

Tom H. Klemzak

[LinkedIn Profile](#)

tklemzak@yahoo.com

480.415.3485

Professional Summary

- Over 25 years experience in product, service and solution development in a variety of verticals with an emphasis on omnichannel commerce and martech to support complex SI.
- Primary experience includes requirements elicitation, parsing and decomposition, logical and physical architecture design, UML class and sequence diagram creation, and polyglot source code implementation.
- Headless storefront design with responsive/adaptive SPAs
- Microservices/APIs
- Payment Processing
- Logical Architecture Design
- Physical architecture performance optimizations including HA/DR
- IaaS, Docker containerization; Kubernetes orchestration
- TDD/BDD/DDD
- SAP Hybris, Salesforce B2B and B2C commerce, Adobe Commerce, and composable commerce platforms
- Real-time integrations into unique solution ecosystems and topologies
- Hands on hyperscaler support with Azure, AWS, and GCP
- Implementation Lead
- Standards enforcing code reviewer
- DevSecOps Build Master

Professional Experience

T-Mobile *contractor*
Enterprise Architect

Remote
05/2024 - 01/2025

- Published architectural artifacts relating to the Line Level Promotion Choice project within the Offer Innovation team.
- Upskilled on BizzDesign as a modeling tool tied to T-Mobile's ecosystem.

Accenture
Digital Platform Architect, Senior Principal

Global 
05/2014 - 04/2023

Curated Deliverables:

Subway

- Produced logical architectural blueprints detailing improved UX/UI customer journey, integrations with SnapLogic and Informatica, increased security - both at-rest and over-the-wire, and improved database performance by sharding and denormalizing tables.
- Defined sync/async API services to strangle monolithic systems while minimizing JSON payload sizes.
- Identified caching gaps and introduced Akamai client-side caching and Redis database caching.
- Detailed Azure-based HA/DR physical architecture topology supplanting on-prem envs improving scale and uptime.

- Detailed bi-directional failover and fallback using asynchronous commits with snapshots and log shipping.
- Collaborated with client to define merchant service APIs based on ODATA standard to be consumed by franchises.

AT&T

- Conceptualized new technical architecture requirements into numerous future state architectural diagrams, including Infrastructure-as-a-Service (IaaS), Service Mesh, Informatica and Snowflake.
- Reviewed and integrated all application requirements, including functional, and NFRs (security, integration, performance, quality and operations requirements).
- Provided input into final decisions regarding hardware, network products, system software and security while considering systems being decommissioned.
- Plus one activity involved being sysadmin for numerous AWS EC2 instances used for competitive intelligence.

Spectrum

- Using an event driven architecture (EDA) model, produced AWS Kafka (MSK) and Apache Spark (Elastic MapReduce) application content diagram showing how Kafka events would be enriched before publish into data lake.
- Produced comprehensive future state blueprint showing how enriched streaming data is to be used for A/B testing and later BI analysis to justify new LOB.
- Created video streaming architectural diagrams illustrating how server-side A/B testing tool (Optimizely) is to integrate into client's existing tech stack.

3M

- Used Swagger/Open API standard to design REST-based CRUD transactions and make JAX-RS modifications to existing Hybris product configuration APIs exposing data to a new user base.
- Managed an offshore team to implement and test extensive API re-development (as it was beyond GraphQL scope) ensuring JSON response data was more modularized to serve both Salesforce Lightning/Aura components and a React frontend.
- Instrumental in providing federated access using SSO for IAM and authorization.
- Published runtime artifact explaining the physical, logical and operation of the product variant configuration APIs.

Dow Chemical

- Modified SAP Hybris front-end controller classes to accommodate B2B pricing availability changes.
- Used the Hybris native web CMS tool to assist in the design and implementation of front end assets.
- Enhanced/modified business logic in SAP Hybris DTO Facade class types.
- Helped resolve retrieval and parsing of service and database data within SAP Hybris DAO class types - using Splunk and Dynatrace.
- Created object, permissions and personalization rule additions and modifications via impex files.

Philips - Digital Health Platform

- Cited current state QA testing process gaps produced and communicated plan to reach future state and congruence with client's offshore teams.
- Conceptualized and helped create development portal feedback submission tool used for Hackathon event.
- Produced and circulated user story acceptance criteria best practices document effectively ensuring business requirement to test result traceability submitted document to KX.

- Collaborated with team to integrate with Mulesoft ensuring ecosystem APIs were using their Anypoint platform.
- Assisted with both API and FED testing efforts leading up to Hackathon event.

Molson/Coors

- Elicited and vetted requirements in the context of OOTB functionality and new development while maximizing existing technological Salesforce investments.
- Proposed design changes to Salesforce B2B Commerce logical architecture and data model to support new business functional requirements concerning product entitlements.
- Shaped and defined how static Drupal marketing site is to consume and produce API endpoint data as a wrapper site to the B2B checkout process.
- Reviewed and integrated all application non-functional requirements.

