Filipe Pinto Project Index

Company	Vertical	Process	Type
Olexe	Knowledge	Human capital index	B2B/B2C
Coalition of America	Healthcare	Claim Processing	B2B HIPAA
Department of Human Services of New Mexico	Healthcare	Claim Processing	B2B HIPAA
Unibill	Telecom	Billing	B2C
Avista	Energy	Collection Automation	M2M
Global Healthcare Alliance	Healthcare	Claim Processing	B2B
Tomra North America	Recycling	Collection Automation	M2M
Bosch North America	Retail	Ordering	B2B EDI
The Pasha Group	Transportation		B2B EDI
Odimo	Retail	eCommerce	B2B Amazon
KMC Telecom	Telecom	Provisioning	B2B AT&T
Terramark	ISP	Billing	B2C

Program Lead   Arlington, VA   11/09 – Present

Olexe is a revolutionary competency tracking SaaS platform. Olexe derives knowledge and human capital indexes by tracking how people acquire and utilize knowledge to reach their objectives. Olexe represents a quantum leap forward in the talent search industry.

Responsibilities:

- Project lead with overall technical and management responsibility.

Accomplishments:

- Created Olexe's system design based on a resource-oriented design (ROA).
- Designed a knowledge transaction set code (knowledge exchange ontology).
- Defined Olexe's business processes with BPMN and adhering to strict BPM concepts.
- Designed and coded a python library for cloud-based services provisioning based on OSS best practices.
- Used ITIL v3 for all Product management activities.
- Responsible for marketing and sales activities.
- Created a business plan to seek an initial funding round of $1M.

Methodologies:
- BPM , BPMN, ITIL, ROA, OSS

Technical Platform:
- Google App Engine, Python

Enterprise Architect   Atlanta, GA   11/07 – 1/09

Coalition of America Inc is a healthcare "cost container" which offer services such as real-time fraud detection, carrier PPO access, out-of-network/non-participating provider cost control services, fraud, waste and abuse services.

Responsibilities:
- To design and deploy a working process oriented (BPM) prototype using the Microsoft platform to demonstrate the potential of Microsoft BizTalk server to increase company's business performance and agility.
- To mentor and lead a team of three people without previous BPM or Microsoft BizTalk experience.

Accomplishments:
- Installed and configured a high-availability process-driven platform using Windows, Microsoft SQL, Microsoft SharePoint and Microsoft BizTalk.
- Installed and configured a HIPAA solution based on Microsoft BizTalk EDI solution.
- Developed several BizTalk maps.
- Modeled several business processes using BPMN, someone of them using business rules to demonstrate increased process agility.
- Configured business activity monitoring (BAM) of each business process to comply with business intelligence's program requirements.
- Coded several Biztalk orchestrations.
- Devised a solution to enable the company to perform level six HIPAA validation.
- Participated in the design sessions of the company's future IS platform.

Methodologies:
- BPMN, BPM, BAM

Technical Platform:
- Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, BizTalk EDI

EDI Standards:
- HIPAA

Enterprise Architect   Santa Fe, NM   01/06 – 11/07

The Human Services Department of New Mexico serves over 600,000 New Mexicans each month by administering several large state and federally funded programs. All programs electronic transactions are processed by the Transaction Interface Exchange (TIE).

Responsibilities:
- To design and upgrade TIE to comply with HIPAA NPI, New Mexico Social Service Architecture and Medicaid IT Architecture (MITA).
- To manage all technical and managerial aspects of the $1M+ program.
- To lead a team of five people accordingly to agile best practices.
- To interface with government officials to communicate project updates.

