

KEN BELCHER, Ph.D.

Curriculum Vitae

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INFORMATION TECHNOLOGY PROFESSIONAL, LEADER, EDUCATOR, AND MENTOR

Information Technology Professional and Educator highly experienced in all aspects of the systems development lifecycle including production support, development, and test as well as DevOps/Agile tools, processes, and procedures. Proven leader of Information Technology teams controlling costs managing large teams and contractors, driving results, and exceeding customer demands. Technically adept in DevOps, Jenkins, Stash, Confluence, Jira, Unisys/Unix, Junit, Selenium, Oracle, HTML/Web Design, Data Visualization, Project Management, Microsoft Office Professional, Git, AS400 SQL, DB2 SQL, SQL PLUS, Sarbanes-Oxley compliance, ITIL, software installation, Fiber Optic, LAN/WAN, and proprietary information systems. Lifelong educator and mentor with graduate, undergraduate, military, and corporate experience in both traditional and telepresence environments.

PROFESSIONAL EXPERIENCE

Chico's FAS, Inc. 2018 – Present

Senior Digital Commerce Engineer providing operational and infrastructure support for Chico's FAS e-commerce retail branded websites including Chico's, White House Black Market, and Soma with an annual revenue of \$2.5 billion.

- Support 24x7 operations, collaborate with onshore and offshore resource utilizing various tools including Oracle ATG, Oracle eCommerce, NetScaler, Akamai, Jira, Jenkins, GIT/Stash, Java, and C++, Zendesk, and Active Directory.
- Support Oracle ATG and eCommerce on a network consisting of Unix, Linux, and Windows servers.
- Responsible for managing infrastructure and vendor relations including Dynatrace, Akamai, Oracle, Red Hat, and White Hat encompassing sites owned and operated by Chico's FAS Inc.
- Provide data analyzation capabilities including site waterfall measurements, DOM Interactive and conversion rates as the Dynatrace Administrator.
- Meet PCI compliance and security enhancements as a publicly traded company.
- Craft technology strategies, lead product selection, perform business ROI analysis, review vendor RFP, as well as head product implementation efforts.

Keiser University and University of the Cumberland 2018-Present

Computer Information Systems Department Adjunct Professor instructing one to two classes per semester in Data Science, Analytics, Applications, and Networking Security in the School of Computer and Information Sciences.

- Develop and promote online curriculum framework related to subject content while simultaneously imparting working knowledge experience.
- Plan weekly schedules, lesson plans, learning support centers and labs necessary for individuals and entire classes in an asynchronous environment.
- Determine appropriate objectives for groups and individuals based on performance,
- Administer and score formal and informal evaluations.
- Provide appropriate feedback and adjust teaching strategies and content on a continual basis.

Doctoral Research , Northcentral University, Prescott, AZ

Research focused on the social barriers to the use of digitized medical records. Research included working with executive management of South Texas medical providers in addition to patient research to expand knowledge pertaining to the organizational, patient, and societal acceptance of the use of digitized medical records.

Information Technology Professional 2000 – 2017, Verizon Data Services

Managed International Community Information System (ICIS), Integrated Network Management System (INMS), Common Notification Platform (CNP), Digital Media Platform (DMP), Event Monitor (EM), Outage and Situational Information System (OASIS) and IXplus.

- Developed software, supported 24x7 operations, and ensured quality in a fast-paced DevOps (CI/CD) organizational culture through the use Selenium, QTP, Confluence, Jira, Jenkins, GIT/Stash, Java, and C++.
- Supported front-end Apache/Tomcat and Application servers and backend-databases (DB2 and Oracle) on a global network consisting of Unix, Linux, and Windows servers ensuring 99.9% uptime.
- Provided 24x7 operational support to ensuring billing issues do not impact Service Level Agreements (SLAs) by aggressively resolving billing issues both in and out of cycle to promote accurate invoicing.
- Delivered quality services internal and external customers include on-demand reporting, billing research and audits otherwise unattainable through Customer Service channels.
- Developed queries to interact with AS400 databases containing worldwide organizational records as well as supported Oracle front-end databases.
- Issued and maintained user IDs based on security requirements ensuring customer confidentiality. Prepared and delivered executive reporting.
- Conducted various levels of user training. Identified user needs and utilized SQL to support production department data requests. Utilized strong telephony and information technology experience to provide technology support throughout the systems development lifecycle (SDLC).

Verizon 2012 – 2017

Senior Quality Systems Engineer within the Quality Assurance group supporting Network Surveillance applications including Integrated Network Management System (INMS), Integrated Network Management System (IMPACT), International Community Information System (ICIS), Signaling Circuit Correlation Presentation (SCICOP), and Maintenance Activity Scheduling Tracking and Reporting System (MASTARS).

- Developed regression, performance, security, and progression software automation ensuring 99.9% uptime while controlling costs. Managed onshore and offshore resources in a DevOps (CI/CD) organizational culture utilizing Selenium, QTP, Confluence, Jira, Jenkins, GIT/Stash, Java, and C++.
- Developed test plans by mapping test cases to business requirements, executed test cases, provides timely status, and captured test metrics.
- Improved testing success rate by 50% and reporting efficiencies by implementing automation.
- Utilized business process flows extensively to mimic real production functions resulting in a 250% decrease in production defects.
- Incorporated user experience feedback loops from production users increasing user satisfaction threefold.

- Monitored and provided root cause analysis of post-production issues resulting in 75% reduction in production fix rates.

