

Craig Clemons

Advisory Consultant



Kansas City, MO, 64030



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Tech-savvy innovator with hands-on experience in emerging technologies and passion for continuous improvement. Skilled in identifying opportunities for technological enhancements and implementing effective solutions. Adept at leveraging new tools and methods to solve problems and enhance productivity. Excels in adapting to fast-paced environments and driving technological advancements.



Work History

2011-08 - 2025-01

Advisory Consultant

Dell Technologies - EMC - RSA - ArcherIRM, Overland Park, KS

- Product SME for the Professional Services and Client Support departments along with primary resource for C-Suite level client escalations
- Primary technical resource for Archer 4.X to 5.x, then 5.X to 6.X product migration
- Provide technical knowledge and support of Archer product to SaaS and on-premises clients via remote meeting and support tools
- Coordinated with product engineering in our combined efforts to troubleshoot product issues
- Project Manager and Technical SME for product deployments, migrations, and integrations
- Project Lead and primary Consultant on many projects involving various project management methodologies
- Configuration of Applications, Workspaces/Dashboards, Reports, Workflow, Notifications, and User Access Control with phased deployment via packaging
- Development of Data Feeds (including JS), API tools and automations, Business Intelligence driven Content API interactions, and a multitude of external synchronization tools

2009-06 - 2011-08

Technical Consultant III

Data Systems International, Overland Park, KS

- Support worldwide client base and instances of dcLINK product along with its interactions with JDE World, OneWorld/EnterpriseOne via remote management tools
- Administer and develop Global Support Center SharePoint site utilized as a centralized documentation and knowledge repository
- Create, administer, and support/maintain over 75 Windows, Linux, and Unix VMs utilized by DSI for development, testing, and support needs
- Provide detailed security analysis to ensure product environments meet or exceed security standards required for FDA or other federal certifications
- Develop support standards and documentation for Global Support Center utilized in support of Unibar label formatting product and .NET based dcLINK 6 & 7
- Administer and support all aspects of the product environment and related network connectivity for managed services customers via remote administration tools
- Project manager and lead developer of all call center related custom development projects



Websites, Portfolios, Profiles

- <http://www.craigclemons.com>



Skills

- Business analysis
- Data analytics
- Project management
- Organizational development
- Project leadership
- Client relationships
- Server management
- Project implementation
- .NET framework
- Software troubleshooting
- Enterprise network hardware / software



Education

Associate of Science: Computer Sciences

UMKC - Kansas City, MO

Extensive coursework in Computer Science, Programming, Web Development, Writing and Composition, and Management Methodologies. Classes taken as needed to develop professional skill sets.



Technologies

- Microsoft Windows, Fedora, Redhat Enterprise, Debian, Ubuntu , Microsoft SQL Server, MySQL, Oracle, .NET Framework, .NET Core, C#, JavaScript, ASP.NET, HTML, Azure, Entra, Microsoft Office365



Certifications

- Archer Certified Administrator
- Microsoft Certified Professional

2021-03

2001-01