

Paul Langdon



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PROFESSIONAL SUMMARY

An innovative IT professional that can think strategically in a global, complex environment to deliver results. Engaged and motivated to use analytical and management skills to build innovative new processes focused on operational excellence. Experienced in core IT infrastructure and application technologies, project management, and process improvement.

EXPERIENCE

IT Analyst – Johnson & Johnson Problem Management

April '12 - Present

Led problem management teams to identify and systemically remove the root cause of the most critical IT incidents.

Achievements

- Identified recurring incident trends that enabled focused service improvement projects to reduce operating costs
- Stabilized the enterprise Cognos platform by removing a storage issue causing failed reports for multiple systems
- Remediated and re-architected failing infrastructure containing 20 years of pharmaceutical clinical trials
- Fixed a weekly server outage costing Listerine production \$400K in lost product manufacturing opportunity
- Built and deployed the Service Reliability process, a key strategic goal for Problem Management in Q4 2013
- Curated a daily meeting to provide updates and action plans on high visibility IT issues to senior leadership

Associate IT Analyst – Johnson & Johnson PC Asset Management

June '11- April '12

Enhanced reporting capabilities associated with a \$50M global PC refresh, involving 164K employees in 65 countries.

Achievements

- Increased demand transparency to leadership by building and managing a suite of request tracking dashboards
- Enhanced forecasting capabilities, improving request fulfillment cycle times by an average of five business days
- Turned around a failing PC request process by implementing a centralized request queue
- Led global process improvement initiatives on broken inventory management and asset tracking processes

IT Intern - The Boeing Company

June '10 - August '10

Gathered requirements and performed gap analysis to prepare for an MES Migration in key manufacturing facility.

Achievements

- Improved process modeling capabilities by training eight analysts in Metastorm's Provision Modeling tool
- Produced scripts to load new database environments, advancing project schedules by two weeks

EDUCATION

Johnson & Johnson IT Leadership Development Program

June '11 – February '11

Penn State University

August '07 – May '11

- B.S. Information Sciences and Technology
- Minor in Network Security Risk Analysis

ADDITIONAL SKILLS AND DEVELOPMENT

Skills & Technologies

Certifications

Leadership Training

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|-------------------|-----------------------|------------------------------------|--------------------------|
| ❖ App Development | ❖ Oracle Java | ❖ ITIL 2011 | ❖ Influencing skills |
| ❖ Enterprise BI | ❖ SQL | ❖ Flawless Project Execution (FPX) | ❖ Emotional intelligence |
| ❖ ISM Service Now | ❖ Enterprise Blogging | ❖ LabVIEW CLAD (NI) | ❖ Music and Theatre |