Verizon (MCI) 2008-2013

Consultant in the Dial One Application Support (DOAS) group providing 24x7 production support for mission critical Network Traffic Systems including CPE Manager/Voyence Control, Long Distance Traffic Reporting System (LDTRS), Event Monitor (EM), Common Notification Platform (CNP), Digital Data Content's Digital Media Platform (DMP), and Co-Carrier Access Billing System (CCABS) on mainly UNIX platforms and Oracle databases.

- Proactively monitored information systems and automated processes by implementing Netviper and Integrated Project Management (IPM) solutions ensuring 99.8% availability.
- Liaison between production support, development, level 1 and 4 production support, and the user community while providing level 2/3 support increasing stakeholder support by 200%. Reduced operational costs by 35% by offshoring Production Support and Quality Assurance to the Verizon Data Services India Command Center.
- Provided Verizon internal and external customers with scheduled reports, on demand reports, and issue notifications. Efforts directly resulted in 45% reduction in network owned outage seat minutes resulting in increased ordering, provision, and billing while ultimately providing customers with a more reliable Verizon network.
- Effecting Program Management resulted in exceeding the operation goal of 99.98% availability for mission critical applications.

Verizon (WorldCom) 2000 – 2008

Senior Manager responsible for production support and development for IXPlus and F&E accounting for over \$2.5 billion in annual revenue. IXPlus, originally developed by Electronic Data Services, provides a customer service, billing, and Accounts Receivable solution for Verizon on AS/400e machines with IBM DB2 databases. Services include VoIP, Data, Local, LD, and Toll Free over all Verizon segments, including Global, Commercial, Wholesale, and Residential divisions.

- Managed 59 employees and contractors supporting development and production support.
- Supported front end Apache/Tomcat and Application servers and backend databases (DB2 and Oracle) on a global network consisting of Unix, Linux, and Windows servers.
- Provided 24x7 operational support resolving billing issues both in and out of bill cycle resulting in 99% accurate invoicing of over \$200 million in monthly revenue.
- Delivered quality services to internal and external customers included on-demand reporting, billing research and audits otherwise unattainable through Customer Service channels.
- Developed and automated queries to interact with AS400 databases containing worldwide organizational records as well as supported Oracle front-end databases providing user generated reports. Conducted various levels of user training, deep dives, and demonstrations.
- Issued and maintained user IDs based on security requirements resulting in 100% system integrity. Prepared and delivered executive reporting.

San Antonio College, Alamo Community College District 2000-2009

Computer Information Systems Department Adjunct Professor instructing one to two classes per semester in Operation Systems, Networking, and Database Design.

- Developed and promoted curriculum framework related to subject content while simultaneously imparting working knowledge experience.
- Ensured adequate training in the identification and support of computer systems to adequately prepare future IT professionals.

- Planned weekly schedules, lesson plans, learning support centers and labs necessary for individuals and entire classes. Administered and scored formal and informal evaluations.
- Determined appropriate objectives for groups and individuals based on performance.
- Provided appropriate feedback and adjusted teaching strategies and content.

United States Air Force 1992-2000

UNIX/UNISYS Database Administrator and Communications Specialist responsible for worldwide accessible database that included personnel, training, mobility, projects and materials with 400 users.

- Installed emulation software, acted as help desk, provided training, controlled access, maintained and verified database accuracy.
- Maintained the source material and training files for a five-state area. Developed and distributed training plans for database migration.
- Migrated Unisys Database system to an Oracle database system increasing database usage from 30% to 100% while improving database accuracy 300%.
- Developed, designed, installed, relocated, and performed maintenance on Telecommunication, Fiber Optic and LAN/WAN cable systems. Conducted training on LAN/WAN cabling systems.

EDUCATION AND TRAINING

Ph.D., Northcentral University, Doctor of Philosophy in Business Administration concentration in Management Information Systems, Honors Graduate

M.A., Webster University, Computer Resources and Information Systems, Honors Graduate

B.S., West Virginia University, Veterinary Sciences

A.A., Community College of the Air Force, Electronics Systems Technology, Honors Graduate

Unix/Oracle 9i, Southern Methodist University

AWARDS AND AFFILIATIONS

Golden Key International Honour Society, Delta Mu Delta Honor Society, Association of Information Technology Professionals (AITP), Toastmaster’s International Incorporated, CBTM President and Founder, Webster University Alumni, Engineering Installation Wing Volunteer of the Year, Southwest Independent School District Mentor of the Year.

COURSES INSTRUCTED

Traditional college courses focused on Operating Systems, Networking, Applications, Analytics, Visualization and Database Management. Corporate training focused on Networking Installation and Maintenance, Database Maintenance and Access, and Standard Network Installation Practices and Procedures. Graduate level courses focused on Data Visualization, Organizational Leadership, Decision Making, Application Security and Business Intelligence.

CS 230 Operating Platforms, CS-250 Software Development Lifecycle, CS 330 Interface Design, CTS 1156 Supporting Client OS, CTS 2153 Application Support, CTS 2302 Active Directory, ISOL 534 Application Security, ITA 405 Systems Development Processes and Methodologies, ITNW 1358 Network+, ITO 633 System Certification and Accreditation, ITS 530 Analyzing and Visualizing Data, ITS 531 Business Intelligence, ITS 610 IT Services and Administration, ITS 630 Organizational Leadership and Decision Making, ITSC 1301 Introduction to Computers, ITSC 1305 Introduction to PC Operating Systems, ITSC 1307 Unix Operating System, ITSW 1307 Introduction to Database