

Ryan M. Haas

Release Manager

Ryan M. Haas

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Process innovator striving to first establish, and then continually improve best practices

Skills

Expert in: Agile & waterfall methodologies, problem solving, teamwork, analytics, project management, customer service (internal and external), oral communication, written communication, software testing, application development, project documentation, organizational skills, interpersonal skills, quality assurance, technical support, business analysis, Atlassian Jira, Atlassian Confluence, PHP, CSS, JavaScript, HTML, Linoma GoAnywhere ETL, Linoma Surveyor, ZendServer, Git, BitBucket, MS SQL Server, MySQL, ASP, Microsoft Office 365 and MS-DOS/Powershell

Proficient in: Sapiens CoreSuite applications, XSLT, Microsoft SharePoint, DB2, AS/400 (IBM iSeries), JDE World, JDE Enterprise One, C++, Visual Basic, VBA, Python

Experience

Sapiens / Release Manager

May 2021 - PRESENT, Allentown, PA

Act as the corporate liaison for NCC Group, managing Software Escrow Services from a project and technical perspective.

Designed and developed a web application to manage the software escrow process and request work from the Release Management Team, enhancing accuracy and efficiency.

Coordinated application builds and packaging, using Jenkins to ensure smooth promotion from development to all higher environments.

Created and documented standardized processes across projects and provided first-level triage and troubleshooting post-promotion.

Trained new Release Managers, facilitating effective onboarding.

Sapiens / Technical Analyst

May 2018 - May 2021, Allentown, PA

Transitioned production deployment processes to the Sapiens MGS team, creating formal process documents and training the team.

Identified and addressed issues in deployment processes, creating formal documentation that improved order and efficiency.

Managed environment processes and configurations, learning quickly from the outgoing Project Manager and handling all aspects of environment management.

Executed PolicyPro XSL and configuration work across multiple teams.

Onboarded and mentored new Sapiens employees, improving their understanding of software and best practices.

Managed help desk tickets and addressed recurring issues to reduce ticket volume and prevent reoccurrence.

Multi-Dimensional Integration / Controls Engineer

September 2017 - April 2018, Allentown, PA

Worked with SCADA/MES software packages including GE IFIX, Inductive Automation's Ignition, and Wonderware.

Lutron Electronics Co., Inc / Business Analyst/ Web App Developer

March 2012 - August 2017, Coopersburg, PA

Designed and developed web applications using PHP, SQL Server, and DB2 to enhance internal processes and reporting.

Managed projects for custom PHP web applications, quality operations tracking, and system upgrades.

Implemented source control using Git and Bitbucket, and developed ETL suites for data migration and reporting.

E1 Implementation Team Associate August 2011 – March 2012

Supported the launch of JD Edwards Enterprise One ERP software and created training modules for personnel.

Education

Lincoln Technical Institute / Associate in Specialized Technology - Electronic Engineering Technology

September 1998 - December 1999, Allentown, PA

GPA: 3.98

Awards

Six Sigma Green Belt Certification, 2008 (MRC)

Lean Certification, 2007 (MRC)

Volunteer Experience

People First Federal Credit Union / Associate Board Member

February 2024 - Present, Allentown, PA

The CHEMO Bag / Associate Board Member

March 2024 - September 2024, Lehigh Valley, PA

The CHEMO Bag / Vice President

December 2020 - March 2024, Lehigh Valley, PA

The CHEMO Bag / Associate Board Member

November 2017 - December 2020, Lehigh Valley, PA