

# Joseph A. Dorsa

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## EDUCATION

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University of Tampa

- Bachelors in Science – Marketing
- Associates in Arts – Communications

## CERTIFICATIONS

Microsoft Certified Professional Developer (MCPD) - SharePoint

Microsoft Certified Technology Specialist (MCTS) - SharePoint

Microsoft Certified Professional (MCP) - SharePoint

<https://mcp.microsoft.com/Anonymous/Transcript/Validate>

- Transcript Id: 799499
- Access Code: joedorsa7

## 20+ years working with all versions of SharePoint (2003, 2007, 2010, 2013, 2016, 2019 & O365)

- Technologies: O365, PowerApps, PowerAutomate, SharePoint (sites, lists, document libraries, pages, views, workflows, security, permissions), SharePoint Designer, InfoPath, Bootstrap, JQuery, Javascript, HTML, CSS, PowerBI, REST, Photoshop, FontAwesome, MasterPages, Page Layouts, JSLink/CSR, Web Parts, C#, ASP.NET, Visual Studio

## EXPERIENCE

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### IRS / United States Department of the Treasury – Senior Consultant (SharePoint/PowerApps-Web Technology) 2023 - Present

- Senior Web Technology Manager (Architect, Developer, Administrator) for the Media & Publications (M&P) Design and TFP (Tax Form Publications) Divisions of the IRS
- Responsibilities include: SharePoint Migrations, Office/SharePoint/PowerAp/PowerAutomate Solutions, Architecture, Development, Coding, Administration, Documentation & Training.
- SME for portal technologies, collaboration, and content management business systems.
- Technology Focus: Microsoft Office 365 / SharePoint, PowerBI, PowerApps, PowerAutomate, .NET, HTML, CSS, Javascript, JQuery, Bootstrap, .NET.
- Migrations – SP2013 -> SharePoint Online
- Book of Work / Solutions Developed:
  - Publishing Design Job Tracker – Media & Publications Design Job Request System
  - TFP Service Requests – Solution for requesting and managing the E2E TFP Service Requests.

### Citigroup –Vice President Digital Transformation Program Manager - (SharePoint/PowerApps Architect) 2019 – 2023

- Manager / Team Lead – Microsoft Office Technologies - Automation & Innovation
- Ensure Operations technology solutions align with business needs and strategic goals across the spectrum of enterprise applications, collaboration tools, workflow technologies and business intelligence, which includes translating business practices to system requirements.
- Serve as a subject matter expert on current and future state Operations business systems capabilities. Development and maintenance of custom solutions - Microsoft Office 365 / SharePoint Subject Matter Expert (SME – Administrator, Developer, Architect) responsible for the delivery of E2E responsive Portal solutions (SharePoint, PowerBI, PowerApps, PowerAutomate) for Citi Shared Services division.
- Provide operational excellence and partnership with business stakeholders.
- Responsibilities: Automation & Innovation, Enterprise Solution Delivery, project management, analysis, architecture, design, development, system administration, file planning, content management, custom forms, workflow automation, reporting, resource management, end-user training, and documentation.
- Future State Planning
- Migrations - File Shares to SharePoint Libraries and Lists; on premise to online.
- Book of Work:
  - Citi Solutions Center – Global reporting and content Portal for all Citi Solution Center locations
  - Citi Shared Services – Common Capabilities Portal
  - Finance & Risk Process Digital Library
  - Finance & Risk Shared Services (FRSS) Bow (Book of Work)
  - Finance & Risk Shared Services Integrated Tracker – Global Productivity – Resource Strategy Portal
  - Citi Shared Services Rewards & Recognition Program
  - Audit Issue Tollgate – Automation and controls for meeting Consent Order audits
  - FRSS Travel Portal – Pre travel authorization – forms and approval workflows
  - Innovation Excellence Awards
  - Innovation Bootcamp

