

Paul W. Scusa

Objective To obtain a position in a leadership role that will allow me to utilize my technical, organizational, and interpersonal skills as a catalyst to aide in the growth of the organization.

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- Professional Highlights**
- I am an energetic individual with proven ability to motivate, lead and deliver.
 - My well-rounded background in all aspects of the System Development Lifecycle enables me to execute decisions based on real-world experience.
 - I interface well with people at all levels of the organization.
 - I have extensive experience managing technical projects and teams.
 - I function well as a change-agent. Taking responsibility for creating a vision and leading teams towards it.

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- Work Experience**
- 02/07 – present Blue Cross Blue Shield of South Carolina Columbia, SC
- Manager of Web Development**
- Accountable for shepherding multi-million dollar work efforts through the full SDLC, estimation through implementation.
 - Led several Research and Development efforts under the direction of the CIO.
 - Interfaced directly with Senior Management on key projects and initiatives.
 - Through successful delivery and fulfilled commitments, regained the confidence and support of key customers.
 - Managed multi-disciplined teams of up to 30 people to successful completion of strategic initiatives including the complete rewrite of our flagship customer-facing applications.
 - Managed staff of various disciplines including Business and System Analysts, Software Designers, Java and Portal Developers, Graphic Design and Usability Experts. The technologies consisted of J2EE, JSF, EJB, Web Services, HTML, CSS, and JavaScript.
 - Spawned changes in the processes and methodologies with emphasis on greater collaboration with our customers to bring about greater efficiencies, faster delivery, and lower costs to our clients.
 - Introduced Scrum agile methodologies to a waterfall-centric organization.
 - Fostered separation of skill sets for user-interface development and information architecture from that of a traditional systems analyst.
 - Migrated from practices that promoted tightly coupled applications to that which enabled separation and loose coupling of presentation and middle tier.
 - Planning, budgeting and oversight of resources in a matrixed environment using in a chargeback model.
 - Identified by Senior Management to lead department-wide process improvement efforts.

06/00 – 02/07 Central Florida Investments/Westgate Resorts Orlando, FL
Westgate Resorts is the largest, privately held, timeshare company in the world. With nearly \$700 million in annual revenue and operations in 10 states, the organization has just over 9000 employees.

- Director of Software Application Development**
- Directed a team of over 75 including 7 managers, 15 project managers, and 30 + programmers.
 - The applications under my direction included:
 - A mortgage receivables (MR) and customer relationship management system that is used to manage the company's 1 billion dollar mortgage receivable portfolio. MR is used by people at 6 corporate offices/call-centers and 26 resorts and handles all aspects of business related to resort guests and timeshare owners
 - A sales and marketing system (SAMS) used by agents across 5 call-centers, 28 sales locations, and 120 P.O.S. outlets. SAMS spans business processes from the inception of a prospect, telemarketing, booking and reservations, and all efforts leading up to a sale, as well as all sales reporting.
 - There were over 40 websites written in ColdFusion, Web-Based PL/SQL, and PHP under my direction. The largest of which was www.hotelscorp.com, an on-line hotel booking engine that generated roughly \$70 million in sales in 2006.

These Websites leveraged key components of in-house sales and marketing and mortgage receivable systems as well as 3rd party booking engines.

- Responsible for database administration and application server environments consisting of over 50 database instances and 50 application servers across Production, QA, Development, Training and Disaster Recovery environments.
- As a result of the organization growing by 200% through new business and acquisitions I directed several data conversions and systems integrations. The decisions I made dropped the time to convert a new resort onto our system by 50%.
- Responsible for the strategic direction of the application development team and related technological decisions.
- Instrumental as a change agent and key decision-maker as evidenced by the continuous refinement of our processes and technological direction. Under my direction the organization has begun the adaptation to the Rational Unified Process and related toolsets and the move from Oracle Forms and PL/SQL to Java and Flex which yielded a 3 year ROI and result in greater efficiencies.
- Interfaced with executives from various business units throughout the organization to prioritize initiatives and assure IT goals are in-line with business objectives.
- Spearheaded the process to become CISP and PCI compliant.
- Augmented internal staff by managing offshore projects with 3rd party development teams.
- Negotiated software licenses and maintenance agreements resulting in as much as a 50% cost savings over previous years.
- Maintained one of the highest employee retention rates in the company including a stretch of over 2 years with zero attrition.
- One of 25 members of the Service Improvement Team, a team of key corporate executives responsible for improving internal and external customer service.
- Champion for the IT department on all charity fund raising events.

