

JAVIER A. RIVERA

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Senior Business Process Consultant

CAREER SUMMARY

Senior Business Process Analyst – UI/UX Consultant

- **A business technology professional, problem solver** with 20+ years of experience. solving difficult process and usability problems by simplifying complex business processes to intuitive solutions targeted to specific goals and needs.
- **Recognized for creating and implementing innovative solutions for global enterprises.** Committed to providing meaningful human interaction and deliver great value in every engagement.
- **A diversely skilled consultant** with direct experience conducting complex projects and presenting solutions based on research, communication and culture.
- **A lifelong technology researcher** passionate about human interaction and communication, having evolved with technology learning new forms of simplifying complex tasks for common users.

“Javier and I worked closely over the past year on the FedEx Global Consolidation Program. I learned quickly to value his deep technical expertise. Javier is a solid team player and brings great collaboration skills to the table which allowed us to work well in a team setting across multiple geographies and countries. We were faced with some significant user experience challenges on more than a few occasions. Javier is able to quickly cut through the noise, understand and handle complex issues, and think creatively on his toes. Javier is easy going and has a creative soul that brings out his personality and made it very enjoyable to work together. As a result, he earned my trust, respect, and friendship. I would relish any chance to work with him again in the future.

*Daniel Waite
Strategic Program Director at ServiceNow*

AREAS OF EXPERTISE

- ITSM
- SAAS
- User Experience
- Information Architecture
- User Interaction
- Salesforce Administration
- Service Now Platform
- SharePoint Portal
- Workflows
- Content Strategy
- Process Improvement
- Digital Transformation
- Visual Communication
- User Empathy
- Analytics
- Communication Skills
- KPI

PROFESSIONAL EXPERIENCE

Net2Apps Lewisville, TX

05/2019 – Present

Senior ServiceNow Business Process Analyst & UI/UX Consultant

Consultant for corporate portal engagements providing solutions in Service Portal and the ServiceNow Platform.

ServiceNow Santa Clara, CA

04/2017 – 02/2019

ServiceNow is a Cloud computing organization providing a cloud-based platform for enterprise needs.

Senior Business Process & UI/UX Consultant

Consultant for corporate portal engagements providing solutions in Service Portal and the ServiceNow Platform, workflow solutions to wide variety of corporate culture and industries domestic and international.

- **Successful implementations in companies like United Airlines, FedEx, Apple, JP Morgan, Nasa, Fiat-Chrysler, Denny's, ANZ Bank, Choice Hotels** and many more, awarded recognition in some of them companywide.
- **Simplified complex business processes** and saved companies thousands and enabling meaningful user journeys and unifying corporate culture.
- **Strong collaborative work with different teams from around the world** each engagement provides an opportunity to work with different areas of expertise, such as developers, marketing, sales and project managers.
- **Participated in high visibility internal projects** providing guidance and different views to simplify complex data, processes and make easier to understand metrics and analysis.

Sheridan Healthcare, Plantation, FL

05/2016 – 04/2017

Sheridan is the nation's leading healthcare solutions provider for anesthesia, emergency department and radiology services.

Senior Business Analyst/Senior UI/UX Designer

Consulting to implement new companywide portal, create user journeys based on interviews, created workflows, business processes and user interaction. Provide solutions to complex tasks and creative use of webparts, transform difficult technology problems to usable processes.

- **Solved difficult technical problems with creative use of processes** by tackling a difficult technical software like Sharepoint and creatively find alternatives to allow what is not possible normally, created meaningful simple interfaces while keeping the code futureproof.

Javier Rivera Consulting, Miami, FL

06/2013 – 04/2016

Design Consulting firm

Executive Managing Director

Consulting design firm for Fortune 500 and government organizations on Portal and Web technologies, business processes and internal projects, redesign that works for both desktop and mobile.

