

Joe Rolfes

Application Development Specialist Lead at Ameren

Summary

Senior IT consultant with a deep technical and functional background in utility billing/customer service software. I strive to provide robust solutions to clients that are implemented correctly the first time.

Experience

Application Development Specialist Lead at Ameren

April 2014 - Present (1 year 9 months)

Senior Consultant at Ameren

June 2013 - April 2014 (11 months)

Senior Customer/1 consultant in the billing functional area.

Consultant Customer/1 at Hydro One

February 2013 - May 2013 (4 months)

Managed service order exceptions that resulted from the replacement of thousands of Smart Meters in the field. The process involved troubleshooting the problem, determining the course of action and assigning to a technical or business resource to clear the exception. Created and managed a forecast for upper management.

Consultant - Customer/1 mainframe at Westar Energy

September 2012 - January 2013 (5 months)

Design and develop changes to Customer/1 to interface with the client's new outage management system (OMS). The changes primarily involved reading and writing transactions to or from a message queue between Customer/1 and the OMS. A combination of database staging tables and XML formatting/parsing was used to read and write messages.

Consultant - Customer/1 at PPL Corporation

February 2010 - August 2012 (2 years 7 months)

Technical lead on a large scale Net Metering project. Designed and implemented changes to billing system (Customer/1) to comply with net metering regulations set forth by the public utility commission.

Senior Technical Analyst at MasterCard

November 2009 - February 2010 (4 months)

Senior technical resource for MasterCard Rewards Systems. Responsible for investigating data and batch processing related issues, creation of custom batch shell and SQL scripts and tuning existing SQL.

Consultant - Customer/1 at Exelon

November 2008 - February 2009 (4 months)

Responsible for the design, development and testing of new Customer/1 Collections reports. Member of Revenue Management team involved in testing very large enhancements to Customer/1 Collections suite.

Data Architect at Monsanto

September 2007 - November 2008 (1 year 3 months)

Data architect/application DBA with the Technology Pipeline Solutions (TPS) group. Developed data models for a custom application that facilitated field studies and gathered data from contract farmers.

Senior Application Administrator at World Wide Technology

June 2004 - September 2007 (3 years 4 months)

WebMethods administrator.

Consultant - Customer/1 at Ameren

June 1998 - April 2004 (5 years 11 months)

Design and develop changes to the client's billing and customer service system (Customer/1). Team lead role on the finance team and tech team.

Publications

Selecting BPR Projects based on Strategic Objectives

Business Process Management Journal February 1998

Authors: Joe Rolfes, Thomas Crowe

An extensive search has shown that no business process reengineering (BPR) method specifically addresses the issue of selecting business processes for reengineering based on the processes' impact on the firm's strategic objectives. Focusing on strategic business units (SBUs) within the electronics and electrical components industry, the research reported in this paper develops a generic set of SBU business processes which is used, in conjunction with an existing set of generic strategic objectives, to create a decision model that assesses the performance and improvement potential of each business process with respect to the SBU's collective strategic objectives.

Skills & Expertise

Customer/1

Unix

Unix Shell Scripting

Oracle SQL

PL/SQL

webMethods

Team Leadership

Technical Leadership

Application Architecture

Requirements Gathering
Business Requirements
Business Process Re-engineering
COBOL
Data Modeling
Data Architecture

Education

University of Missouri-Columbia

Master of Science (MS), Industrial Engineering, 1993 - 1997

Activities and Societies: Institute of Industrial Engineers, Society of Manufacturing Engineers

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