

**WORK EXPERIENCE****Capgemini**, Lexington, Kentucky***Solution Integrator***, February 2021-November 2024

I developed, led, and closed complex technical solutions primarily focused on the Consumer Products and Energy and Utilities (EUC) sectors for the blossoming AMI 2.0 meter rollout that utilities are confronting. In this tenure, I have signed ~\$500M+ and have accelerated my knowledge of both greenfield and brownfield rollouts that include everything from overall oversight to deployment ops, to organizational change management, testing, customer portals, advanced analytics, work order management.

**IBM/Kyndryl**, Lexington, Kentucky***Technical Solution Manager***, March 2017-February 2021

I have created, developed, led, and closed complex technical solutions and financial cases for deals with a total contract value of >\$20M and have achieved my \$100M - \$125M signings targets nearly every year. This role has allowed me to demonstrate leadership, innovation, and maniacal drive to sign solutions for mainframe, hybrid/multi-cloud computing, SecDevOps, Agile, and containerization / microservices.

***Senior IT Architect - Enterprise Systems***, April 2005-February 2017

After exceeding all business commitments and achieving IBM's highest leadership award in 2007, I hit my stride in 2008 by crafting, refining, and leading a virtual team of complex solution experts. I leveraged the team's technical experience and collaborative influence to design solutions that solve complex business problems through balanced risk, cost, and innovation. I delivered a >111% average monthly return on project investment while supporting the signing of \$10B in annual strategic outsourcing opportunities touching all sectors. I provided thought leadership as a Senior Architect while driving signings to meet revenue goals, as demonstrated through my consistently exceptional annual ratings.

***South Operations Duty Manager***, March 2001-April 2005

I led the work direction for 30+ mainframe, network, and server operators and met all customer satisfaction objectives. I served as executive liaison during critical situations and part of the management action team during site emergencies. Additionally, I owned and maintained the duty manager training package, streamlined critical situation processes by 25%, helped reduce tools outages by 15%, and increased measurements accuracy by 4%. Overall, I directly reduced the mean time to recover by 10-15% through an organized, critical thinking approach to problem solving.

***Systems Management Integration Professional/Team Lead***, January 2000-March 2001

I mastered, documented, and taught the support and monitoring of all supported accounts on Unix, Linux, and Windows platforms while onboarding both commercial and internal accounts. Throughout this period, I created and maintained cross training project plans that reduced coverage issues by 15%; introduced third party tools that increased documentation productivity by 33%; and developed a standardized training methodology and roadmaps that eliminated 25% of new employee training time.

***Summer Internships***, Summer 1994, 1995, and 1997

I developed and managed a 50-workstation SAP R/3 stress-testing environment for four commercial clients in the manufacturing sectors. I also created a REXX application that automatically audits hundreds of mainframes saving the RACF security team 20% of their time. I excelled in AS/400 customer support operations and implemented Lotus Notes site-wide when IBM acquired Lotus.

**James Phillip Wright Architects**, Venice and Oakland, California***Apprentice Architect***, Summer 1998, 2000, part-time 2001-2002

I executed residential design projects, including physical modeling, AutoCAD drafting, as-built measurements, and drawings. I also designed and created [www.jamesphillipwright.com](http://www.jamesphillipwright.com) v1.0, performed marketing research and analysis, coordinated presentations, and managed the company's IT infrastructure.

**Lexmark International**, Lexington, Kentucky***Research and Design Apprentice***, Summer 1993

I assisted with the development of the Lexmark 4039 series of laser printers through software acceptance testing and memory module management for 25+ additional testers.

**Vaqueros Restaurant**, New Orleans, Louisiana***Front Waiter/Bartender/Assistant Manager***, May 1996-August 1996, August 1997-July 1999**EDUCATION****Tulane University**, New Orleans, Louisiana***Master of Architecture, Cum Laude*** (Thesis: "The Integrated Office Space"), July 2004***Bachelor of Architecture, Cum Laude*** (with Computer Science Studies), May 1999**Paul Laurence Dunbar High School**, Lexington, Kentucky***Math, Science, and Technology Magnet Program***, June 1994**HONORS**

-Eagle Scout, 1993-present

-Kentucky Colonel, 2006-present

-SAFe Certified 6 Agilist 2024 - present

-IBM Thomas J. Watson Scholar, 1994-1999

-Malabu Condo Board of Directors, 2006-2023