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Systems Analyst
Solution Architect
Software Engineer
Application Designer/Developer
Data Analyst

Industry Spaces: Telecommunications, Computing Technology, Insurance, Financial Services, Transportation, Cargo, Healthcare, Pharmaceutical, Compliance, Local Government, Academia …

Skills Profile

Core Technical SDLC Competencies:
- **Methodologies/Frameworks**: RUP, UML, Use-Case Analysis & Elaboration, SCRUM, XP
- Object Oriented Analysis/Design, SOA, Data modeling / relational schema design
- **Web/Internet development & operational standards**: HTTP, D/HTML, JSP, XML/XSL, JSON, XPath/XQuery and related.
- **Computing Platforms**: Linux, Commercial UNIX, MS Windows, VM-Ware
- **Infrastructure Management**: BMC TSCO, Dynatrace, Splunk, AWS Mgt Console, ServiceNOW
- **Programming Languages**: Python, Java, C/C++, UNIX/Linux Shell(s), Perl, Tcl/TK, awk
- **Persistence Management**: SQL Language, MySql, SQLite, Oracle, Sybase, MS/SQL-Server, IBM Netezza, MongoDB, Distributed DB2/Informix, JDBC, ORM Tools: Hibernate, Cocobase
- **Application Servers / IDEs**: IBM Websphere, JBoss, Tomcat, Eclipse, RAD/RSA, NetBeans, PyCharm, BlueJ and similar
- **CRM Platforms**: Salesforce, Act!, Redtail

An addendum describing broader/deeper project detail is available for the asking.

Professional Experience

Independent Technology Consultant   2019 ~ Present
Executed SDLC and technology platform related projects for multiple clients including Horizon BCBS of NJ, Republic Immobilization Services, and Dape.
Horizon Blue Cross Blue Shield of NJ: Drove solutions aimed at the following infrastructure management goals:
- Reduce the amount of under-utilized capacity across the organization.
- Increase automation and accuracy of Capacity and APM (Application Performance Management) Request submission and analysis.
- Maximize the use of Capacity and Performance monitoring tools to provide actionable information without violating tool license agreements.

Projects/efforts included:
- Analyze requirements / process-flow of APM Request defined as ServiceNow Catalog form flow, data validation and peer systems integration points.
- Facilitated SCOM/Tivoli → Splunk migration efforts.
  - Mapped legacy system metrics to Splunk metrics
  - Analyzed required subset of elements and developed documentation and high level design for Splunk →TSCO ETLs.
- Designed TSCO Application/Server "white listing" approach that could evolve seamlessly over time for both on-premises and cloud capacity.
- Analyzed current Capacity Request process for operational improvement and forward-looking automation.

Technologies/Methodologies Applied: Splunk, TSCO, Dynatrace, ServiceNow, PowerBI, Shell, awk, SQL.

Republic Immobilization Services of NYC: Designed/implemented systems integration between a scofflaw management system (RIBS) and a workflow presentation framework (StradaSoft).
Motivation: Improve the usability and expand feature set of RIBS to accommodate NYC traffic/violation surveillance network.
Technologies/Methodologies Applied: Java/J2EE, SOAP-UI, WebServices, Authorize.net, MySQL, SQL.

Dape Consulting: Performed requirements analysis and data model/schema design for a cargo management application.
Motivation: Operations improvements – replace reliance in Excel Workbooks with an interactive 3-tier application.
Technologies/Methodologies Applied: SCRUM, UML, MySQL, SQL.

System /Data Analyst, AXA-Equitable – Jersey City, NJ   2010 ~ 2019
Led / contributed to projects implementing new or expanded functionality across Compensation and Wealth Management systems: architected/designed System-Integration, Data-Transformation and other solutions. Focused on maximizing end user value and minimizing complexity/costs.   Projects included:

- **Content Management System Upgrade**: Re-design and POC of an internal report-artifact management solution: replaced InfoPac with IBM CMOD (Content Management OnDemand) based solution. Effort included:
  - Product-SME, implementation / QA resources management
  - report-content templates and transformation rules creation
  - design/implementation of transformations and task orchestrations
  - system specification documentation update

Motivation: reduce cost, and support latest compliance regulations.
Technologies/Methodologies Applied: SCRUM, Java, Linux, Bourne Shell, Python, CA7 (for scheduled task management), IBM CMOD.

- **Speech Analytics Solution**: Lead Data Analyst on effort to expand basic voice-conversation capture with data expansion and ongoing data analytics.
  - Analysis of required data/metadata given project requirements
  - Developed documentation of all call-metadata elements from multiple sources and ETL rules thereof.
  - Contributed to solution architecture and developed end-to-end solution system documentation.

Motivation: continuous monitoring and self-improvement of all customer → staff interaction. In the spirit of "big data", include *every* call in *close-to-real-time* and on-going analysis as new business questions arise.
Technologies/Methodologies Applied: SQL, MS-SQLServer, NICE and Call Miner REST Web Services, and other vendor APIs.

