

BENJAMIN C JACOB

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PROFILE

Managing Consultant with over 20 years experience in all aspects of Information Systems and its ability to drive business goals, priorities and changes to produce customer value. Experienced with a variety of agile development tools and technologies. Practiced in successful development and management of business-critical information systems. Possesses first-rate communications skills to collaborate on all business levels while effectively directing systems, processes, operating procedures, and documentation on-site and remote locations. Highly personable and self-motivated professional with the versatility to work among diverse groups and handle complex problems effectively.

WORK EXPERIENCE

IBM

Managing Consultant | Oct 2002 - Current

Consultant / Application Developer

PWC

Consultant | May 2000 - Oct 2002

Consultant in Supply Chain - Procurement group.

TECHNOLOGY SOLUTIONS COMPANY

Consultant | Jan 1999 - Apr 2000

Consultant in Ariba Group

ASSIGNMENT HISTORY

SOLUTION ARCHITECT / DEVELOPER

IBM | Mar 2021 - Present

Project Name: IBM Lingwyztic

The Lingwyztic application was built to provide translation services to teams supporting IBM clients that are IBM security / data privacy compliant. Lingwyztic provides text, image, and document translations in over 100 different supported languages. It is hosted in IBM Cloud and provisioned per customer for data separation. It is internet facing with access controlled by IBM's SSO w3ID authentication.

Contribution: Mr. Jacob created Lingwyztic's frontend Angular application to enable users to translate text and files. Configured SSO integration with IBM w3ID using OpenID Connect on OAuth 2.0 framework. He increased the speed of application by configuring lazy loaded routing of different application sections. He researched, designed and implemented the Smart Review feature that is a major selling point. Smart Review lets you switch between source material, OCR scanning results, and translation layers of inputted document to optimize the review of translation accuracy along with the required data extraction for the processing of documents like invoices. It also allows the user to identify a section of the document that they could resubmit for OCR and translation to fix issues like combining a several lines of text into one continuous paragraph. Mr. Jacob created ASP.NET Core application to translate Microsoft Word, Excel, and PowerPoint documents. This application utilizes the OpenXML SDK to extract text from the different Office document types, format a translation request, and finally rebuild document with translated response. He developed a ASP.NET Core containerized application for document text scanning. This application included extending the base MS image with steps to build the latest versions of Tesseract and Leptonica while creating an API to expose options/settings for those applications. Mr. Jacob developed Lingwyztic's automated build process first in Jenkins and then finally in IBM's Travis CI deployment.

SOLUTION ARCHITECT / DEVELOPER

AT&T, United States | Apr 2017 - Mar 2021

Project name: GOSS GWA

GOSS GWA was the tool utilized by the IBM team supporting ATT's telecom ordering system.

Contribution: Ben created a Forms Rationalization ASP.NET web api application that was part of the AT&T GOSS Workflow application that stripped meaningful data elements from the MS Excel workbooks used by AT&T's sales teams to provide product order/change/remove information. This application utilized both the OpenXML SDK and MS Excel Interop dlls to be able to read and decipher the multitude of Form controls, ActiveX controls, and table data. He created the tools and UI for users to view and debug the mapping JSON files used to tag location and names of data elements on forms. Ben created the Jenkins DevOps process to build and deploy the Forms Rationalization process to the

AT&T environments from an IBM hosted Github repository. As the project matured he became the primary IBM ODM rules developer. Ben was responsible for maintaining and creating new process based on the complex routing rules based on product data to support area. Ben took over the IBM ODM Rules development work. Ben also developed new features in the Angular frontend UI. Ben also maintained the GWA Virtual Assistant a python chat application to provide knowledge support to the CSS's.

SOLUTION ARCHITECT / TECH LEAD

AT&T, United States | Sep 2016 - Mar 2017

Project name: AT&T Watson SmartChat Pilot

This was a proof of concept pilot involving IBM's Watson technologies to create chat bot utilized by AT&T's field service technicians.

Contribution: As the Solution Architect, Ben was tasked with the design and building of the Service Orchestration Engine to meld an existing AT&T chat application based on an Infosys product to IBM Watson API's as well as AT&T's ERP systems. Since this was a proof of concept with a short timeframe the AT&T systems would be represented by simulated API's build by the team. The SOE was written in Node.js, and composed in two parts. The first was the bot router which handled the translation of messages from a given platform. This included a simulated AT&T SmartChat interface, a debug web interface, as well as a SMS channel. The second component is the bot controller which handled the process logic of directing the conversation to Watson Alchemy, Watson Conversation, and a number of simulated AT&T ERP systems.

