

SHAY D. JASPER

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IT Strategist | PMO Principal | AI Enablement | Agile Delivery | Data Management | Digital Transformation

PROFESSIONAL SUMMARY

Strategic IT leader with 15+ years of experience managing enterprise technology portfolios, operational service introduction, application governance, analytics enablement, people leadership, and cross-functional delivery across energy, utilities, manufacturing, and financial services. Experienced partnering with Operations, Engineering, Data, Cybersecurity, vendor teams, and leadership stakeholders to improve data quality, streamline service delivery, govern application lifecycles, develop talent, and create KPI-driven visibility for leadership. Brings practical experience in IT service management, Agile delivery, application onboarding, data governance, access enablement, reporting readiness, team coaching, and portfolio governance to support technology operations and business transformation initiatives.

CORE AREAS OF EXPERTISE

Knowledge Areas	Relevant Experience
Operational Data Governance	Led and supported initiatives involving data retention policy, ServiceNow project data remediation, OneView production data modernization, and application lifecycle documentation.
Data Quality and KPI Reporting	Designed executive dashboards and scorecards that consolidate KPI, risk, value, usage, and performance metrics to improve decision-making and transparency.
Operations and Data Alignment	Supporting OneView net production modernization activities involving production data, Databricks, ODAP, ODS/Oracle sources, data validation, and governed data rollups.
ITSM / ServiceNow Leadership	Built practical ServiceNow project structures, agile boards, access workflows, status reporting discipline, CWM usage, and service introduction documentation.
Change Management and Adoption	Advisor on the Change Advisory Board (CAB), trained teams on the change management process and created adoption materials for new ways of working.
Project Management and Portfolio Management	Led IT PMO governance, ServiceNow data remediation, DAC infrastructure planning, application rationalization, Agile maturity, coached PMs, PM Community of Practice founding member
People Leadership and Coaching	Managed and mentored technical, project, and analyst teams across delivery, Agile adoption, PM development, performance coaching, resource planning, and cross-functional execution.

CORE COMPETENCIES

- Operations Data Management | Data Governance | Data Quality KPIs | Data Stewardship | Metadata and Lifecycle Practices
- ServiceNow SPM / CWM / ITSM | ITIL 4 | Service Introduction | Incident / Request / Enhancement Governance | CMDB / CI Onboarding
- Agile Delivery | Sprint Planning | Backlog Governance | Velocity / KPI Reporting | Portfolio and Program Management | People Leadership

- Application Portfolio Management | SSO Enablement | Access Governance | Vendor Coordination | Budget and Forecasting Automation
- Executive Dashboards | Power BI | Tableau | QlikView | AI-enabled Analytics | Risk Classification | License Optimization
- AI Enablement | Microsoft Copilot Studio | Claude | Lovable | GitHub Copilot | AI-enabled Analytics | Workflow Automation | Budget Automation

PROFESSIONAL EXPERIENCE

Occidental Petroleum (Oxy) | Houston, TX

IT Strategy Advisor – IT Performance Analytics / IT Digital Experience / IT Asset Integrity / OneView Delivery Lead | Oct 2024 - Present

- Serve as an IT strategic advisor supporting Asset Integrity, Facilities Engineering & Construction, application governance, operational technology initiatives, and OneView production data modernization across Oxy environments.
- Manage OneView project delivery and Agile execution, including ServiceNow project structure, project plan, milestones, Agile phases, project tasks, story assignment support, and status reporting cadence.
- Supported a re-baselined OneView roadmap from 4 phases to 8 phases, aligning 2026-2027 execution around platform enablement, initial pipeline automation, scaled asset validation, enterprise integration, governance enforcement, data quality maturity, and legacy transition.
- Coordinated cross-functional OneView discussions involving Databricks, ODAP, ODS/Oracle, source table access, BUDB dependencies, production data validation, and net production accuracy risk documentation.
- Introduced sprint-level goals, metrics, and KPI discipline to track story completion, velocity, backlog readiness, phase progress, and delivery accountability.
- Documented OneView risks related to completion-level allocations, meter-level net interest factors, table ownership, governance gaps, 37 downstream dependencies, and potential impact to net production calculations.
- Advanced application governance for Lucid, Optima, Accuris, AutoCAD, Monday.com, OxyLims, Airtable, and SolidWorks, including usage analysis, SSO support, administrator access, vendor coordination, and license optimization recommendations.
- Developed a new application onboarding and readiness process covering application intake, CI creation, SSO deployment, knowledge articles, support transition, and production readiness.
- Project managed enterprise initiatives across 22 plants in the U.S., Canada, and Chile, including deployment of 2,000+ devices within constrained timelines and budget limits; directed hardware lifecycle planning across 5 U.S. office locations and 850+ assets.
- Led enterprise application rationalization and governance analysis, capturing 408+ applications to support cost reduction, redundancy elimination, ownership visibility, and investment decisions.
- Trained 24 IT staff on Agile practices and ServiceNow VTB usage; mentored 8 project managers supporting PM Level 1-3 development pathways and 100% certification success.
- Selected for SMO Feedback & Advisory Panel and PM Community of Practice, contributing to governance frameworks, enterprise delivery standards, PM capability building, and IT performance analytics dashboard design for leadership KPI visibility.

