# DAN HIGGINS

18 Winifred's way
Rutland, MA 01543
(678) 561-4326
daniel.higgins@yahoo.com

## PROFILE

**Accomplished and versatile technologist** with expertise in enterprise architecture, solutions architecture, and application development. Solid technical foundation and executive leadership skills. History of consulting and solution delivery in diverse industries, such as insurance, financial services, banking, and travel. Innovative strategist and resourceful problem solver. Analytical, creative, and articulate.

## CORE COMPETENCIES

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| **Innovation Management** | **Business Architecture** | **Project Leadership** |
| **Enterprise Architecture** | **Strategic Planning** | **Use Case Development** |
| **Solution Architecture** | **Budgeting & Cost Control** | **IT Operations** |
| **Outsourcing Management** | **Systems Integration** | **Process Optimization** |

## PROFESSIONAL EXPERIENCE

**ICETS - Infosys Center for Emerging Technology Solutions**, Boston, MA
**Senior Enterprise Architect / Innovation Advisor** (2016 – Present)
Proactively develop pioneering approaches to emerging industry trends and help customers develop innovative solutions to meet there current and future needs.

- **Led** the architecture design of an Amazon Web Services based cloud solution for one the nation largest credit payment processing companies. The highly scalable system supports the conversion of millions of closed loop cards and hundreds of millions of transaction records, reducing TCO by taking advantage of the elasticity of cloud computing and cloud data archiving strategies.
- **Engaged** in the strategy, roadmap development and PoC efforts of enabling ICETS iDSS (Infosys Data Services Suite) as a service in the cloud. The efforts included concerns of platform security, costs, scaling compute resources, and system availability.
- **Collaborated** in the development of Infosys Incubation as a service platform. Incubation as a service is a cloud based environment supporting co-creation and rapid prototyping of ideas. The platform reduces the cost of innovation by applying a "Fail fast approach" to proving or disproving novel concepts and exploring emerging technologies. (Platform utilizes MS Azure, Docker, Jenkins, Git)
- **Participated** in Proof of Concepts for iCETS advance technologies in document processing for a global financial services firm. The solution interprets financial documents and searches for critical pieces of information in unstructured documents necessary to identify customers. Leveraging Machine learning classification algorithms (Specifically Random Forest classification) and numerous open source technologies Tesseract OCR, NLTK (Natural Language Toolkit), MongoDB, Python, the solution accelerates the complex regulatory task of Know Your Customer (KYC) and Customer Identification Program (CIP)
- **Led** the development of an Internet of Things (IoT) platform, Technical Product Requirements Document (PRD) for a large US semiconductor chip manufacture. The platform focuses on utilizing LoRa Technologies for low energy long-range communication of IoT devices.

**NTT DATA**, Boston, MA
**Senior Enterprise Architect / Practice Lead (Innovation Management)** (2012 – 2016)

Advise CIOs and CEOs of billion-dollar insurance and financial services companies. Contribute to and participate in numerous clients' enterprise architecture steering committees. Conduct various workshops and facilitated proof of concepts on various topics, including gamification, mobile technology, and cloud migration.

- **Led** development of innovation management program within enterprise architecture practice, which involved development of innovation architect role, innovation charter/strategy, innovation maturity model, and development of innovation process framework.
- **Collaborated** with CIO of billion-dollar annuity and life insurance provider during Enterprise Architecture Planning (EAP) assessment to develop future state vision, particularly focusing on legacy modernization with policy administration systems and cloud migration (NTT Communications).
- **Led** a digital transformation effort for a tier-two Insurance provider. The effort had a strong focus on user engagement, mobile computing and application architecture including the utilization of Microservices strategy for service delivery.
- **Developed** and published white paper on "Impact of Corporate Culture on Innovation."

**SUNTRUST BANK**, Atlanta, GA
**Vice President, Enterprise Architecture** (2009 – 2012)
Created, maintained, and promoted SOA (Service Oriented Architecture) standards and governance models that support best practices in development and implementation of SOA systems. Spearheaded effort to create reference implementation that demonstrate SOA usage patterns, including development of training materials, sample code, and architecture documentation.

- **Implemented** IBM's Cast Iron Cloud integration product with SalesForce.com and SunTrust's backend services infrastructure, laying foundation for EAI Center of Excellence within SunTrust.
- **Developed and promoted** mobile computing strategy and architecture, including creation of reference architecture, and creation of future state roadmap utilizing TOGAF methodology.

**ILANDAPPS, LLC**, Atlanta, GA
**Consultant, Hilton Head Vacation Rentals & Virtual Resort Manager** (2009 – 2011)
Designed, created, and deployed iPhone Application to promote Hilton Head Vacation Rental's 300+ properties.