## **EGov (NIC/NCN) Enterprise SharePoint Consultant - Administrator/SME/Developer/Architect**

### **2015 – 2019**

- Enterprise SharePoint Consultant for NIC State of Wisconsin EGov Program - WIN (Wisconsin Interactive Network)
- Proficient in all versions of SharePoint 2003, 2007, 2010, 2013, 2016, 2019 & O365
- Administration, Architecture, Development, Design, and Support of the WIN SharePoint Farms and the 20+ Wisconsin State Agencies currently running in this SharePoint onsite presence.
- List of Public Facing Wisconsin State Agency websites built on Bootstrap & SharePoint:
  - [WI DOR](https://revenue.wi.gov) - Wisconsin Department of Revenue (<https://revenue.wi.gov>)
  - [WI DVA](https://dva.wi.gov) - Wisconsin Department of Veterans Affairs (<https://dva.wi.gov>)
  - [WAB](https://artsboard.wisconsin.gov) - Wisconsin Arts Board (<https://artsboard.wisconsin.gov>)
  - [WI COF](https://councilonforestry.wi.gov) - Wisconsin Council on Forestry (<https://councilonforestry.wi.gov>)
  - [WI.GOV](https://wisconsin.gov) - State of Wisconsin - Governor Scott Walker (<https://wisconsin.gov>)
  - [WI CANPB](https://preventionboard.wi.gov) - Wisconsin Child & Neglect Prevention Board (<https://preventionboard.wi.gov>)
  - [WI DATCP](https://datcp.wi.gov) - Wisconsin Department of Agriculture, Trade and Consumer Protection (<https://datcp.wi.gov>)
  - [WI DET](https://det.wi.gov) - Wisconsin Department of Technology (<https://det.wi.gov>)
  - [WI DNR](https://gowildagent.wi.gov) - Wisconsin Department of Natural Resources (<https://gowildagent.wi.gov>)
  - [WI DOT](https://wisconsindot.gov) - Wisconsin Department of Transportation (<https://wisconsindot.gov>)
  - [WI ETHICS](https://ethics.wi.gov) - Wisconsin Ethics Commission (<https://ethics.wi.gov>)
  - [WI HOPE](https://hope.wi.gov) - Wisconsin Task Force on Opioid Abuse (<https://hope.wi.gov>)
  - [WI LGP](https://lean.wi.gov) - Wisconsin Lean Government Program (<https://lean.wi.gov>)
  - [WI OCMH](https://children.wi.gov) - Wisconsin Office of Children's Mental Health (<https://children.wi.gov>)
  - [WI OCI](https://oci.wi.gov) - Wisconsin Office of the Commissioner of Insurance (<https://oci.wi.gov>)

### **2009 – 2015 Citrix Systems – SharePoint Manager / Microsoft Sys Development Manager**

- SharePoint Manager / Architect / SME / Development / Administration
- Senior SharePoint Developer and Subject Matter Expert (SME) for the Citrix SharePoint Farm (SharePoint 2013, 2010 & O365)
- Perform Enterprise Application Architecture for all SharePoint Solutions
- Development Manager in the Data Information Group (DIG) – team owns Microsoft Business Intelligence (BI)
- Govern and Assure SharePoint & .NET (C#/VB.NET) Development Delivery Patterns & Practices
- ASP.NET Web Development
- Provide Delivery Assurance on all SharePoint Solutions
- Focus on Automation, ROI and Process Efficiency
- Develop Custom UI, SharePoint Branding and Themes (MasterPages, CSS, Page Layouts, HTML, CSS, JQuery) to match Corporate Branding Standards
- Member of SDLC / Change Management
- Provide End-to-end application life cycle analysis, development and delivery
- Perform SharePoint & Solution Training
- Project Management
- Managed relationship with Microsoft Technology Adoption Programs (TAP) - SharePoint & Business Intelligence

### **AgileThought – Microsoft Gold Partner – Enterprise Level Consulting**

#### **Portal Architect \ Senior Technical Consultant - SharePoint\MOSS 2007 & .NET**

### **2008 – 2009**

- SharePoint Feature and Solution development
- Custom Web Part development
- SharePoint \ MOSS 2007 Implementations
- .NET Enterprise Solution Development
- InfoPath Forms & Workflow development
- Enterprise Application Architecture
- Enterprise Application Integration (EAI)
- SharePoint Training

### **Tribridge Consulting – Microsoft Gold Partner – Enterprise Level Consulting**

#### **Project Manager \ Senior Technical Consultant - .NET & SharePoint 2003\MOSS 2007**

### **2006 – 2008**

- Project Management
- SharePoint \ MOSS 2007 Implementations
- .NET Enterprise Solution Development
- Custom Web Part Development
- InfoPath Forms & Workflow development
- Enterprise Application Architecture
- Enterprise Application Integration (EAI)
- Web Services development (SOA)
- Software selection and Feasibility studies
- SharePoint Training
- Process Improvement and efficiency (Six Sigma) methodologies

