in six weeks a final technical assessment and recommendations for upgrading their existing PeopleSoft HCM v8.9 system for North America and PeopleSoft HCM v9.1 system for Asia Pacific into one global PeopleSoft HCM v9.1 instance.

- In twelve weeks went “live” with employee data from five new countries, converted production and non-production Oracle database instances to Unicode, added three new language translations while implementing multi-language functionality, and created international user security and reports

GreenPrint Technologies LLC, Portland, OR

August, 2009 – December, 2009

Sales Engineer

Managed the technical pre and post-sales efforts for all global customers either considering, piloting, or implementing the enterprise edition of GreenPrint's software application.

- Created GreenPrint's first support process for all enterprise end users and customers including Hutchison Whampoa Limited, Xerox, and Marks & Spencer
- Coordinated and helped prioritize development resolutions with offshore team in Bangalore, India

Vidooop LLC, Portland, OR

September, 2008 – May, 2009

Product Manager / Sales Engineer

Managed the inbound and outbound new product launch efforts for the VidooopCAPTCHA product in an Agile development environment until startup company went out of business. Initially managed the technical pre and post-sales efforts for customers either considering, piloting, or implementing Vidooop's authentication, identification, and verification RESTful SaaS products and APIs.

- Managed efforts to double the usability of [VidooopCAPTCHA](#) while also improving the security

Blue Shield of California, San Francisco, CA & Portland, OR

January, 2006 – January, 2008

Lead Applications Support, IT HR Systems

Administered Level 2 and Level 3 Production Support for PeopleSoft and various other HIPAA compliant applications containing subscriber and provider data. Also maintained and configured all PeopleSoft HCM and CRM Application Servers, Web Servers, and Batch Servers for as well as migrated development solutions and patches between non-production and production environments.

Apex IT, San Francisco, CA

September, 2005 – January, 2006

Senior Consultant, PeopleSoft

As the Technical Lead at client SEI, installed, configured, and administered the implementation of PeopleSoft EPM and Enterprise Portal. Personally put in place new security structure, Single Sign-on, and LDAP settings as well as performed all migrations and patch updates.

Answerthink, Inc. / The Hackett Group, San Francisco, CA

March, 2001 – July, 2005

Senior Consultant, Best Practice Solutions

As primary on-site technical resource, prepared clients FedEx, Cost Plus, and Terramark for their Sarbanes-Oxley 404 Compliance Assessments of IT General Controls and Finance. Interviewed clients' CTOs, CFOs, DBAs, and system administrators in order to fully document and sometimes remediate controls, processes, and test plans. At client Verizon, implemented their Sarbanes-Oxley software application S-O Comply, designed and developed their functional and technical application requirements, and integrated the application with internal spreadsheet templates using XML.

- Coordinated FedEx's global IT audit documentation efforts for North America, EMEA, and Asia Pacific

Senior Consultant, PeopleSoft

At client Waste Management, implemented PeopleSoft Financial v7.5, EPM 8.3, and upgraded their Financials to version 8.0. Administered servers, integrated PeopleSoft's Accounts Payable module with Quantum's Vertex tax software, performed migrations and patch updates, and managed integration projects between PeopleSoft and external applications using PeopleSoft Integration Broker, Microsoft BizTalk Server, and Taviz Integration Studio. For client General Motors, helped create an integrated project plan for their efforts to integrate PeopleSoft and other applications with their data warehouse. Internally for Answerthink, engineered company's custom variable compensation application, integrating data from Oracle PTE, PeopleSoft HCM, and ADP Payroll. Also worked on various other implementation and upgrade projects of PeopleSoft FCM, HCM, EPM, CRM, SCM, and Portal.

- For two continuous years requested by client Waste Management to work as a technical resource on three consecutive projects

The Revere Group, Chicago, IL & San Francisco, CA

June, 1997 – February, 2001

Senior Consultant, PeopleSoft

As a Technical Lead at client CNA Insurance, led the Design, Test, and Build phases to roll out PeopleSoft Financials v6.0 to their affiliate companies. Also at CNA on their PeopleSoft Financials v6.0 implementation, developed technical customizations, created SQR reports, performance tuned SQR processes for Essbase cube population, and modified COBOL programs. At client ConAgra for their PeopleSoft Financials v5.0 system and an upgrade to PeopleSoft Financials v7.5, served as the primary on-site technical resource, developed technical customizations, and created custom SQR reports.

- Requested for over two years by client ConAgra to work on two PeopleSoft Financials projects as their primary technical resource

Beta-tested PeopleSoft HRMS Global Payroll 7.5, Germany at PeopleSoft's Headquarters in Pleasanton, CA, creating and validating automated testing scripts using Rational Robot in order to verify product met load, accuracy, database and platform compatibility requirements. Immediately afterwards, at the request of PeopleSoft, relocated to Munich, Germany for four months of follow-up technical and SQR development.

- International experience working in Munich, Germany with PeopleSoft's largest client in Europe, Siemens

EDUCATION

Purdue University, West Lafayette, IN

- Bachelors of Science, Civil/Environmental Engineering
- Qualified for and completed 5 semesters of work for Monsanto in St. Louis, MO and Chocolate Bayou, TX in Purdue's Engineering Co-Op Program

RELEVANT SKILLS

- PeopleSoft Applications: HCM, Financials, EPM, CRM, SCM, Enterprise Portal
- PeopleTools: Application Designer, Integration Broker, PeopleCode, Application Engine, Security Administration, Process Scheduler, DataMover, PS Query
- Technical: XML, SQR, SQL, SQL Plus, SQA Robot, Oracle, MS SQL Server, DB2
- Server Administration: Application Server, Web Server, File Server, Database Server, Process Scheduler
- Certifications: PeopleSoft v8.0 Technical, Ariba Certified Engineer, Microsoft BizTalk Server