Accomplishments:
- Created the Business Requirements and performed Gap Analysis.
- Created a detailed project plan using Microsoft Project for derive scheduling and budgeting.
- Created an Assessment Plan to formalize proposal and seek customer approval.
- Designed a highly adaptable and scalable process-oriented platform based on Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, Informatica B2B DataExchange, Tumbleweed Secure Transport, Edifecs XEngine to process over 100K healthcare transactions per week using using SOA, BPM and ITIL methodologies.
- Ensured that system design was in accordance with the MITA standard, and the New Mexico Social Service Architecture.
- Designed a new Trading Partner Management based on an object-oriented database using Microsoft SQL 2005.
- Modeled several highly adaptable business processes using BPMN. Ensure process adaptability through extensive use of business rules engine.
- Configured business activity monitoring (BAM) of each business process to comply with business intelligence's program requirements.
- Development of the Source Safe strategy (naming standards, project division)
- Coded several BizTalk orchestrations using advanced features including correlation and error handling.
- Configured BizTalk Business Activity Monitoring (BAM) system.
- Designed a web interface using Microsoft Sharepoint and InfoPath in accordance with the "No wrong door" human services paradigm.
- Designed the interfaces between the system and the ACS-OmniCaid MMIS.
- Defined the testing strategy, and worked closely with customer during User Acceptance Testing. Supervised all test results. The testing strategy followed a "test often" strategy, based on automated procedures using NUnit, and used BizTalk BAM in a "test as you go" strategy.
- Created the "go-live" plan to bring the new system into production.

- Design and development of a HL7 pilot to prove the ability of the new TIE 2.0 platform to comply with project objectives.
- Designed and sized four different environments: Production, Fail-over, Testing and Development.
- Supervised and participated in the development of all training materials.
- Responsible for all change management activities.

Technical Platform:
- Microsoft Windows, Microsoft. NET 2.0, Microsoft SQL, Microsoft MOSS, Microsoft IIS, Microsoft BizTalk, Microsoft InfoPath, Business Rules Engine
- NUNit
- Informatica B2B DataExchange for Healthcare Solution
- Tumbleweed Secure Transport
- Edifecs XEngine
- IBM Z-OS

Methodologies:
- SOA, BPM , BAM, ITIL, ISO, PMI, Agile

Standards:
- HL7, HIPAA
- MITA – Medicaid IT Architecture

Enterprise Architect   Port Prince, LA   12/05 – 12/05

Unibill is a provider of universal billing services, offering billing and customer care operations for all communications service providers with customers with operations in 50 states and Canada.

Responsibilities:
- To determine the return on investment to upgrade the company's billing and OSS system towards a process driven (BPM) platform using the Microsoft Technology.

Accomplishments:
- Created an assessment detailing return on investment of introducing a Microsoft process-driven architecture using Windows, Microsoft SQL , Microsoft Sharepoint and Microsoft Biztalk to automate billing and customer care business processes.
- Modeled several orchestrations using BPMN.
- Coded one sample orchestration using business rules and business activity monitoring to demonstrate increased process agility and business intelligence potential.
- Demonstrated to the "C" Level managers Microsoft platform features and benefits.

Technical Platform:
- Microsoft Windows, Microsoft SQL, Microsoft BizTalk, Microsoft InfoPath, Business Rules Engine

Methodologies:
- SOA, BPM , BPMN, BAM

Enterprise Architect   Avista, WA   01/05 – 12/05

Avista Corporation is an energy company involved in the production, transmission, and distribution of energy as well as other energy-related businesses.

Responsibilities:
- To design and deploy a working process oriented (BPM) prototype using the Microsoft platform to demonstrate the potential of Microsoft BizTalk server to increase company's business performance and agility.
- To mentor and lead a team of three people without previous BPM or Microsoft BizTalk experience.

Accomplishments:
- Installed and configured a process-oriented platform using Windows, Microsoft SQL , Microsoft Sharepoint and Microsoft Biztalk to automate managed energy service provisioning.
- Demonstrated to the company's senior architects Microsoft BizTalk potential as a BPM platform, which lead the company to major shift in the approach of the solution.
- Modeled a sample orchestration to leverage advanced features of BPM and BizTalk, including business rules and business activity monitoring (BAM)
- Defined operations manual defining how the company could develop process-driven solution using the Microsoft-BizTalk solution and comply with Sarbanes Oxley (SOX).
- Trained a team of three people on how to deploy process-driven solutions using Microsoft BizTalk, in accordance to BPM methodologies.

