Maria Pettit

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PROFILE

I'm a seasoned IT professional, eager to provide value by combining my technical expertise and strong communication skills for an organization with challenging software development projects and opportunities for advancement.

WORK HISTORY

Kaiser Permanente, Principal Engineer (Technical Lead)
2022 – Present

- Building automation and integration strategies for the ServiceNow platform
- Developing API standards
- Consulting with business partners for system integrations
- Coach and mentor offshore development and QA teams

Kaiser Permanente, ITSM Consultant (Business Intelligence and Automation Team Lead)
2020 - Present

- Coached, mentored and trained 9 high-performing automation developers, report writers, and data scientists
- Developed team policy and procedure standards for solution design and architecture, achieving a 50% increase in documentation consistency
- Advanced the consulting intake process to better engage product sponsors, improving product outcomes and establishing 93% overall customer satisfaction

Kaiser Permanente, Sr. ITSM Analyst
2017 - 2020

- Championed the adoption of Robotic Process Automation and delivered the first RPA proof of concept using all internal (non-vendor) resources, saving $500K compared to similar projects
- Automated the PC Refresh ordering process, resulting in 1900 bulk orders per year with an annual time savings of 3,465 hours
- Enhanced an enterprise tool for equipment logistics for COVID19-related events (patient surge, vaccination clinics) enabling the deployment of 40K equipment kits
- Designed and developed the ITSM Interface web service, enabling efficiency tools to process and resolve 40K tickets monthly
- Contributed to strategy development by conducting 20 interviews and facilitated 3 workshops, identifying 11 improvement opportunities capable of producing 5% - 15% yearly efficiency savings

Kaiser Permanente, Lead Technology Consultant
2015 - 2017

- Led the design and development of the Device Lifecycle Management website, enabling 300+ technicians in over 8 markets to plan for replacing 200K machines per year

Kaiser Permanente, Lead Engineer
2006 – 2015

- Managed the efficiency and lifecycle of the software distribution system that operated on over 275,000 devices
- Orchestrated the replacement of a non-redundant 3-tier software distribution system by developing and executing the deployment strategy for implementing 80 servers in 8 markets within 3 months

Chevron Corporation, Consultant Server Systems Developer
2003 – 2006

- Developed an email migration tool allowing the staging and migration of email data for 40K employees in over 180 countries
- Managed the infrastructure separation of the acquired subsidy TengizChevroil, creating a separate domain for 3000 employees
- Created a web service for PowerBuilder developers to implement a self-service software provisioning portal
- Led the development of the SmartBadge card system which combined facility access with workstation access and password encryption all accessible with a pin code.

Magenic Technologies, Senior Consultant
2000 – 2003

- Developed custom applications and large scale business systems for various commercial businesses
- Exceeded company expectations, maintaining consistent 80% utilization.

Wells Fargo Bank, Consultant Engineer
1998 – 2000

- Designed and developed a conversion tool for migrating users from a Netware and MS Mail environment to a Windows NT and Exchange environment to support the integration of First Interstate Bank with Wells Fargo Bank, allowing 2 technicians to process 2000 data migrations per month.

CSAA, Consultant
1997 – 1998

- Enhanced the next generation instance of the OLGA (On Line Guide Assistance) tool, allowing customer service representatives to serve 2 million members with consistent scripted responses to inquiries.

Healthcare Media Enterprises, Software Engineer
1996 – 1997

- Designed and developed the second version of the flagship company product, "Montage", upgrading the original version from Visual Basic 3.0 to Visual Basic 6.0.

The Illusions Gaming Company, Software Engineer
1994 – 1996

- Developed proprietary compilation tools that converted natural language scripts into machine-readable code for 3 different platforms (Windows, Sony Playstation, Sega Genesis).
- Leveraged matrix algorithms to unpack and re-encrypt bitmaps and animations for fast performance.

VOLUNTEER PROJECTS

2018 – Present
Walnut Green Homeowner's Association, Vice President

- Approve and oversee maintenance activities for the greenbelts, pool complex, and RV parking lot for an association with 225 residents
- Oversee proper processing of $335K annual income from $345 quarterly dues
- Audit budget to ensure spending is within $250K

EDUCATION

1994   The University of California, Santa Cruz
                Computer and Information Science

TECHNOLOGY EXPERIENCE

- C/C++, Assembly
- Transact SQL
- C#.NET, VB.NET, ASP.NET
- HTML, AJAX, JSON, and JavaScript
- VBScript, PowerShell scripting
- Robotic Process Automation (RPA)
  - Blue Prism
  - UiPath

- Office365 Power Platform
  - PowerApp
  - PowerAutomate
  - PowerBI
  - SharePoint
- ITSM Platforms
  - ServiceNow
- Engineered software distribution solutions
  - Microsoft SMS
  - Symantec SCMS

CERTIFICATIONS

2021   Women in Leadership Program (sponsored by KP Finance and Shared Services)
                Lead@KP: Manager

2020   IT4IT Foundation
                ITIL v4 Foundation

2019   NN/g UX
                Blue Prism Developer RPA Accreditation

2018   Agile/Scrum ICP Fundamentals
                DevOps ICP Fundamentals

2017   Lean IT Professional
                - Lean IT Leadership
                - Lean IT Kaizen
                - Lean IT Foundation

2014   ITIL v3 Foundation

2001   Microsoft Certified Solutions Developer, C++ Track

PROFESSIONAL CREDITS

Co-Author of **VB.NET Solutions Toolkit** (Wrox Press), published July 2002
Technical Reviewer for **Professional C# Programming** (Wrox Press), published June 2001
Technical Reviewer for **C# Web Services** (Wrox Press), published December 2001
Successful completion of 2 commercial video games (**Duckman** and **Blazing Dragons**).