

SCOTT ORGERA

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PROFESSIONAL EXPERIENCE

Accenture, New York, NY

2019-2023

Architect/Development Lead/Product Owner/Scrum Master

- ❑ After being rebadged to Accenture in December 2019, continued to maintain multiple roles on the AT&T Engage team (see AT&T section of resume for further detail) without missing any time during the transitional period.
- ❑ Led a massive migration effort from third-party dynamic video provider SundaySky to the internal Engage platform, allowing AT&T to end a long-running contract with SSKY that was costing the company between \$2M and \$2.4M per year.
- ❑ Created and launched multiple variations of AT&T Video Bill with an understaffed team in less than a year, an effort that took SSKY multiple years to complete previously – with Engage’s versions much improved upon the outdated offerings the vendor was providing to customers.
- ❑ Designed and helped launch an infrastructure that allows for several million dynamic videos to be generated, distributed and viewed each month through a number of different methods.
- ❑ Despite multiple roadblocks with the migration effort including some that seemed insurmountable, ensured that the project was a success, dedicated myself by working thousands of hours of non-paid overtime and not taking vacation throughout – even working through a serious bout of COVID-19.
- ❑ Continue to lead the Engage platform into the next phase of its evolution, securing new funded use cases and expanding knowledge of its offerings to multiple business units and other potential stakeholders throughout AT&T.
- ❑ Led efforts to enhance the platform’s capabilities so that it can be utilized to both save and earn significant revenue for AT&T on an ongoing basis.
- ❑ Developed junior programmers and testers into subject matter experts with leadership qualities on a regular basis, ensuring that my direct reports were set up for successful futures.
- ❑ Was promoted to Level 7 Manager after just one year with Accenture.

AT&T (Formerly SBC, Prodigy), White Plains, NY

1999-2019

Applications Developer/Team Lead/Scrum Master (08/13-12/19)

- ❑ Managed the AT&T Engage platform and its team of developers and testers across multiple locations including India, Mexico and the United States.
- ❑ Engage’s main functionality is to generate smart videos that are dynamically customized toward each individual customer/viewer. These on-the-fly creatives have resulted in significant reduction in call shed and customer care interactions along with increased sales. Audio and visuals are stitched together in real-time and presented in HTML5 canvas within Engage’s proprietary video player, built upon video.js as a base.
- ❑ Was also responsible for Engage’s internal URL Shortener and Survey applications, which are utilized as complements to our video clients and also as standalone services.
- ❑ Worked on the Engage platform from the ground up, assisting in its conceptual and architecture design phases before eventually taking ownership of its hardware and all of its applications.
- ❑ Successfully transitioned all of Engage’s applications from Cassandra to MongoDB.

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- ❑ Served as unofficial product owner for the Engage platform, leading multiple in-depth marketing efforts across several organizations.
 - ❑ Responsible for scriptwriting and storyboarding new Engage use cases, providing clients with a full service experience.
 - ❑ Formerly managed a team of onshore and offshore developers and testers that created and maintained complex applications which served as the consumption and presentation layer of the T.Data platform, the company's largest Big Data initiative. Was responsible for creating requirements based on client needs and seeing them through all the way through inception, development, testing, deployment and production validation phases.
 - ❑ Assisted in development of related applications and interfaces utilizing AngularJS and Java, among other languages, as well as NoSQL databases.
 - ❑ Assisted in development and administration of business intelligence reporting solutions utilizing both IBM Cognos and Tableau.
 - ❑ Designed, architected and developed multiple automation solutions using a combination of RESTful Web services and other technologies including Selenium.
 - ❑ Oversaw large-scale performance testing operations on a regular basis ensuring that architecture and code could support thousands of customer transactions per second.
 - ❑ Received several awards in this position including the AT&T CIO Award, one of the highest honors available within the company.

att.net/PMO Portal Quality Assurance Lead (03/10 – 08/13)