### **Accolade Web Design, Inc. (AWD) -Tampa, FL – IT Consulting & Development**

## Technology Services Manager / Senior Business Technology Consultant 1995 – 2006

- Duties entailed managing projects, resources and budget. Furthermore, these duties also entailed research & analysis of client business needs, application architecture, solution approach, data architecture, development, support, maintenance and management of all Applications and Systems (Internet / Intranet / Extranet) created for AWD's clients such as Hillsborough County's Clerk of Circuit Court - MIS department.
- Positions held at Accolade Web included serving as lead programmer analyst, architect, Senior Consultant, and finally Technology Services Manager responsible for all team-based development at AWD working for multiple clients simultaneously.
- Technical skill-sets used to develop, configure and serve initiatives were: C#, VB.NET, ASP.NET, HTML, ASP, VBScript, JavaScript, SQL, TSQL, ADO, ODBC, SOAP, XML, CSS, ActiveX, Macromedia Flash, Fireworks, Director, Adobe Photoshop, Paint Shop Pro, IIS, Active Directory, ADS, Digital Dashboards, SharePoint Portal Server, Microsoft MetaDirectory Services (MMS), Certificate Server and Windows Server Administration.
- Most applications developed were linked to an RDBMS (Relational Database Management System) for one of the portions of the Application. Different RDBMS used within the past 8 years are SQL Server, Oracle, Access, Informix, Advantage, AS400 and some proprietary flat file databases for use with the County's legacy payroll systems.
- Proficient at Access Workgroup Security files, conditional login flags for level / rights based access and also SQL Permissions administration using consumer provider models and ASP.NET.
- Developed server based web applications.
- Developed DHTML / CSS solutions
- Implemented Adobe Acrobat PDF & FDF technologies to create dynamic forms. Very useful technology when dealing with government approved forms and standardizations that arise in certain industries like Law, Insurance, Banking, Real Estate etc.
- Trained members of our teams and client's teams the languages and technologies previously mentioned above to increase their ability to maintain the applications on their own.

## Client Summary - .NET and SharePoint technologies

- IRS / United States Department of the Treasury
- Citigroup – CSC, FRSS, CSS
- [WI DOR](https://revenue.wi.gov) – Wisconsin Department of Revenue (<https://revenue.wi.gov>)
- [WI DVA](https://dva.wi.gov) – Wisconsin Department of Veterans Affairs (<https://dva.wi.gov>)
- [WAB](https://artsboard.wisconsin.gov) – Wisconsin Arts Board (<https://artsboard.wisconsin.gov>)
- [WI COF](https://councilonforestry.wi.gov) – Wisconsin Council on Forestry (<https://councilonforestry.wi.gov>)
- [WI.GOV](https://wisconsin.gov) – State of Wisconsin – Governor Scott Walker (<https://wisconsin.gov>)
- [WI CANPB](https://preventionboard.wi.gov) – Wisconsin Child & Neglect Prevention Board (<https://preventionboard.wi.gov>)
- [WI DATCP](https://datcp.wi.gov) – Wisconsin Department of Agriculture, Trade and Consumer Protection (<https://datcp.wi.gov>)
- [WI DET](https://det.wi.gov) – Wisconsin Department of Technology (<https://det.wi.gov>)
- [WI DNR](https://gowildagent.wi.gov) – Wisconsin Department of Natural Resources (<https://gowildagent.wi.gov>)
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- [WI ETHICS](https://ethics.wi.gov) – Wisconsin Ethics Commission (<https://ethics.wi.gov>)
- [WI HOPE](https://hope.wi.gov) – Wisconsin Task Force on Opioid Abuse (<https://hope.wi.gov>)
- [WI LGP](https://lean.wi.gov) – Wisconsin Lean Government Program (<https://lean.wi.gov>)
- [WI OCMH](https://children.wi.gov) – Wisconsin Office of Children's Mental Health (<https://children.wi.gov>)
- [WI OCI](https://oci.wi.gov) – Wisconsin Office of the Commissioner of Insurance (<https://oci.wi.gov>)
- Citrix Systems
- Outback Steakhouse International
- Universal Studios
- Ripley's Believe It Or Not
- Goodwill
- Lockheed Martin
- Mitsubishi Power Systems
- Marine Max
- MasTec
- St Joe
- Sembler Corporation
- Harris Corporation
- City of Pinellas Park
- CCCHCFL - Clerk of Circuit Court, Hillsborough County Florida
- AmerisourceBergen - Pharmerica
- Red Vector
- LEAP Software
- Unipress Corporation
- ISC2
- XFAB
- Vitality
- Protel
- Health Plan Administrators (HPA)
- Carlton Fields

## **Citigroup**

Citigroup Inc. or Citi is an American multinational investment bank and financial services corporation that provides a broad range of financial services to consumer and corporate customers. Some of the initiatives delivered for Citi were primarily for these groups:

CSC – Citi Solutions Center provides Site Heads, Regional Leads and the Global Center Management team to access center financial /personnel content and reports.

FRSS – is Citi's Finance & Risk Shared Services team that is part of Citi Shared Services offering.

CSS CC – is Citi's Shared Services (CSS) Common Capabilities team that is part of the Citi Shared Services offering. They are responsible for the management of common request and content used between the 4 pillars of Common Capabilities (Finance Management, Management Reporting & Data Analytics, Communications & Employee Experience & Culture).