Whirlpool

- Reviewed all SAP Hybris and FED content pull requests for all MVC-related code to enhance the site, or resolve issues.
- Created at least one Jenkins build a day consisting of 40+ merge candidates deployed to several lower envs (LEs) after merge conflict resolution, and successful completion of stage/gate criteria.

T-Mobile

- Accountable for producing current state assessment after meeting with stakeholders.
- Responsible for selecting ElasticPath - a headless eCommerce Java-based platform to fit into T-Mobile's landscape.
- Instrumental in simplifying plan pricing; better accomodating users who want a phone and have a plan, and for those that have a plan but want a phone.

Fiserv

- Instrumental in obtaining client deal by demoing Adobe Commerce; discussed how Adobe Commerce is to operate on their existing LAMP stack.
- Prescriptively designed future state logical enterprise architecture diagram illustrating Adobe Commerce consuming and publishing data to other systems within their landscape.

Amtrak

- Accountable for creating traceability matrix tracking requirements to SAFe user stories to QA test cases.
- Shared and executed requirements decomposition techniques after receiving business, functional and non-functional requirements from client.
- Used process mapping, optimization, flow-charting, swim lane diagrams, BPA/BPM software/tools.
- Created value maps for current and future state.
- Transitioned to QA lead and helped design QA process; helped conduct end-to-end testing.

Apollo Group

IT Director, Software Development

Phoenix, AZ 

03/2012 - 11/2013

- Led Salesforce development efforts for a student advisement value-added service by incorporating a policy-driven event notification system alerting advisors to at-risk student behaviors leading to disengagement adversely impacting retention rates.
- Re-purposed advisement model concepts and technologies to create new student lifecycle management PaaS resulting in an increase in student retention rates and a reduction in advisor spend by

37%, or approximately \$42m.

- Key in modernizing on-prem systems to a SOA approach employing use of microservice based design patterns.
- Cited numerous logical and physical architectural data store changes required to support new and existing business objects, and to ultimately help pinpoint system decommission opportunities.

Blackboard

Director of Product Management

Phoenix, AZ 

08/2007 - 05/2011

- Increased project delivery throughput by 136% YOY from 2006 by releasing 33 products in 2007 culminating in a total of 106 releases by Q2 2011.
- Established channel distribution partnership with Sequoia Retail Systems allowing Blackboard to resell another product line into its installed base increasing sales in first year by 17% resulting in \$3.1m in additional revenue.
- Released Blackboard's first-generation PA-DSS compliant PaaS ensuring product was scalable, extensible, provisioned, utilized windows server based application security and policy management, and load requirements were within tolerance at hosting provider - ultimately allowing expansion into international and K-12.
- Collaborated with Cybersource, Authorize.net, CASHNet, Paypal's Payflow and other payment processors and gateways ensuring Blackboard technologies produced were in compliance to PCI-DSS Level 1 standards.
- Maintained the project roadmap for the Transact line-of-business communicating status to cross-functional team leaders.
- Helped direct reports elicit, parse, and decompose functional and non-functional requirements for various product backlogs.
- Provided team with ongoing training on product development standards, best practices, patterns, and to obtain certifications in Network+, XML, DITA, T-SQL/SQL Server.

Prior Experience

Lumension - formerly Patchlink

Senior Product Manager

Scottsdale, AZ

2006 - 2007

Channel Intelligence (Google) - formerly Vcommerce

Senior Product Manager

Scottsdale, AZ

2003 - 2005

Moneytracker - contractor

Developer

Chandler, AZ

2001 - 2002

Bizfinity - start-up

Senior Web Producer

Cupertino, CA

1999 - 2001

TravelNet - start-up

Senior Web Producer

Santa Clara, CA

1997 - 1998

Informix

Field Communications Analyst

Menlo Park, CA

1996 - 1997

Intuit

Market Research Analyst

Tech Support Representative

Mountain View, CA

1993 - 1996

1992 - 1993

Education

University of California, Berkeley

Bachelor of Arts, December 1989

Additional Training & Certifications

- Advanced Technology Architecture School (ATAS)
- AWS Technical Professional
- Salesforce B2B Commerce bootcamp
- Hybris Developer Training pt 1 & 2
- Hybris Essentials (hy100e) & Hybris Functional Analyst (hy200e)
- Hybris Platform Architect
- Microsoft Azure Essentials
- Oracle WebCenter Sites 11.1.1.8
- Spring-MVC Web Applications
- Orasi Software Inc. Requirements Definition Certification
- Project Performance Intl (PPI), Requirements Analysis and Specification Writing Certification
- IP3 Inc., Network+ Certification
- XML Master Basic Certification
- Scaled Agile Framework (SAFe 4.5) Certification

Key Technologies & Concepts

- Java/Spring suite of tools in context of OO Design Principles
- FED library concepts
- Asynchronous serverside Javascript (promises) with Node.js/NPM
- Microservices Modernization Design Patterns
- Imperative and Declarative Programming Techniques
- Performance optimizations through CDN and Database caching