- ❑ Was responsible for coordinating and executing all system testing within the att.net portal team. Duties included analyzing requirements, in conjunction with input from both members of the business as well as the development team, and creating thorough test scenarios for all internal att.net projects.
- ❑ Ensured that all products were as defect-free as possible before they were deployed in a timely fashion to the production environment. Also ensured that products met the requirements set forth by the business prior to their deployment date.
- ❑ Managed multiple testing resources, both onshore and offshore, to ensure that all projects received the proper coverage and that all testers received the proper support. Conducted training, where applicable, on various testing applications and procedures including but not limited to load/performance testing, automated testing, black-box testing and ad hoc testing.
- ❑ Fostered an environment where all QA resources become subject matter experts on the projects that they were assigned to, and that our team provided a 24-hour testing cycle when necessary.
- ❑ Due to limited resources at times, performed a large portion of the actual test execution myself across a myriad platforms - including both desktop and mobile environments.
- ❑ Was responsible for managing testing efforts for AT&T Insider and PMO Portal.

Client Kit Architect and Developer (8/02 – 9/08)

- ❑ Was responsible for creating requirements, architecting, coding, compiling and testing all client kit software components for AT&T's Dial Internet service. The AT&T Dial CD, the final result of the aforementioned tasks, was distributed to a large customer base throughout the country. Created multiple versions of this CD during my time in this role, adhering to new requirements, operating system releases, etc.
- ❑ Worked directly with Product Marketing and other funding groups to aid in the conception and design of new client and server-based applications for the company's Internet Application Development division.

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- ❑ Served as the point of contact between the Quality Control department and Development regarding product defects, build releases and other urgent issues.
 - ❑ Wrote AT&T proprietary software for Mac OS X using RealBasic and AppleScript.
 - ❑ Played a key role in the design, creation and testing of the AT&T DSL Support CD -- which self-diagnosed multiple hardware and software issues across Windows and Macintosh platforms in an effort to fix any issues a customer had with their DSL access. Wrote several components including those which silently configured modem firmware for multiple different models. This CD alone saved the company millions of dollars, which were quantifiable.
 - ❑ Created several Windows installer packages using Wise Installer, WiX and InstallShield.

Application Test Lead (11/01 – 8/02)

- ❑ Was in charge of several projects which entailed developing test plans and delegating assignments among my team.
- ❑ Worked closely with developers and other management employees on a daily basis.
- ❑ Trained new employees on the processes of testing as well as key hardware and software issues involved in the everyday activities of the Quality Assurance department.

Application Test Analyst (3/99 – 11/01)

- ❑ Tested Prodigy email, client and Web-based applications on multiple platforms.
- ❑ Performed Quality Assurance tests on select PCs that were endorsed by Prodigy for special promotions.
- ❑ Responsible for troubleshooting problem PCs, modems and other hardware to optimize testing time.
- ❑ Created and monitored WinRunner scripts used for automated testing.
- ❑ Worked as Assistant Chat Administrator. This entailed providing technical support to Prodigy Chat users via email correspondence.
- ❑ Logged and tracked software defects within the Defect Control Systems (PVCS Tracker) database.

About.com/Lifewire.com *New York, NY*

2007-2019

Computing & Technology Reporter

- ❑ Was responsible for writing, self-editing and publishing several types of content related to computing and technology for one of the internet's most highly-trafficked sites on a regular basis.
- ❑ Wrote articles on a wide variety of topics including blockchain, online safety, PC gaming, hardware and software troubleshooting, data analysis, programming and much more.
- ❑ Ensured that all content was constructed in a manner adhering to the latest SEO guidelines.
- ❑ Averaged 1.5 million page views per month, ranking near the top of Google's search engine results for several top keywords and phrases.
- ❑ My articles have been referenced by dozens of online outlets, as well as in a Supreme Court brief and print editions of The New York Times.
- ❑ Created and published the About.com Computer Programming weekly newsletter to almost 500,000 readers for several years, featuring the best developer-related content from throughout the network.

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- ❑ Maintained About.com's Computing & Technology home page content for several years, ensuring that the channel's latest content was prominently featured in an attractive and meaningful layout.

Research Institute of America, Valhalla, NY

1997 - 1999

Technical Support Representative

- ❑ Provided technical support for end users via telephone and email.
- ❑ Supported RIA's tax software as well as their internet service.
- ❑ Also supported customers with Windows operating system and hardware issues.