Technical Platform:
- Microsoft Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, Microsoft InfoPath, Business Rules Engine

Methodologies:
- BPM, BPMN, BAM

Standards:
- Sarbanes Oxley (SOX)

Enterprise Architect   Houston, TX   07/05 – 10/05

Global Healthcare Alliance is a service provider responsible for billing and collections for more than 20 years in the Healthcare industry.

Responsibilities
- Design and deploy a process driven (BPM) electronic exchange system.
- Mentoring of senior upper management on advantages of process-driven architecture in accordance with BPM methodologies
- Management of a five people team.

Accomplishments:
- Designed, installed and configured a highly adaptable and scalable process-oriented platform based on the Microsoft platform using Microsoft Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, Microsoft InfoPath, in line with SOA, BPM and ITIL methodologies.
- Installed and configuration BizTalk HIPAA Accelerator.
- Designed several highly adaptable business processes using BPMN. Ensure process adaptability through extensive use of business rules engine. Used business activity monitoring (BAM) as the Business Intelligence foundation.
- Coded several BizTalk orchestrations using advanced features such as correlation.
- Developed a BizTalk custom pipeline to process PGP encrypted claims.
- Development of a simplified Human Workflow Platform using SMTP and InfoPath.
- Developed complex BizTalk maps to map HIPAA transactions to the company's canonical format.
- Development of automation scripts to deployment the dev, test, and production environments using VBScript.
- Development of the Source Safe strategy (naming standards, project division)

Technical Platform:
- Microsoft Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, Microsoft InfoPath, VBScript, Business Rules Engine

Methodologies:
- BPM , BPMN, BAM, ITIL, PMI

Standards:
- HIPAA

Enterprise Architect   Stratford, CT   09/05 – 09/05

TOMRA is the world leader in designing and operation of systems that make it attractive for people to return used beverage containers for reuse or recycling.

Responsibilities:
- To design and deploy a working process oriented (BPM) prototype using the Microsoft platform to demonstrate the potential of Microsoft BizTalk server to increase company's business performance and agility.

Accomplishments:
- Responsibilities included a two-day assessment to determine the company's preparedness to start process-oriented Microsoft BizTalk solutions.
- Trained a five people team on Microsoft BizTalk's deployment and development best practices.
- Developed a demo for procurement management, based on state machine pattern using Microsoft BizTalk Business Rules

Technical Platform:
- Microsoft Windows, Microsoft SQL, Microsoft BizTalk, Business Rules Engine

Methodologies:
- BPM

Enterprise Architect   South Bend, IN   02/05 – 03/05

Bosch North America is a division of Bosch responsible for the distribution and manufacturing of auto parts

Responsibilities:
- To upgrade the operations at the process driven (BPM) Microsoft BizTalk ordering system.

Accomplishments
- Installed and configured a fail-over-safe production, testing and development Microsoft BizTalk environments, in accordance with ITIL methodologies.
- Created a Microsoft BizTalk Operations Plan to the company's existing Microsoft BizTalk solution.
- Development of a VBScript tool to automatically deploy BizTalk solutions.
- Defined team responsibilities in accordance with Microsoft MOM integration best practices and ITIL best practices.

Technical Platform:
- Microsoft BizTalk, Microsoft MOM VBscript

Methodologies:
- BPM , ITIL

Enterprise Architect   Corte Madera, CA   01/05 – 05/05

The Pasha Group is a transportation and logistics company, providing innovative global logistics solutions for a diverse group of clients worldwide in automotive transportation, corporate relocation, maritime services and project logistics.

Responsibilities:
- To design and deploy the EDI platform using the Microsoft platform.

