

Ben Mullen

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DevOps, Architect, System Administrator, Developer, and Consultant with over 15 years of experience in application analysis, design, implementation, and support. Subject Matter Expert in Enterprise Content Management, with deep experience managing content, modeling and administering business processes, and developing capture lifecycles. Strong background in object-oriented programming methods, database design, client-server applications, and n-tiered/distributed application design and development. Strong background in Windows and Linux system administration and DevOps practices, and administering AWS-hosted applications, via both EC2 and EKS.

Professional Experience

2018-Present – Intellective Inc. – Admin/Architect/Developer/Consultant

2021-present – CMS UCM Nexgen Modernization Program – Production Support – perform releases to AWS EKS clusters via custom Jenkins jobs, monitor and troubleshoot scheduled jobs using Splunk, assist with Helpdesk ticket triage and resolution/escalation.

2020-present - CMS UCM Legacy Production Support - Administrator/DevOps/T3 Helpdesk – support all application functions for UCM Legacy application, schedule and monitor releases to upper environments and production, maintain CMS infrastructure team relationships and manage UCM Legacy infrastructure changes, coordinate releases with development teams, manage, monitor, and troubleshoot scheduled jobs, responsible for system up time of 7-8 legacy environments. As T3 Helpdesk, respond to escalated tickets and perform triage for Helpdesk team on complex changes, responsible for documenting and performing data fixes in Production

2019-2020 – CMS UCM Legacy Maintenance and Support - Developer - support and bug fixes for large-scale IBM Case Manager deployment with highly customized Content Navigator front-end

2019 – Helped develop proof-of-concept systems for in-house case management software suite Unity, adding Salesforce integration and containerization of the suite with Docker

2018-2019 – Centene Datacap Modernization Project – Worked on a set of large projects performing Datacap development and implementation tasks, helped administer instances supporting over 100 employees, developed build automation tools for Datacap environments

2007-2018 – CGI – Developer/Consultant

2018 – Eskenazi Health System – Support and administration for a large Hyland OnBase deployment, including Healthcare and workflow modules.

2017 – PNC Strongsville Technology Center – Solution Architect for several projects at a large bank, designed interactions between LOB systems and ECM services, and helped with the design, implementation, and roll-out of a high-capacity and highly available Thunderhead solution.

2016 – Commonwealth of Virginia Taxation Department – Designed and implemented a custom IBM Content Navigator Plugin (Java and Javascript/Dojo) for IBM Content Navigator to allow customers to retrieve and view documents from a FileNet repository, and provided customized configuration options for the viewer plugin, as well as guidance to client resources for future management of the solution.

2012-2016 – Colorado Health Board Exchange – Designed and implemented a Datacap imaging solution integrated with the Hyland OnBase repository, and led development efforts for Thunderhead correspondence generation engine and supporting web services. In later phases of this project was responsible for all content management operations and desktop support for imaging team as well as production support for live portal.

2012 – IRS ACA Compliance Calculator – Built a set of data retrieval services with Spring and Java, and constructed JSF pages for a public facing website, complying with ADA 308 standards

2011 – FHFA xWorks Project - SME supporting a FileNet P8 4.0 system. In this role, he led a team in building a Java batch application that migrated documents from FileNet, and built a C# application for importing those documents into a custom ECM repository

2009-2011 – Ohio State Tax Department STARS Project – Designed and built a Java batch application for importing images into FileNet, as well as participating in design, configuration management, and documentation efforts

2009 – San Diego County Retirement Association – Built a customized VB.Net interface for FileNet Capture, handling all aspects of the imaging process in the application. The application used legacy COM+ components as well as modern web services via WCF.

2007-2008 – Moody's Investors Service PFG project – built user interface components with Adobe Flex, Lotus Forms, and P8 eForms. Advised on the implementation of FileNet BPM components and workflows, key SME and stakeholder in Business Process design sessions

Skills

System Administration Toolset

Splunk - search, dashboards, and alerts
NewRelic - search and dashboards
MS PowerAutomate tools for email alert automation
AWS for GovCloud dashboards and AWS tools
Octant for EKS/K8s monitoring and troubleshooting
JIRA/Confluence/ServiceNOW - ticketing and documentation

FileNet P8 4.0, P8 4.5, 5.2 Platform expertise

IBM FileNet - Repository Design, API Coding, and CM Solution Implementation, process design
IBM Datacap 8.0, 8.1, 9.0 and 9.1 Implementation, Development, and Administration

Application Development Products and Technologies

Long experience in the development of Java applications and services
Web programming with JavaScript, JSP/JSF, HTML/CSS
Moderate application development experience with VB.Net, C#, ADO and WCF, on IIS
API and inter-operation design and implementation using RESTful Web Services and SOAP
Web services, JDBC calls, Hibernate ORM, and JAXB/Axis service development
Expertise administering and developing applications and services for application servers and web servers such as IBM WebSphere, Tomcat/Apache, JBoss/Wildfly, and Windows Server/IIS.
Well versed working with Relational Database Management Systems such as Oracle, MS SQL, DB2, MySql/MariaDB and PostgreSQL.
Scripting experience in MS Powershell, Bash/Shell scripting on Linux/Unix/AIX

Industry Experience

Banking
Finance
State and Federal Government
Medical/Healthcare
Public Utilities
Insurance

Professional Certifications

RPA Automation Anywhere Certified Professional v11 (ca 2019 certification)
Hyland OnBase Certified Installer (ca 2017 certification)
P8 4.0 and 4.5 Admin and Developer Certifications for Content, Process, and Application Engines (ca 2008 certifications)

Education

BS Information Systems, University of Cincinnati, Cincinnati, OH. Graduated 2007