## **Citrix**

Citrix is a leader in the Cloud / SaaS and Virtualization industry. Enhanced our SharePoint Farm infrastructure with new hardware and implemented SharePoint 2013. Some of the efforts on 2013 have included leveraging the new Business Intelligence (BI) Site Template to create the Citrix Data Marketplace (CDM) as well as the P4 custom approval workflow for Executive Leadership to automate the review of new profit ideas.

Goal for the CDM project targeted development of a site for each department to store reports, dashboards & data connections while creating a data community where users could leverage and share data insights.

The P4 workflow enhanced visibility of the document approval process for P4 (Profitability Ideas) by giving a visual "who's got the ball" for each P4 proposed internally at Citrix. This was an enhancement to the original design which involved documents moving from one library to the next during the workflow process; this was difficult to track and administer by the business. New solution centralized the tracking by providing a manifest (list) to track the progress of all P4's. After moving and rebuilding the project on SharePoint 2013, the P4 process administrator could now refer to the new P4 Tracking List and easily identify state, status and other metadata attributes.

## **Universal Studios – Attraction Maintenance Library**

Designed, developed and implemented a SharePoint Teamsite Solution and Template for managing Universal's "Attractions Maintenance Library". Each attraction has its own Site for managing, indexing and searching the respective attraction documents. Universal was so happy with this solution that other phases were initiated to bring this technology to the rest of their organizational departments.

## **MarineMax – Actual Cash Value (ACV)**

Designed, developed and implemented an InfoPath 2003 form and approval process associated with the MarineMax ACV assessments of assets (boating vehicles) used as trade-ins through the sales process. This solution utilized managed code with InfoPath 2003 and SharePoint while connecting to disparate data sources to bring real-time enterprise data into the fold. Streamlines sales by integrated SharePoint with Ebay Motors.

## **ISC2**

ISC2 is a security and infrastructure certification company located in Tarpon Springs, FL. The scope of this project was a Microsoft Office SharePoint Server implementation for their HR, Marketing, Finance and IT departments. All items in the Tribridge SharePoint Methodology were performed to include migration of all departmental content, training and documentation (Disaster Recovery, Content Administrator, System Administrator and News Administrator Training) and project management.

## **Outback Steakhouse International (OSI) –**

OSI Directory Custom Web Part

Designed and developed a custom directory SharePoint web part. This web part queries user profile data imported into SharePoint from Active Directory. There are 4 search interfaces included in this web part that allow users to search for Employees, Regional Vice Presidents (RVP), Junior Vice Presidents (JVP) and Vendors information. Technologies used were ASP.NET 1.1, SharePoint Portal Server 2003 and Active Directory.

## **MarineMax - eBay Integration**

In an effort to sell more boats and increase volume, this project developed an eBay solution by integrating SharePoint and the eBay API to automated the approval, listing, selling and messaging related to their eBay store.

## **Harris Corporation**

Harris Corporation is a government contractor located in Melbourne, FL. The scope of this project was to develop a prototype solution so that Harris could win a future Government Service Awards (GSA) for tracking GSA's. The application essentially reported "Keep People Informed" (KPI) type information regarding GSA project awards and the expenses and contractor metrics associated to each by using Microsoft Office SharePoint Server 2007 and SQL 2005 Reporting Services.

## **Vitality**

Vitality is a Food Distributor located in Tampa, FL. The scope of this project was to automate the creation of a two way Microsoft Excel process. Objective was to output cost center data files and to have each cost center update the actual numbers for quarterly accounting and return their reports. The process starts by exporting data warehouse information into

a comma separated value file. That file is then consumed and the data is broken apart into individual (new) cost center protected excel files. Each call center then updates their excel files and then returns them back to corporate accounting. At that point in time, the return process then consumes all returned excel files into one CSV file to make ready the data to be digested back into the data warehouse system.

#### **XFAB Texas**

XFAB Texas is a Semiconductor company located in Lubbock, TX. This is the Texas plant which is one of four manufacturing plants held by XFAB; home office is in Erfurt, Germany. This project was a Microsoft Office SharePoint Server (MOSS) 2007 Intranet Implementation consisting of installing, configuring and customizing MOSS for their HR, Training, IT and QA departments. These efforts also included; migration of all departmental content, training and documentation (Disaster Recovery, Content Administrator, System Administrator and News Administrator Training) that are included in our Tribridge SharePoint Implementation Methodology.

#### **Mitsubishi Power Systems of America**

Mitsubishi Power Systems of America (MPSA) is a leader in Turbine generator power systems. This project was a multi phased Microsoft Office SharePoint Server (MOSS) 2007 Intranet implementation to introduce MPSA to SharePoint technologies. The implementation included a complete Collaboration Intranet structure that modeled their business structure to include multiple custom workflows and forms for their Quality, Accounting and IT departments.