SAP CPM - VBA DEVELOPER

EY - Ernst & Young LLP, United States | Jul 2014 - Sep 2016

Project name: SAP - Mercury

Program Mercury is a large, multi-year initiative that will significantly improve how Ernst & Young (E&Y) manages its business. Focused on improving Opportunity Management, Service Delivery Administration, Finance, and Procurement operations, it will be a key enabler in the achievement of both E&Y's Global Finance Transformation objectives and Vision 2020 pillars.

The joint IBM, SAP, and Ernst & Young Program Mercury team, which includes global representation across all E&Y service lines, Sales, Finance, Procurement and ITS, is responsible for replacing more than 1400 E&Y business systems and related processes, including the Global Finance Information System (GFIS), with an integrated SAP platform that will standardize and harmonize activities throughout the E&Y organization

Mr. Jacob joined the project under the SAP CPM team as a VBA Developer. He was responsible for the final EY branded formatting of all the MS Excel planning workbooks. He

worked with business stakeholders to finalize a new color scheme, logo positioning, and naming conventions. Worked well in Agile development during iterative design process.

He created a custom, high performance excel version of IBM's project pricing tool for Ernst & Young. This Excel Solution is architected for full, dynamic, real-time integration to both Financial Planning Cubes (including both budgets and actuals) as well as asynchronous demand signaling to resource demand management and scheduling applications. In this case SAP-MRS. These Excel Workbooks are fully secured through standard SAP Security Management, include full, custom Ernst & Young branding and will be consumed by tens of thousands of Engagement Partners and Managers. When product gaps (CPM is brand new from SAP) were identified for daily and weekly resource planning, Ben came up with a workaround, customization to solve the whole problem - demonstrating strong capability to understand complex problems and create innovative one-off solutions for them.

BUSINESS ANALYST / DESIGN LEAD

Shell, United States | Jan 2014 - Jun 2014

Project name: GSAP

Tier 2 Critical Connected Application Portfolio (CAP) Change Requests (CRs) involved those applications connected to Shell's new global SAP implementation (GSAP). Tier 2 was a grouping of critical CRs scheduled for implementation 3-6 months after GSAP's implementation.

Mr. Jacob led the effort to write and obtain approval for the project's 10 functional specification documents. He reviewed business requirements with stakeholders. He held meetings with developers to build and document a design to meet the requirements. Provided inputs to the project schedule and project delivery framework documentation. He presented a final review for each functional spec document for management approval, obtaining sign off on or before stated deadlines.

TECHNICAL ANALYST

U.S. Air Force (USAF), Global Logistics Support Center (GLSC), United States | May 2010 - Sep 2013

Project name: PDMC

On March 1, 2009 the 448th Supply Chain Management Wing stood up the Planning for Defense Logistics Agency Managed Consumables Flight with the goal of improving DLA support to the Air Force. This flight serves as the Air Force's focal point to DLA for collaborative planning and Demand Data Exchange, which is a method of electronically passing future Air Force parts requirements to DLA. Its mission is to improve material availability of DLA managed consumables across the Air Force enterprise at the time of need by enhancing the DLA demand plan. Throughout this process there is a continuous

flow of information and feedback between the requesting organization, DLA and the PDMC Flight, which will make continuous process improvement possible.

Mr. Jacob joined the team as a Technical Lead and Business Analyst. PDMC utilizes several IT systems as well as maintaining their own custom VBA application called PLAIN. He took over development of PLAIN, which was then a broken process and broken application, and within two months had the system outputting a correct file for DLA. Up until that point, much of the team's monthly work cycle was spent correcting previous month's mistakes. Ben continued to improve this system and worked with other external Air Force and DLA systems on increased automation and better interfaces.

Mr. Jacob was involved in building the requirements for the future replacement of PLAIN. He worked with the functional team and new contractor developers to build a new all inclusive web application to handle all of PDMC's processes and reporting. He helped create metrics to measure the performance on the forecasts being sent to DLA through the team, which helped discern the root cause of any issues: DLA or Air Force internal processes.

BUSINESS ANALYST

U.S. Air Force (USAF), Global Logistics Support Center (GLSC), United States | Mar 2010 - Apr 2010

The AFMC GLSC is responsible for defining and implementing a strategic plan and clearly defined roadmap for essential improvements required for the successful standup of the GLSC. Mr. Jacob created a slide deck on "What are the Attributes of a World Class SCM" for MAJ GEN McCoy to brief. This was used to describe where the organization stood and where it needed to go to achieve world class status. He created an outline of the AFGLSC Annual Report FY09. The majority of the effort entailed creating a graphics and layout design in which the actual details and achievements could be filled in later when the report was published. He facilitated a Tiger Team working to create a AFGLSC SCM Integrator white paper. This white paper describes the opportunities that the AFGLSC has for integrating the AF Supply Chain and the benefits that can be realized, including optimized support to the warfighter and depot maintenance. This paper will be the basis for a communications plan to inform other organizations about AFGLSC's role.