- **Legacy CRM Data Migration**: facilitated CRM data migrations:
  - Developed general data-migration process documentation.
  - Planned migrations with AXA Agencies and supported Book-of-Business extract process against legacy CRM.
  - Implemented programs that parsed legacy CRM exports, performed initial data validation, applied ETL rules, and generated data images suitable for the Salesforce Dataloader utility.

Motivation: reduce costs and risk of data breach liability to AXA Agencies.
Technologies/Methodologies Applied: SCRUM, SQL, SQLite, Bourne Shell, Python, Commercial CRM platforms including: Act!, Redtail, Wealthbox, OpenOffice and Salesforce.

- **Life Wholesale Strategic Comp**: Lead System Analyst and contributing Data Analyst for re-factoring / consolidation of producer compensation systems. Efforts included:
  - Analysis and documentation [where needed] of current-state data flows and interfaces.
  - Analysis and documentation future-state transactions and demographic data feeds and interfaces.
  - Supported compensation management engine vendor's new port to Linux Red Hat Server Platform.
  - Designed / implemented plug/play computation components.
  - Designed / implemented a batch-job framework supporting 300+ regularly scheduled Red Hat Linux deployed jobs (has since been applied to 10+ other projects with similar needs).
  - Extended BusinessObjects Reporting/Analytics engine to allow on demand import/update of Axa Agent demographic data, non-interactively through scheduled job tier

  Motivation: reduce costs and over-complexity of cooperating compensation systems, and upgrade to a more flexible/featureful compensation management engine (TrueComp 7.0).

Technologies/Methodologies Applied: SQL, Oracle, Bourne Shell, Python, Linux, Java, Callidus TrueComp (commercial compensation management system), CA7 (for scheduled task management).

Solution Architect, JetBlue Airways – Forest Hills, NY   2009 ~ 2010

Assignments focused on sweeping renewal initiatives around the Customer Reservation System, "onboard" e-commerce systems and primary data warehouse feed and access flows.

Software Designer, HP Software – Paramus, NJ   2007 ~ 2009

Responsible for maintaining and expanding the features of a Client [Device] Automation platform called RADIA. Also supported Change Request backlog and lead POC for Virtual Appliance management.

Development Director, onProject , Inc.– Cedar Knolls, NJ   2004 ~ 2007

Lead a 5-7 person team to build the next generation of residential construction scheduling application – replaced Cold Fusion implemented legacy application with J2EE implementation.

Prior Roles/Experience

Internet Technologies Manager @ ICP Corp – Staten Island, NY: technology consulting services
Software Consulting Engineer @ OmniE Labs – Morris Plains, NJ : technology consulting services
Software Engineer @ ESPI – Shrewsbury, NJ : Telecommunications Services Platform Startup Company.
Member of Technical Staff @ Bellcore – Red Bank, NJ: Network Planning and Software Systems
Senior Technical Associate @ Bell Laboratories – Holmdel, NJ - Network Performance Planning

Education

City University of New York (CUNY)/CSI:
- M.S., Computer Science
- B.S., Computer Science/Math
- A.A.S., Computer Science

Teaching

City University of New York (CUNY)/CSI:
- Adjunct Lecturer:
    - o   CSC330: Object Oriented Design
    - o   CSC490: Seminar in CS
    - o   CSC714: Systems Analysis
- Student Career Advisory Board member

Publications

JavaWorld.com:
- April 2009 – "Lamport OTP Overview and Reference Implementation"

The Linux Journal:
- July 2010 -- "Internationalizing Those Shell Scripts".
- April 2008 – "Puppy Linux"
- November 2002 -- "Dogs of the Linux Shell"
- Oct 2001 -- "The At Utility – At Your Service"
- June 1999 -- "The Awk Tool"

WebSphere Journal:
- April 2004 – "WebSphere HATS off to Legacy"

References

Several professional endorsements can be found at: https://www.linkedin.com/in/louis-iacona-2581082/ Additional professional or personal references can be provided on request.

Value Proposition: a note from Louis Iacona

I started my career with Bell Laboratories where my initial assignments revolved around automating the acquisition and analysis of network performance data. I was later transferred to Bellcore to focus on proof-of-concept testbeds for forward looking voice / data services, and supporting software systems.

I later joined, or helped form, multiple early stage organizations whose missions were focused on providing services/products around emerging Web technologies and voice/data convergence trends. I'm currently offering my services as an independent consultant through SelfStarter Computing Services.

Although I've had job titles ranging from Member of Technical Staff, Solution Architect to Development Director, I've always managed to remain engaged in the technology stack and SDLC process – the execution side of addressing needs and solving problems. I've been fortunate enough to participate in the full life cycle of some very interesting projects, applying cutting edge technologies and approaches. If you're looking for someone with broad and deep software product design/development experience and an appreciation for the business drivers that pay our salaries, I look forward to discussing opportunities with you. I have a track record of adapting to a wide range of roles, teams and circumstances, and want to be challenged.

Appreciate your consideration!