Ray Moore

Distinguished Engineer Enterprise Monitoring Architect Systems Reliability Innovator
Williamsburg, VA • Ray@RayMoore.info • 843-801-1580 • LinkedIn.com/in/mr-ray-moore

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Professional Summary

Distinguished Engineer with 30 years of experience architecting, modernizing, and stabilizing large-scale enterprise systems for Fortune 500 organizations including Accenture, Equifax, H&R Block, HBO, McKesson, Broadridge, Verizon, and Bank of America. Expert in designing end-to-end monitoring architectures, eliminating tool sprawl, improving system reliability, and delivering multi-million-dollar cost savings. Known for diagnosing complex issues that others cannot solve, building resilient hybrid and cloud-native environments, and elevating engineering teams through mentorship and technical leadership. Trained over **5,000+ engineers** and assembled **800+ systems**, demonstrating unmatched depth in both hands-on engineering and enterprise-level strategy.

Core Competencies

Enterprise Monitoring Architecture • Systems Reliability • AWS • Azure • AI-Driven Automation • Python • Application Architecture • SiteScope • BPM • VuGen • BSM/BAC • uCMDB • NNMi • OMi • RUM • LoadRunner • QTP/UFT • Quality Center • Cloud Monitoring • Performance Engineering • Root Cause Analysis • Systems Integration • Technical Leadership • Documentation & Standards • Cross-Functional Influence • UNIX/Linux/Windows

Professional Experience

Distinguished Monitoring Architect

Bank of America (Contract) • 2023 – Present
• Sole architect and owner of SiteScope across 74+ servers, 500+ clients, and 300K+ monitors.
• Designed and improved cloud-integrated monitoring patterns to enhance system reliability.
• Completed full architectural handover in 3 weeks after resource turnover.
• Diagnosed and resolved a 14-month memory defect impacting critical applications.

Monitoring Migration Architect

Broadridge Financial Services (Contract) • 2021 – 2022
• Maintained ~450 monitors across BPM, VuGen, and SiteScope.
• Authored migration architecture for transition to DataDog.
• Standardized monitoring library documentation to eliminate operational drift.
• Assumed production responsibilities immediately to stabilize monitoring operations.

Cloud Transformation Engineering Leader

Accenture • 2019 – 2022
• Architected monitoring and modernization strategies across Azure and AWS.
• Led engineering teams supporting dozens of enterprise applications; supported 25+ promotions.
• Directed application onboarding, integration, and audit processes.
• Closed architectural gaps and improved team productivity by 42%.

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US Consulting Engineering Manager

Accenture • 2018 – 2019
• Rebuilt a failing engineering support organization into a high-performing team.
• Improved client satisfaction across major North American enterprises.
• Eliminated relocation requests and grew team size by 125%.

Senior Engineering Mentor & Monitoring Lead

State of Massachusetts (Contract) • 2018
• Selected due to training over 5,000 engineers across technical disciplines.
• Mentored and developed a newly formed monitoring engineering team.
• Reset and stabilized the State Revenue System.
• Increased team effectiveness by 50% and morale by 100%.
• Earned the CIO's first-ever recommendation letter.

BSM Monitoring Engineering Expert

Insight Global (Contract) • 2016 – 2017
• Installed and deployed BSM/BPM/Omi/OO, SiteScope, QTP/UFT.
• Built enterprise monitoring using all VuGen and UFT protocols.
• Centralized encrypted credentials in TruClient scripts, saving $10K.
• Identified performance issues previously undetected by application teams.

Principal Architect

Wipro Ltd • 2015 – 2016
• Installed and integrated BSM, OMi, uCMDB, NNMi, BSMC, Applink, SCOM.
• Authored installation and integration documentation for secure environments.
• Mentored teams to replicate monitoring architectures across environments.
• Integrated monitoring with Oracle OEM, SolarWinds, WhatsUp, and ServiceNow.

HP Monitoring Expert

H&R Block (Contract) • 2011 – 2015
• Led enterprise monitoring implementation and BAC → BSM migration.
• Identified 50+ redundant tools, saving over $1M annually.
• Standardized enterprise-wide application performance visibility.

Technical Lead

Bank of America (Contract) • 2010 – 2011
• Coordinated requirements between developers and business units.
• Improved pre-production testing to enhance post-production monitoring.
• Managed Quality Center requirements, scripts, and defect tracking.

Lead QA Automation Specialist

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Verizon (Contract) • 2009 – 2010
• Installed QTP and integrated automated regression testing.
• Automated document validation, saving 3–4 days per release.
• Created training videos and documentation for new hires.

CEO & CTO – Engineering Innovator

LABAWT Inc. • 2007 – 2015
• Designed and patented an online IT staffing and resume management platform.
• Built full web applications for catalog and resume management.
• Delivered SEO services achieving guaranteed Google Page 1 placement.
• Mentored CEOs in hiring, marketing, and business planning.

Monitoring Consultant

Bank of America (Contract) • 2006 – 2007
• Rebuilt monitoring protocols across multiple business lines.
• Created a web-based monitoring requirements system, saving $1M.

Mercury Suite Consultant

Bank of America (Contract) • 2003 – 2006
• Deployed Topaz BPM, BSM, RUM, MMS, CM, QTP, LoadRunner, SiteScope.
• Supported monitoring across Windows, Mainframe, AS-400, Linux, Unix.
• Gained deep experience deploying Topaz in distributed environments.

Senior Consultant, SQA Team Lead

Orasi Software • 2002 – 2003
• Led a 14-person consulting team for AutoTrader.
• Solved a complex Equifax automation issue in under an hour.
• Improved automated testing using Mercury toolsets.

Performance Tech Lead, ERP

GE Power Systems • 2001 – 2002
• Managed global LoadRunner teams across Hungary, India, and the U.S.
• Standardized communication, documentation, and performance testing.
• Taught WinRunner and TestDirector courses.

Senior Systems Engineer

Mercury Interactive • 1998 – 2001
• Installed and demonstrated Mercury tools for major enterprise clients.
• Managed full sales-to-implementation lifecycle.
• Introduced WebEx demos, reducing travel costs by 90%.
• Awarded #1 Worldwide Sr. Systems Engineer for BAC/BSM (2000).
• Selected for Sr. Advisory Panel to R&D Israel (2000).

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President

Micro Concepts • 1986 – 1998
• Delivered hardware/software sales, training, and project management.
• Designed automated inventory systems and UNIX-based solutions.
• Upgraded PBX systems and telecom infrastructure for IRS and others.
• Trained over 5,000 people; assembled 800+ computers.

Education & Certifications

• Computer Science Degree, Armstrong State College
• Certified Product Specialist: TestDirector, WinRunner, LoadRunner, VuGen, Topaz, QTP

Recognition

• #1 Worldwide Sr. Systems Engineer for BAC/BSM (2000)
• Sr. Advisory Panel to R&D Israel (2000)