Occidental Petroleum (Oxy) | Houston, TX

IT Strategy Advisor - Project Management Office (PMO) | Jul 2022 - Oct 2024

- Partnered with IT Directors to govern portfolios of 50+ initiatives spanning cloud migration, RPA, infrastructure, networking, service management, and digital transformation.
- Led portfolio reviews, investment prioritization, dependency management, risk mitigation, and executive reporting aligned with enterprise strategy and funding constraints.
- Implemented ServiceNow project data remediation that reduced monthly status-report delinquencies by 56%, improving portfolio visibility, data quality, and leadership reporting accuracy.
- Advanced Agile maturity by coaching teams, standardizing work-management frameworks, and moving teams from Level 1 to Level 2 maturity through assessments, metrics, and coaching.

- Coordinated initiation and planning for large-scale networking infrastructure work involving 22 interdependent services for the first DAC facility (LCVO).
- Facilitated executive and cross-functional workshops for process improvement, problem management, customer experience, and delivery consistency.

Direct Energy / NRG | Houston, TX

ITSM Service Design & Introduction - North America Lead | *Jul 2018 - Jul 2022*

- Implemented Service Design and Introduction of governance across North America, reducing warranty periods by 37% and post-release incidents by 25%.
- Redesigned minor enhancement and service update processes, reducing release approval cycle time by 88% while improving alignment with business priorities.
- Led service portfolio rationalization, eliminating 62 dormant services, correcting 452 ownership/support records, and reducing third-party vendor support costs by \$325K.
- Advised project and service teams in support of readiness, risk, operational sustainability, release governance, and effective transition into production support.

Modiant | Houston, TX

Senior Agile Product Owner | *Mar 2018 - Jul 2018*

- Led sprint planning, daily stand-ups, backlog grooming, user story reviews, sprint reviews, retrospectives, and demo showcases, delivering MVP within 10 weeks and supporting approximately \$550K revenue growth.
- Reduced technical debt by 13% through issue documentation, backlog optimization, prioritization, and clear tracking practices.
- Mentored junior Product Owners and Business Analysts on journey mapping, requirements development, burndown reporting, stakeholder communication, and Agile delivery discipline.

Sysco Corporation | Houston, TX

Senior Project Portfolio Analyst | *Jun 2017 - Feb 2018*

- Standardized IT portfolio financial tracking templates and reporting, improving budget expenditure accuracy, forecasting, and executive portfolio review readiness.
- Served as PMO SME for executive-level project financial forecast reviews and partnered with finance and vendor management on project onboarding and oversight.

General Electric - Transportation / Capital | North America

IT Program Manager V / Business Solutions | *Aug 2014 - Aug 2016*

- Managed BI and analytics project portfolios with budgets ranging from \$115K to \$22.5M, delivering solutions supporting operational reporting and business decisions.
- Directed BI dashboard implementation that increased productivity by 15% and contributed \$635K supplier cost reduction in the first quarter of implementation.
- Led a team of 5 direct reports and 8-10 offshore developers, overseeing performance reviews, resource planning, department budgets, delivery coordination, and team execution to drive measurable organizational value.
- Led requirements gathering, testing, release discussions, and system improvements for business applications supporting more than \$6M quarterly revenue.

Enbridge Pipeline, Inc. | Houston, TX

Oracle Senior IT Advisor | *Aug 2009 - Aug 2014*

- Led Oracle R12 program workstreams supporting \$3M+ monthly cash flow across enterprise systems and financial operations.
- Managed 12 resources for Oracle R12 implementation work, coordinating system improvements, business process enhancements, testing, deployment readiness, and delivery execution.
- Implemented functional issue resolution, patches, data archiving, disaster recovery, and database upgrades across Oracle modules and production environments.
- Led requirements, design, testing, and implementation of 15+ interfaces and 9 database views between Oracle and third-party systems for commodity and financial management.
- Delivered process improvements that increased month-end close productivity by 20%, reduced invoice processing time by 2 days, and improved annual cash recoveries by 38%.

EDUCATION AND CERTIFICATIONS

- Master of Science, Computer Information Systems - University of Detroit Mercy
- Bachelor of Science, Business Administration - University of Phoenix
- Certified Information Technology Manager (CITM) | Certified Associate in Project Management (CAPM)
- ITIL 4 Foundation | Certified Scrum Product Owner (CSPO) | Six Sigma Green Belt | Business Analyst Professional Certification
- Professional development: ELI: Exploring Leadership & Influence, AWS IoT Foundation Series, Introduction to FinOps, Multipliers

SELECTED TECHNOLOGY STACK

ServiceNow SPM / CWM / ITSM, Jira, Confluence, Clarity, Rally, Power BI, Tableau, QlikView, MS Project, Visio, Oracle Financials EBS 11i/R12, Oracle OBIEE, Hyperion, Siebel, TOAD, Data Loader, Microsoft Copilot, Claude, Lovable, GitHub