Accomplishments
- Installed and configured a fail-over-safe production, testing and development Microsoft BizTalk environments, in accordance with ITIL methodologies.
- Defined all XSD types for all EDI messages to decrease errors and increase reuse.
- Developed BizTalk message schemas for all trading partners.
- Developed Microsoft BizTalk custom functoids to performed advanced transformations using .NET.
- Developed Microsoft BizTalk maps
- Modeled business processes using BPMN.
- Develped Microsoft BizTalk BizTalk orchestrations to process transactions.
- Defined the artifacts naming strategy.
- Defined the BizTalk Operations Plan as all Release Management Procedures.

Technical Platform:
- Microsoft Windows, Microsoft .NET, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, Microsoft InfoPath, VBScript, Business Rules Engine, Microsoft BizTalk EDI

Methodologies:
- BPM, BPMN, ITIL

Standards:
- EDI X12

Senior Architect   Fort Lauderdale, FL   08/04 – 12/04

Odimo is an online retailer of current season brand name watches and luxury goods, high quality diamonds and fine jewelry.

Responsibilities:
- Participated in a team of 5 people responsible for development of the Odimo Amazon ecommerce interface.

Accomplishments

- I
  nstalled and configured a fail-over-safe production, testing and development Microsoft BizTalk environments, in accordance with ITIL methodologies.
- Designed a SharePoint Team Site to control all project activities.
- Defined the interface with MOM 2005 and defined additional reports using MS-Reporting Services.
- Develop several .NET C# WMI modules to automate deployment and operations.
- Develop several orchestrations that interfaced with SQL, SOAP, FILE adapters using Business Rules.
- Defined all business intelligence activities (BAM activities)

Technical Platform:

- Microsoft Windows, Microsoft .NET, Microsoft SQL Server, Microsoft BizTalk, Microsoft Sharepoint, Microsoft MOM, VBScript,

Methodologies:

- BPM, ITIL

Enterprise Architect   Lawrenceville, GA   02/03 – 05/04

KMC Telecom is a TIER 1 CLEC that competes in all major US markets.

Responsibilities:

- To design and deploy an automated provisioning (OSS) interface with Bellsouth.
- To manage a team of three people.

Accomplishments

- Designed, installed and configured a highly adaptable and scalable process-oriented platform based on the Microsoft platform using Microsoft Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, in line with BPM and ITIL methodologies.
- Installed and configured the BI environment using SQL Analysis Service, Office Scorecards, and Reporting Services.
- Modeled orchestrations using BPMN.
- Coded several orchestrations for automated telecom provisioning.
- Developed a new Remedy 4.5 COM API using VBScript.

Technical Platform:

- Microsoft Windows, Microsoft SQL, Microsoft Sharepoint, Microsoft BizTalk, VBScript

Methodologies:

- BPM , BPMN, ITIL, OSS

Enterprise Architect   Miami, FL   6/02 – 02/03

Terremark Worldwide Inc. (AMEX:TWW) is a leading operator of integrated Tier-1 Network Access Points (NAPs) and best-in-class network services, and the owner and operator of the fifth Tier-1 Network Access Point (NAP) in the world, the NAP of the AmericasSM, a TerreNAPSM Center.

Responsibilities:
- To advice company board to acquire a new billing and OSS system.

Accomplishments
- Developed a report to assess the company's poor billing performance which contributed to high operational costs, poor customer satisfactions, and extremely "high time-to-revenue" cycles.
- Defined a set of short-term steps to reduce cost and increase customer satisfaction to decrease "time-to-revenue" by 30%. The procedures developed surpassed expectations.
- Defined 4 different scenarios to solve all billing issues with respective ROI and benefit analysis (upgrade current system, customized solution, a new billing platform, migrate to an ERP solution).
- Scheduled on-site meetings with three ERP vendors to present solutions to the current needs.

Technical Platform:
- Microsoft Great Plains, Daleen Billing Engine