TECH LEAD

Department of Defense, United States | Sep 2003 - Jan 2010

Project name: EMALL

The DOD EMALL is the single entry point for DOD and other federal customers to find and acquire off-the-shelf, finished goods items from commercial marketplace. IBM provides project management support to the ongoing development and maintenance of the EMALL site. Mr. Jacob served as a technical advisor to the DOD EMALL PMO and developer

companies during the second major transition of the website which involved moving from the consolidated commercial hosting site to the government hosting facility at DISA DECC Ogden in 2009. Previously, Mr. Jacob led the architecture team consisting of a group of members from each of the three companies developing version 6.0 of EMALL. The goal of the group was to create a consolidated hosting site, move to a j2ee platform running on a Weblogic application cluster, and standardize on Linux running on Intel servers. Prior to version 6.0 EMALL was hosted at three separate developer sites. It was developed with Java and Active Server Pages running on Windows, Solaris, and Linux. In 2005, Mr. Jacob transitioned the former issue tracking system to the current JIRA based one. He continues to customize and maintain this instance as well as KnowledgeTree for document management. Mr. Jacob was also responsible for selecting and installing a web monitoring solution to provide reporting on response times and unscheduled down time for the site. This web monitoring solution helps the DOD EMALL PMO be proactive with reporting issues up their management chain. He supported the training teams by developing php based web applications for instructor evaluations and reporting, team file sharing, and student forums. Mr. Jacob provides technical guidance when creating and updating program documentation. He analyzes new products and tools that could be used to improve the program and provides recommendations to the client. He is experienced in functional testing and gathering detailed requirements for new system functionality.

TECH LEAD

American Airlines, United States | Mar 2001 - Jul 2003

Project name: SmAArtBuy

American Airlines (AA) engaged IBM to implement Ariba Buyer as part of their SmAArtBuy project. Mr. Jacob led a team of three to five people in the software implementation and system testing of a new Ariba Buyer installation. He provided input into and reviewed all technical designs for Phases one, two, and three. He created purchase order and accounting integration events to connect to a legacy purchasing system based on the financial system Walker. He designed and developed a real-time budget check and commit to a back-end SAP instance for the requisition of capital items. Mr. Jacob developed custom hooks, actions, conditions, scheduled tasks, and ordering classes. He created Ariba rules to duplicate current paper process that allows commodity managers to source and approve non-catalog items. He mentored other technical resources with less experience on the system.

TECH LEAD INTEGRATION TEAM

Texaco, United States | May 2000 - Dec 2000

Project name: Project Impact

Texaco has asked PricewaterhouseCoopers to install and configure Ariba Buyer to become the procurement front end of their new SAP implementation. Mr. Jacob was team lead of the development group that implemented Ariba Buyer 6.1 with a SAP back-end. He led the four person team that designed and created the adapters that integrated Ariba with SAP through interface database tables. He was also responsible for the project to modify the user interface to implement the procurement of services according to the Texaco's process requirements.

PACKAGE CONSULTANT

Motorola, United States | May 1999 - Apr 2000

Project name: T.I.G.E.R.S.

While working for Technology Solutions Company, Mr. Jacob configured an Ariba procurement package for Phase 2 of the installation and managed the conversion from Ariba Buyer 5 to 6.1. He created a supplier adoption process to bring on new suppliers and update existing catalogs. He supervised the technical migration of data and customizations to the new software version. He created custom Ariba rules written in JavaScript and Scheme to meet the needs of the client's business processes. He worked on the technical team to design and implement the next four phases of the project, continuing to customize the operating resource management system package for the growing number of departments going live.

PACKAGE CONSULTANT

Citizens Communication, United States | Feb 1999 - May 1999

Project name: Ariba Pilot

While working for Technology Solutions Company, Mr. Jacob configured an Ariba procurement package for Phase 1 of the installation. As a member of the development team, he customized and installed Ariba to comply with client organizational policies and multiple data sources. He modified the user interface to the client specifications. He created custom adapters to load and default new accounting fields. He developed the catalog menu including creating the menu tree, writing the internal mapping files, loading catalog .cif files from suppliers.

KEY SKILLS

- ASP.NET
- .Net Core
- C#
- Angular
- Node.js

- Watson API
- Java
- Java - Spring Boot
- PHP
- VBA
- Ariba

LANGUAGES

English

Native speaker

EDUCATION

INDIANA UNIVERSITY

Bachelor of Science, Managing Information Systems, Indiana University, US | 1998