Oxford Health Plans, White Plains, NY

1996 - 1997

Enrollment Clerk

- ❑ Enrolled members in Oxford's health care system. Was responsible for data entry of large amounts of account information on a daily basis, as well as entering physician changes and student verification information.

Hudson Valley Bank, Yonkers, NY

1995 - 1996

Bank Teller

- ❑ Performed standard bank teller transactions. Assisted in setting vault timer and alarm system daily.
- ❑ Worked on RUMBA for the AS/400 system as well as Lotus Notes.

SRO Sports Cards, Yonkers, NY

1991 - 1994

Sports Card & Comic Book Vendor

- ❑ Traveled to various sports card and comic book trade shows.
- ❑ Was in charge of inventory, ordering as well as financial bookkeeping.

EDUCATION

2020 - 2021 **Purdue University Global, West Lafayette, IN (Remote)**

- ❑ Bachelor of Science in Analytics
- ❑ Graduated Summa Cum Laude with a 4.0 GPA

1998 **Pace University, White Plains, NY**

- ❑ Received MCP, MCP + I and MCSE (Microsoft Certified Systems Engineer) certifications

1994 - 1997 **Westchester Community College, Valhalla, NY**

- ❑ Computer Information Systems, A.A.S.
- ❑ Business: Office Technologies, A.A.S.

Other

- Completed iOS development curriculum via xcelMe
- Completed AppleScript Pro training in New York, NY
- Completed IEAK workshop training at Microsoft's campus in Redmond, WA

SKILLS/MISCELLANEOUS

- ❑ Certifications:
 - Advanced Content and Social Tactics to Optimize SEO (UC Davis)
 - Amazon Web Services (AWS) Certified Cloud Practitioner
 - Amazon Web Services (AWS) Solution Architect
 - IBM Applied AI Professional Certificate
 - Google Cybersecurity Certificate
 - Google IT Automation Certificate
 - Google SEO Fundamentals (UC Davis)
 - Six Sigma Green Belt
 - Microsoft Certified Systems Engineer (MCSE)
 - Microsoft Certified Professional + Internet (MCP + I)
 - Microsoft Office User Specialist (MOUS)
 - CompTIA A+
- ❑ Experienced in the following operating systems: Windows, macOS, BSD Unix, iOS, Android, Ubuntu
- ❑ Experienced in the following programming/scripting languages and frameworks: RealBasic, AppleScript, C++, Objective-C, Visual Basic, HTML, HTML5, XML, PHP, ASP, MySQL, NoSQL, AngularJS, Java, R, Python, Unity3D
- ❑ Typing Speed: 105 Words per Minute
- ❑ Data Entry Speed: 11,000 kph
- ❑ Held multiple jobs throughout grade school, high school and college in addition to those shown above including caddying at several golf courses, newspaper delivery and fast food service at McDonald's and Burger King.
- ❑ Served as an extra in several feature films including For Love of the Game and Summer of Sam.
- ❑ Volunteered for several charity organizations including the ALS Association, United Way, AT&T Pioneers, New York Cares and The Leukemia & Lymphoma Society.

OTHER KEY HIGHLIGHTS

- ❑ Active member of the Baseball Writers' Association of America
- ❑ Have had hundreds of sports-related articles published worldwide in thousands of online and print outlets
- ❑ Served as editor and/or fact-checker for several critically acclaimed sports books
- ❑ Have been featured as a baseball expert on multiple nationally syndicated radio shows
- ❑ Was one of the top-rated MLB, NBA and NFL datacasters for 20-plus years, providing up-to-the-second game accounts for Major League Baseball and STATS Inc.

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- ❑ Worked on ESPN TV crew for NCAA Division I basketball for several years
 - ❑ Co-author and co-creator of the children's book Mikey and the Magic Medicine
 - ❑ Creator of the cross-platform baseball trivia app Hardball Rules (hardballrules.com)
 - ❑ Creator and owner of Breakin' Binders trading card products (breakingbinders.com)
 - ❑ Designer and developer of Jcny Industries app and website (jcnyindustries.com)

REFERENCES

- ❑ Personal and professional references can be provided upon request.
- ❑ Detailed achievement history within Prodigy/SBC/AT&T can be provided upon request.
- ❑ Detailed training history within Prodigy/SBC/AT&T can be provided upon request.

