

## **James R Sullivan**

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### **Profile:**

Technical business person with extensive experience performing complex product development and implementation. Proven ability to provide high quality product while consistently lowering the bottom line. Managed contractors and internal resources to integrate solutions internally that saved the organization budget while exceeding historical customer satisfaction ratings.

### **Experience:**

10/2007 - Present, Location: Black Duck Software - Waltham, MA

**Business Applications Manager:** Implemented and managed a portfolio of business applications using a mesh of on-demand and open source software to maximize business velocity and keep costs down.

- > Wrestled Salesforce.com to fit an energetic business with customization and integration
  - > Built an Ajax Time-Sheet Application for Consolidated Project/Time Tracking
  - > Integrated Bugzilla, Focalpoint to Salesforce.com to bridge Support and QA
  - > Developed Automated Salesforce.com Data Replication for Reporting and Audit
  - > Developed Multi-Step Campaign Automation Tools
- > Implemented Free Open Source Software where suitable
  - > Implemented Drupal CMS
  - > Developed an API-Integrated Customer Portal to Salesforce.com (Drupal Module)
- > Created better corporate citizens through programmed business process enforcement
  - > Implemented multiple sales/support/finance procedures
  - > Implemented Internal Helpdesk (Eventum)
- > Worked with passionate people

7/2008 – Present Location: MintFly.com – Somerville, MA

**Owner/Found:** Built and delivered the first Salesforce.com iPhone application

- > Developed entirely in-house on Free Open Source Software
- > Certified AppExchange Salesforce.com Partner
- > Fully automated trial and upgrade process
- > Profitable personal venture

2/2001 – 10/2007 Location: Avid Tech. – Tewksbury, MA

**Business Analyst:** Working directly with the business I fulfill a lead role in the design, development, implementation, maintenance and training for all sales force automation and CRM initiatives.

- > Led Sales-Force Automation initiative implementing SugarCRM world-wide
  - > Forecasting Reporting/Management
  - > Contact & Lead Management
  - > Sales-force Training
- > Technical Lead for SAP CRM 3.0 Implementation
  - > Enterprise data migration strategy
  - > Lead routing application for internal and external sales partners
  - > Marketing Campaign Management
  - > Marketing Literature Fulfillment

- > Onyx migration to SAP CRM
  - > Integration of Do Not Call list with SAP CRM
  - > Developed Home-Grown Middleware for SAP CRM
    - > Centralization of data messaging for all marketing-related systems
    - > Integration of our customer-facing web sites to SAP CRM
    - > Excel file bridge for loading trade-show and 3rd party data
    - > Web portal for data flow management
    - > Web-Services API for external data integration
  - > Co-Architected Enterprise Data Quality Initiative with FirstLogic
    - > SAP CRM & R/3 integration for real-time address validation and standardization on all system entry-points
    - > Product evaluation, implementation, and customizations
  - > Sole Analyst for Onyx Customer Center 5.0
    - > Migration & consolidation of legacy systems & business process to centralized corporate marketing system
    - > Company's first world-wide enterprise application roll-out
- Tools: Microsoft SQL Server 6.5 / 7 / 2000, MySQL, SQL/T-SQL, Perl 5, Java, PHP, Python, VBScript, XML, SOAP/XMLRPC, HTML, CSS, JavaScript, IIS, Apache, Onyx, SAP CRM, SAP BW, FirstLogic IQ8/GDQC, SugarCRM

9/2003 – 4/2005 Location: Bandhut.com, Medford, MA

- Co-Founder:** Create a web based independent record store with on-order CD reproduction.
- > Business plan for e-commerce company with digital inventory and on-demand fulfillment
  - > UI design & implementation: beat leading online retailers in target demographic tests
  - > Digital inventory management solution with on-demand fulfillment system
- Tools: MySQL, SQL, Perl 5, C, PHP, HTML, JavaScript, Linux, SANE, Apache

5/2000 – 2/2001 Location: Compaq – Nashua, NH

- Technical Lead:** Migration of legacy system patch data to new support site
- Tools: Microsoft SQL Server 7, SQL, Perl 5, VBScript, HTML, IIS

11/1999 – 5/2000 Location: edu.com – Boston, MA

- Technical Lead, Developer:** Created customer-facing web applications working with designers and developers to achieve results with maximum elegance including internal reporting applications for marketing & web analytics.
- Tools: Microsoft SQL Server 7, SQL, Perl 5, VBScript, HTML, JavaScript, VBScript, ASP, IIS

6/1999 – 11/1999 Location: MediaOne – Wilmington, MA

- Developer:** Content retrieval, scheduling and distribution application for text rendering engine embedded in cable set-top boxes including management user interface.
- Tools: Microsoft SQL Server 7, SQL, Visual Basic, Perl 5

**Education:**

- > SAP TACRM1 mySAP CRM Fundamentals Course + Certificate
- > SAP HQ Waltham, MA
- > SAP CR500 CRM Middleware Course + Certificate
- > SAP HQ Houston, TX
- > Onyx Customer Center 7, Onyx Waltham, MA - Administration
- > PMI Certification Program, Boston University
- > Focus: Achieving Your Highest Priorities, Franklin Covey