06/00 – 04/04

Central Florida Investments/Westgate Resorts

Orlando, FL

Manager of Systems Architecture

- Responsibilities were both technical and managerial; chiefly acted as the senior manager of four managers, primarily responsible for assuring order, standardization and well thought out architecture in all projects performed by the application development department.
- Management of several teams, including three Oracle Database Administrators, seven Application Developers, five Quality Assurance Analysts, and four web developers.
- Created the strategy and architecture to allow e-commerce transactions through a firewall.
- Responsible for interviewing and hiring all technical staff.
- Responsible for the technical direction of Application Development and assuring technology used matched business needs.
- Implemented a formal Software Development Life Cycle.
- Implemented Computer Associate's CCC/Harvest as a source and process control system and migrated all source code to Harvest.
- Standards Implementation: Lead two teams responsible for creating and implementing programming and design standards.
- Responsible for assuring that the staff of 30 software developers conform to code and design standards.
- Responsible for set-up and configuration of Oracle Application Servers, Developer 6i Forms and Reports Servers and PL/SQL cartridges (modplsql).
- Acted as a technical lead in the areas of software design, application development and database administration.
- Managed projects resulting in upgrades from Oracle 7.1 to 9.2, and OAS 4.0.8 to 10Gias.

10/99 – 06/00

Sunterra Resorts

Orlando, FL

Systems Architect/Sr. Web Engineer

- Utilized my technical and leadership skills to aid in the direction of the corporate IT team.
- Managed the technical side of several IT projects assuring application development achieved business goals. Projects were implemented in Developer 1.6.1 and 6i on Oracle 8.0.5 and 8.0.3.
- Converted an application of over 400 forms and 1200 reports from Oracle Developer 1.6.1 to Oracle Developer 6.0 and web enabled it. Solely responsible for troubleshooting all issues associated with this upgrade and deployment, including environmental issues related to deploying over a WAN through a web interface, PL/SQL upgrades, and functionality differences between the various versions of Oracle software.
- Acted as liaison between operations and development teams within the organization as well as end-users, in order to bring about teamwork to resolve issues associated with hardware and software configuration.
- Bringing Hardware and Software together to implement enterprise-wide, multi-tier database applications in a client/server

and web application server environment.

- Installed, maintained, and supported several web enabled applications. Configured and maintained 2 Windows NT Server Load Balancing Clusters, totaling 6 servers. Set-up and maintained various Oracle Web Application Servers.

6/98 – 10/99

Oracle Corporation

Orlando, FL

Technical Support Analyst/Team Lead

- 1 of 4 leaders on a team of 25 Technical Analysts, supervising technical analysts of all levels of experience. Acted as chief resource for assistance when other team members would encounter problems beyond their expertise.
- Supported Fortune 100 database administrators and programmers to implement creative solutions to their most difficult problems involving Oracle's development tools, Oracle Web Application Server (versions 3.0 through 4.0.8), and Oracle release 7 and 8 databases.
- Created test cases and reproduced customer environments on Windows NT, 95, 98, Solaris, Sun O/S, AIX, HP UNIX, and VMS. This involved using PL/SQL to create various Oracle Forms and Reports applications, as well as writing PL/SQL triggers, procedures, and packages.
- Conducted technical interviews of job candidates.

6/95 – 6/98

OutSource Studios

Longwood, FL

Project Manager/Consultant

- Responsible for design and development of databases and transposing data into printable layouts for various reports and publications using Microsoft Visual Basic 5.0, SQL Server 6, and Access '97.
- Created proposals for new projects.
- Gathered requirements for small to mid-scale projects.
- Project planning and management.
- On-site installations, presentations and training for customers.

Education

2001

University of Central Florida

Orlando, FL

Master of Science; Management Information Systems

- Couples technology with core business skills.
- Coursework focuses on developing analytical skills associated with problem solving and decision-making.
- Graduated with a 3.7 GPA

1998

University of Central Florida

Orlando, FL

Bachelor's Degree; Management Information Systems

- Graduated with a 3.4 GPA

Florida Culinary Institute

West Palm Beach, FL

Specialized Associate's Degree; Culinary Arts

- Graduated with a 3.4 GPA
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