Jennifer Mann
Senior Vice President and Chief People Officer
Coca-Cola

Dear Ms. Jennifer Mann,

Much of what was done with computers 20 years ago is forgotten. Everything we are doing today with computers will be forgotten in another 15 years. Beating Wall Street takes more than technology. The best competitive advantages are twins - innovation management and talent management. It isn't the software, servers nor, if I dare, your company's secret recipe for Coca-Cola syrup. The recipe you kept in the SunTrust vault was good PR but the ingredients in the bottles was replaced long ago. This is the key: the twins feed each other or they starve together: if staff has to drag business outcomes against innovation friction profits and morale will crash.

The company that iterates fastest, repeatedly, wins. Amazon is pulling away due to its cloud and talent which are innovating more quickly than nearly everyone with Microsoft, Google and IBM being a few impressive chasers. Amazon is throwing away more technology than the rest of the world is thinking contemplating - they are accelerating due to their talent and innovation management.

If you want to accelerate your talent and innovation cycles, I'm confident I can help you do that. Regarding the position of Director of Talent Innovation, please consider me, a passionate digital innovator who adores people. I think my strengths are a great fit for this role:
* Technology - I've been a software developer for 20 years, hold 3 Amazon AWS certifications and was an Adjunct Professor of computer science.
* People - I've managed up to 60 technologist and formed 1000 cross functional teams from 5 to 200.
* Innovation - I won the ACI Worldwide 2017 innovation contest with this Java solution I designed, built and deployed to Amazon AWS: http://home.acipayanalytics.com.
* Communication - are other candidates honored by the world's top technology publisher like this: https://www.amazon.com/Alain-Trottier/e/B001K8EIPE
* Excellence - held a Guinness world record for over a decade, I'm in the book. It isn't the specific record but the process that matters.

I think this key role needs more than a geek and more than an HR specialist. If you want someone who is data driven, won several innovation awards and interviews candidates using a chess board - I have them play a game to observe how they respond to an unexpected situation - please allow me to describe how I will find, grow and engage the world's most innovative staff.

Respectfully,

Mr. Alain Trottier

Mr. ALAIN TROTTIER

2021 Honeydew Lane g   Kennesaw, GA 30152 g   (404) 987-1986 g   atrottier@gmail.com

People Process Tech Innovation

Proven leadership + Technology + Team Building + Innovation + Results + Peer relationships + Excellent Decisions

Innovative technology leader who has melded future projection with get it done right into pragmatic vision.

➲ **Enterprise Application Management** – Technical lead of enterprise Java/Microsoft application suite that services global clients who process $30 billion daily. Responsible for all technical aspects including upgrades, availability, vendor management and data analytics. Crisis Lead Quarterback who manages significant emergency events.

➲ **IT Strategy & Execution** – Managed, architected, planned and delivered new verizonwireless.com ahead of schedule which increased the value $150 million. This project was global/enterprise level, involved large development and QA teams, was built cost-effectively and drove business growth.

➲ **Global IT Systems & Operations** – Lead commander of large scale, +$billion emergency events. Crisis manager leading up to 200 personal to resolve business disruptions. Supervised and improved outsourced technical teams.

➲ **Vendor Sourcing / Vendor Relations** – track record for building strong relations with vendors. Senior Account Manager for Internet banking vendor. Java specialist assisting vendor's SDLC redesign to build and support industry's top online treasury management application. Senior member of Vendor Management Council at SunTrust Banks.

➲ **Communicator & Presenter** –author of award winning technology books and magazine articles. Adjunct Professor of information technologies at three universities. Senior corporate trainer of Internet technology.

PROFESSIONAL EXPERIENCE

ACI Worldwide, leading payment processor
Principal Situation Manager [top critical incident manager quarterbacking $billion events]
November 2015 - present
- Founder of the Situation Manager role at ACI setting operating procedures and roadmap
- Team Lead –small team, mentor, train, schedule, and metrics.
- Disruptor – impacted several departments, adding value to Problem Management, Change Management, Operations
- Vendor/Client Management - helping manage the relationships, provide reports and communications.
- Technical Quarterback – responsible for all aspects and behavior during valuable incidents.
- Innovation – Awards, consultant on innovation

Surya
Director, Digital Business [Surya's top technologist]
April 2015 – November 2015
- Set company technology direction and roadmap
- Team Manager – was small, low productivity team, but now is larger and moving faster.
- Vendor management – hired contractors and outsource vendors, helping manage the relationships.
- Technical Quarterback – responsible for all technical aspects and behavior including incidents.
- Subject Matter Expert for several enterprise technologies from leading vendors including cloud, Microsoft, VOIP and Cisco.
- New building supervisor – designed and planned all technology aspects of one million SQF building totaling 1.5 million budget including ISP, VOIP, Wifi, WAN and physical network layout.