- **Scynexis Laboratories** directed and developed Sharepoint company portal.
- **Crowley** Redesigned companywide portal and provided site architectural and internal journeys.
- **City of Tallahassee** redesigned internal portal, simplifying processes and optimizing forms for easy use.
- **Vitalz Technology** redesign Health Portal, used in hospitals for both patients and doctors.
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Noven Pharmaceuticals, Miami, FL

11/2011 – 06/2013

Specialty pharmaceutical offering products in the areas of women's health and CNS/ADHD.

Senior Engineer Sharepoint Analyst

Design strategy of corporate portal. Governance, quality assurance and testing plan development, management of day to day portal operations.

- **Managed companywide portal**, working with department heads to implement and manage day to day operations.

Atkins Global, Miami, FL

11/2011 – 06/2013

Global design, engineering and project management consultancy.

Intranet Senior Manager, Business Analyst

Manage the intranet team with designers, writers, developers and project managers, redesigned twice the interface when upgraded the Sharepoint version. Worked with an overseas development team to create applications and solutions to different department's needs.

- **Created simple and effective processes to enable inter departmental communication** Allowed less use of email and more interaction by using workflows, messaging and file sharing.

Stiefel Laboratories, Miami, FL

11/2011 – 06/2013

Global dermatological pharmaceutical company

Senior Manager Web & Portal

Brought in to design, develop and manage the corporate web site, portal and all electronic branding. Managed a team of local and overseas programmers, project managers and designers.

- **Solved a complex communication problem saving the company \$350,000** by creating a portal for R&D department in Brazil and UK, targeted to scientists.
- **Developed first Plumtree portal, later research and migrated to Sharepoint technologies** while in charge of internal communications and synergy between departments all around the world.

Niles Audio, Miami, FL

11/2011 – 06/2013

Niles makes high-quality audio and video distribution products

Webmaster

Brought to design and manage the company website, created the first database driven site using PHP and MySQL. Managed 100+ products online.

- **Created database driven site from scratch** at the times where HTML and Flash were generally used and the norm.
- **Managed product photography, brochure design and brand integration** utilizing same brand standards companywide for print and web.

From2.com, Miami, FL

11/2011 – 06/2013

Shipping, trading and logistics company

Webmaster

Design and implement corporate web site, day to day changes and creation of multimedia material for marketing.

- **Designed first interfaces for internal applications based on .NET** worked with product owners and engineers to make better interfaces and easy communications.

EDUCATION

Graphic Design and Communications, Bachelors

Universidad Autónoma Metropolitana, Mexico City, Mexico

First student to use computers to design and layout, gave lectures on how to use computers for design.

Nielsen Norman Usability Week

Usability and Interaction Design - Nielsen Norman Group, San Francisco, CA, May 2007

User Experience Information Architecture, - Nielsen Norman Group, San Francisco, CA, May 2008

RECOMMENDATIONS

JD O'Connell *Manager, Americas Platform Services - ServiceNow*

I have had the pleasure of working with Javier both as a teammate and as a manager and I can say he is a true professional in every sense of the word. He is passionately dedicated to his teams and his customers' success. His rare blend of skillsets allows him to quickly understand customers' processes across a variety of industries, distill what their pain points are, and deliver industry-leading process experience guidance. I can say without hesitation Javier is a top-level asset for any team.

Daniel Waite *Strategic Program Director at ServiceNow*

Javier and I worked closely over the past year on the FedEx Global Consolidation Program. I learned quickly to value his deep technical expertise and acumen. Javier is a solid team player and brings great collaboration skills to the table which allowed us to work well in a team setting across multiple geographies and countries. We were faced with some significant user experience challenges on more than a few occasions. Javier is able to quickly cut through the noise, understand and handle complex issues, and think creatively on his toes. Javier is easy going and has a creative soul that brings out his personality and made it very enjoyable to work together. As a result, he earned my trust, respect, and friendship. I would relish any chance to work with him again in the future.