- **Developed** functionality within iPhone application, including search capabilities, photo slide shows, Google maps, REST interface, email, Web interactions, and a direct call button links to book properties. Additionally the application uses Google Analytics for monitoring and reporting on activity.
- **Designed and created** iPhone and application server frameworks, including XML Bindings to Objective C Objects, leveraging object introspection.

**DISTRIBUTED COMPUTING SOLUTIONS, LLC**, Atlanta, GA
**Consultant, Southern Insurance Underwriters** (2007 – 2009)
Devised new IT strategy to support client's reorganization, including processes, infrastructure, tool, and staff changes. Designed and led group and individual training with IT and business users. Created and implemented complete promotion model, including source code tagging, branching, and merging strategies. Drove project success by leading Scrum meetings.

- **Improved** department's project management performance by establishing Agile methodology and formal processes. Prior to this, formal processes did not exist.
- **Introduced** plan to optimize department source code and lift department quality standards. Code was previously unmanaged, undocumented, lacking in quality.
- **Reduced** IT resource expenses by 40% by establishing onshore/offshore outsourcing model.

**COMPUCREDIT**, Atlanta, GA
**Enterprise Architect** (2006 - 2007)
Led phase one development of ICC (Integration Competency Center). Developed and maintained company's EAI practice, which and involved coordination of multiple internal and external resources. Managed capacity planning, purchasing, installation, and configuration of hardware and software to support enterprise applications and

network. Directed development and participated in architecture of infrastructure services for logging, exception management, and testing.

- **Guided** organization to become Service Enabled Enterprise by creating scalable middleware platform and Agile-based Test Driven Development environment with continuous integration.
- **Enhanced** ICC's engagement model to support Collection Rewrite project. Oversaw project governance. Boosted rigor and functionality to infrastructure services and increased stability of TIBCO environment.

**DISTRIBUTED COMPUTING SOLUTIONS, LLC**, Atlanta, GA
**Consultant, GMAC Insurance** (2001 – 2005)
Led 12-member team to create and support GMAC's production Internet and EAI environment. Trained and coached teams on services development using GMAC frameworks, Siege-Web, and Java best practices. Oversaw installation, verification, and optimization of all JBoss application servers, Apache servers, and Seebeyond servers in production environment. Served on GMAC's Corporate Architecture Governance Board.

- **Resolved** deployment and performance issues in production environment that supported all distributed enterprise services for GMAC's call centers, direct-to-consumer business, and overseas data entry.
- **Increased** website performance and facilitated configuration and application monitoring by managing refactoring of consumer website.
- **Designed** architecture and led development on Siege-Web Open Source highly extensible Java framework that provided MVC approach to website development to support page validation, error handling, application navigation, and controller processing.
- **Led** Enterprise Application Integration (EAI) portion of EPIC project, which involved supporting continuous transfer of customer data from Siebel Server system into mainframe back-end.

**GMAC ONLINE**, Atlanta, GA
**Consultant, Principal Architect** (2000 – 2001)
Directed design, construction, and implementation of GMAC's initial online web presence to sell auto insurance. Created within 9 months and functionality included, rating engine, address verification, credit rating, motor vehicle reports, and credit card processing. Led project to create Policy Administration Repository utilizing ACORD standards mapped to an Oracle back-end. Served as Architect and Lead Developer on Open Source framework providing a JEE Model Driven Architecture, Source Code Generation, and EJB Deployment (Siege-EJB).

**IBM GLOBAL SERVICES**
**Consulting Architect, Advanced Java Development** (2000)
Produced presentations, white papers, and evangelized on the subject of pervasive computing as it relates to hand-held devices, with focus on using emerging XML standards for messaging.

## TECHNOLOGY EXPERTISE

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| **Languages:** | Python, R, Objective-c, Java EE, XML/XSL, JSON, CSS/HTML, Shell Script, C, C++, and C# |
| **Databases:** | Oracle, MySQL, Postgres, Microsoft SQL Server, DB/2, SQLite, and MongoDB |
| **Development Tools:** | Eclipse, Xcode, MS Visual Studio, GNU tools, Vim, Git, CVS, Subversion, JMeter, Ant, Maven, Jenkins, Docker, Soap UI, XML Spy, IBM Rational Software, and MS Project |
| **Software Platforms:** | JBoss EAP, Apache, Tomcat, NGINX, IBM WebSphere and Pega Rules/BPM |
| **Operating Systems:** | Mac OS X, iOS, Linux, Solaris, HP-UX, and Windows |
| **Cloud Platforms:** | AWS, MS Azure, RedHat OpenShift, and Salesforce.com |

## EDUCATION / CERTIFICATION

**Bachelors of Arts**: Computer Science; Assumption College, Worcester, MA
**Specialization**: Programming the Internet of Things (IOT); University California Irvine
**Certification**: AWS Certified Solution Architect - Associate Level