SunTrust Banks
Solution Specialist, Company Officer [Java + Microsoft technologies]
2005 - 2015
- A Team Leader on the Bank's top IT SWAT team, supervise global teams [Brazil, India, Mexico]
- Executive Account Manager – first year was Corillian consultant managing the SunTrust account and the on premise, Corillian's Microsoft technology based online banking system. SunTrust was threatening to drop Corillian. After a year of improving the system, SunTrust hired me and renewed the Corillian contract.
- Vendor management – work closely with key vendors, helping manage the relationships.
- Technical Quarterback – Work with business leaders drive strategic goals and define business and technical requirements. Manage ecommerce process that processes $100 billion/month for global partners.
- Subject Matter Expert for several enterprise technologies from leading vendors including IBM, Microsoft, Oracle, CheckFree and Cisco.
- Architect, design and build solutions with Java/.NET/XML/UNIX/HTML/JavaScript/KSH/URI.

Verizon Wireless
Associate Director of Internet Technology
4/2003-6/2004 [Java technologies]

- Managed team of 60 enterprise software engineers and key vendor relationships
- Set SDLC standards and policies that dramatically improved code quality
- J2EE, Struts, Oracle, XML, XHTML
- Supervised the architecting, redesign and rebuild for www.verizonwireless.com.
- Helped design online service for 40 million wireless customers and 40,000 employees.
- Improved SLA to 99.8% by implementing policies that dramatically reduced bugs.
- Earned top marks from Forester Research.

eLexeme
President & Founder [Microsoft + Java technologies]
2000 - 2015

Pioneer – Designed and currently host one of the Internet's top content analytic services
Chief Technologist – Lead Microsoft consultant for Strategic Business Resources, Orange, CA
Architect – Lead Java consultant for James Irvine Foundation's $58 million after-school portal
Adjunct Professor –Vanguard University; University of California, Irvine; California State University, Fullerton
Author – Articles and books including Amazon.com's highly rated *Java 2 Core Language Little Black Book*

Sagence Systems
Senior Application Architect [Java technologies]
2000-2001

- Architected, designed and implemented company's key Web portal technology using Java.
- Designed using UML and use cases.
- Built J2EE components with IBM Visual Age and WebSphere.
- Data modeling with ErWin and SQL Server.
- Lead technologist for key customer PurchasePro. As part of team redesigned online service with VB, SQL Server, HTML, and JavaScript. DCOM.

Epicor Corporation
Education Manager + Senior Application Engineer [Microsoft technologies]
1996-2000
- Education Manager, Emerging Technologies (1999-2000) – developed and delivered Epicor's leading edge Microsoft technology curriculum internationally (Hong Kong, Singapore, and Australia).
- Senior Applications Engineer (1996-1997) – Lead designer [Microsoft technology] of company's award winning HR Website. Assisted on another internet project that won the coveted Microsoft Enterprise award.

Adforce/Winfire
Director, Information Architecture [Microsoft technologies]
1997-1999
- Call Center Manager–Managed 8 support representatives and up to 3 engineers. Defined standards, policies and processes. Support customer base making over 200 million Internet requests daily.
- Director, Information Architecture – As part of team delivered product architecture, system requirements and project schedules. Used proprietary DB, ASP, IIS, HTML, CSS, JavaScript to build web client product.

Alpha Microsystems
Senior Software Engineer [Microsoft technologies]
1995-1996
- Designed and implemented features for the Panda POS COTS.
- Worked with the QA team to improve QA process.
- Won the company's top award for work with QA.

Chevron Petroleum Technology Company
Senior Technologist [Microsoft technologies]
1989 – 1995
- Designed and built the GAZ software product with Microsoft technology, launching a new way to calculate gas flows through orifice meters. GAZ technology, a breakthrough innovation, won the President's award.
- Managed technical research projects including outsourced personnel up to 20 individuals.

- Managed product development distribution and support for hundreds of installed base.
- Translated customer needs into software features to gain competitive advantage for Chevron.

US Navy
Nuclear Power Reactor Operator
1980 – 1982
- Maintained and operated sophisticated nuclear propulsion plants and sensor systems on ships or submarines including policies for managing and using nuclear technology.
- Developed equipment, procedures and specifications for naval nuclear propulsion plants.
- Top graduate [#1 out of 750] and earned the prestigious Military Excellence Award.

EDUCATION

Vanguard University of Southern California
MA & BA, Religion (emphasis on linguistic analysis of ancient documents)

US Navy
Nuclear power, electronics, emergency operations

CERTIFICATIONS
Amazon AWS Certified Solutions Architect – Associate
Amazon AWS Certified Developer – Associate
Microsoft Certified Professional [expired]
Microsoft Certified Solutions Developer [expired]
310-025 Sun Certified Programmer for the Java 2 Platform [expired]
310-027 Sun Certified Developer for the Java 2 Platform [expired]
310-080 Sun Web Component Developer for J2EE Platform [expired]

TECHNICAL SKILLS

Programming Languages:
Java, C#, Visual Basic, XML and variants, ASP.Net, JSP

Platforms:
IIS, WebSphere, Weblogic, Glassfish, Tomcat

.NET Skill Set:
.NET Framework, ASP.NET, ADO.NET, .NET Class Libraries, Web Services, .NET Remoting

Databases:
MS SQL Server, Oracle, DB2, mySql, Oracle