M. VANN LEICESTER

"Marcus"

CONTACTS

USA - Available to work PST, CST or EST
PAID RELOCATION ONLY; based on destination COL

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https://www.VannLeicester.me

CORE SKILLSETS

OnBase by Hyland
- 2004 to Present
- Majority of modules (i.e., Workflow, WorkView, DIP, COLD, Folders, Forms, etc.).

Project Management
- 2008 to Present
- CompTIA Project+
- Agile, Waterfall and Incremental

Leadership/Management
- 2015 to Present

Architecture, Servers and Security
- 2009 to Present
- Active Directory and RBAC
- Cloud (Azure) or on-prem

Database Reporting, ETL and Design
- 2010 to Present
- Microsoft SQL Server (Azure and/or on-prem)

Business Analysis
- 2004 to Present

EDUCATION

High School Diploma
Morse High

Certificate in Business Admin
Washington Technical Institute

Associate of Science in Computer Information Systems - *summa cum laude*
Ashworth College, Georgia

Alpha Beta Kappa – Delta Kappa Chapter, National Honor Society

Delta Epsilon Tau – Georgia Alpha Chapter, International Honor Society

PROFESSIONAL EXPERIENCE

CTR Group LLC *Present. Florida*	**Consultant** • Provide skilled technology assistance to companies looking to improve their internal business processes. • Consult on improved video and remote conferencing techniques.
Larimer County *Colorado*	**IT Service Lead** • Supervisor overseeing County Enterprise Content Management staff and work distribution. • Lead architect and platform manager for OnBase. **Platform Administrator** • Implemented and supported OnBase by Hyland ECM system. • Service owner (ITIL) for County Enterprise Content Management solution (OnBase). • Successful migration from SIRE to OnBase; over 7 million documents for 7 divisions.
Signature Consultants/Fiserv *Texas*	**Technical Consultant/Analyst** • Signature Consultants: assigned to assist Fiserv Nautilus (OnBase) customers with day-to-day OnBase implementation and support responsibilities. Financial/Banking Services
PEMCO Mutual Insurance *Washington State*	**Solution Developer** • Completed two major system and platform upgrades. • Improve efficiency by using a combination of manual and automated approaches. **Solution and Support Analyst** • Improved health and stability of the platform. • Assisted HP Exstream developers to implement composition integration.
SHARP Business Systems *California*	**Sales Engineer** • Local/remote support for over 70 OnBase customers in three states. • Transformed insurance company's paper Claims process to paperless in 3 months.
College Loan Corporation *California*	**Compliance Auditor** • Conducted internal service and compliance audits under Annual Audit Plan. • Primary support for enterprise content management system (OnBase) after staff reductions. • External auditor support: Supported audits performed by third-party audit companies. **Compliance Analyst** • Contract administrator, departmental coordinator and business analyst for Compliance. • Created digital contract library for executive management access. • Developed and administered SharePoint for Compliance department. • Worked with COGNOS developers to build an OnBase-based refund processing workflow with decision tree.

Additional experience (Customer Service) and specific project/work details available upon request.

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BUSINESS / SOFT SKILLS / COMPETENCIES / APPLICATIONS

Business Strategy	
Business Relationship Management	Knowledge Management
Business Analysis	Business Process Improvement/Operational Efficiency
IT Business Partnership and Alignment	Project Management (Business)
Change Management (Business)	Continuous Improvement

Business Skills			
User/SME Training	Business Documentation	Technical Documentation	Presentation
Audio/Video/Lighting	Resource Management	ROI and Justification	Solutioning
Management / Supervisory	Budget Management	Team Cross-Training	"Considerate" Design Strategy
Effective Interviews	Onboard/Offboard	User Security Modeling	Reporting/Analysis

IT Strategy / Management	
IT Service Management (ITSM)	Asset Management
Records Management/Records Retention	Enterprise Content Management
UI / UX Design Methodology	Master Data Management
Development Methodologies (Agile, Lean, Waterfall)	"Right Tool For The Job" Thinking
IT Purchasing / Vendor Relationship Management	Project Management (IT)
IT Business Partnership and Alignment	IT Roadmap Development
Role Based Access Control (RBAC)	Software-as-a-Service (SaaS)
Server DNS and Certificate Management	Quality Management, QA and Test Plans
Change Management (IT)	Continuous Improvement
Incident Management and Help Desk	Problem Management

Core Application Competencies (Top 80%)	
Hyland Software	OnBase by Hyland, ShareBase by Hyland, SIRE (Government)
Microsoft	✓ Sharepoint - Microsoft 365 - Office 365 (incl. Project and Visio) - Exchange 365 - Teams / Skype - Dynamics CRM (365) ✓ Azure (Cloud) – Azure SQL - Azure DevOps - Visual Studio - Azure Active Directory ✓ Windows Client OS (3.5, NT4, ME, XP, Vista, 7, 8, 8.1, 10, 11, etc.) ✓ Windows Server OS (2003, 2008, 2012, 2016, 2019, etc.) ✓ PowerShell ✓ Hyper-V ✓ SQL Server / SQL Server Management Studio ✓ C#.NET - VB.NET - VBScripting ✓ Internet Information Systems (IIS) ✓ Power Automate
Atlassian	Jira, Confluence, Trello
ServiceNow	IT Service Management: Incident, Problem, Change, Request

CERTIFICATIONS

Hyland Software	AXELOS	Microsoft	CompTIA
OnBase Certified Installer (OCI) Demonstrate expertise in the design, installation, and troubleshooting of effective OnBase solutions.	**ITIL Foundations Certification** The ITIL Certification Scheme provides a modular approach to the ITIL framework and is comprised of a series of qualifications focused on different aspects of IT and digital transformation.	**Microsoft Certified System Administrator (MCSA)** Prepares you for a career as a Network Administrator on a Microsoft based network.	**A+** CompTIA A+ certified professionals support today's core technologies from security to cloud to data management and more.
Hyland Certified OnBase Administrator Expert (formerly OCASA) Exhibit an advanced level of OnBase product knowledge and demonstrate the ability to capably administer and enhance their OnBase solution.		**Microsoft Certified IT Professional (MCITP)** Provide a more targeted framework to showcase their technical skills and distinguish themselves as an expert in their specialized technology.	**Network+** CompTIA Network+ covers troubleshooting, configuring, and managing networks. **Server+** CompTIA Server+ certification covers the latest server technologies including virtualization, security and network-attached storage.
Hyland Certified OnBase Workflow Administrator Expert (formerly OCAWA) Demonstrate an advanced level of OnBase Workflow knowledge and the ability to support, maintain, and enhance their OnBase Workflow solutions.		**Microsoft Certified Technology Specialist (MCTS)** Proves your ability to successfully implement, build on, troubleshoot, and debug a particular Microsoft technology.	**CDIA+** CompTIA's CDIA+ candidates possess critical knowledge of all major areas and technologies used to plan, design, and specify an enterprise content system.
Hyland Certified OnBase WorkView Administrator Profssional (formerly OCWV) Demonstrate the ability to design and implement cutting-edge OnBase WorkView solutions based on a customer's business requirements.			**Project+** The CompTIA Project+ examination is designed for business professionals who coordinate or manage small-to-medium-sized projects.
Hyland Certified Developer Specialist (formerly OCAPI) Demonstrate an understanding of the OnBase APIs and their functionality.			**Linux+** CompTIA Linux+ validates the competencies required of an early career system administrator supporting Linux systems.