JULIAN MERCER

TECHNOLOGY CONSULTANT

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PROFESSIONAL SUMMARY

Technology Consultant with 7+ years guiding enterprises through cloud migration, systems integration, and digital delivery. Translates business needs into architecture and roadmaps, leads cross-functional delivery teams, and brings programmes in on schedule and under budget.

PROFESSIONAL EXPERIENCE

Technology Consulting Manager Mar 2022 - Present
Accenture, Atlanta, GA

- Led a 12-person team moving 60 applications to AWS for a retail client, finishing two weeks early and 8% under budget.
- Designed the target architecture and migration waves with client engineers, cutting planned cutover downtime from 20 hours to six.
- Assessed a legacy order platform against three replacement options, giving the CIO a costed recommendation approved within a month.
- Set up delivery governance, risk logs, and weekly demos that raised stakeholder satisfaction scores from 3.4 to 4.5 out of 5.
- Introduced automated test packs for integration releases, reducing production defects after go-live by 31%.
- Mentored five consultants on solution design and client communication, two of whom now lead their own workstreams.

Senior Consultant Jun 2019 - Feb 2022
Deloitte, Dallas, TX

- Implemented a Salesforce and ERP integration for a manufacturer, removing manual order re-entry that took 40 hours a week.
- Ran requirements workshops with sales, finance, and operations, converting 150 requests into a prioritised backlog of 62 stories.
- Created an integration data model and API mapping that let two business units share customer records without duplicates.
- Planned user training and hypercare for 900 users, holding support tickets in the first month to 40% below forecast.
- Presented monthly progress and risk updates to the programme sponsor, helping secure a second-phase budget of $2.4M.
- Coordinated data migration rehearsals with client DBAs, reconciling 2.3M customer records with fewer than 0.1% exceptions at cutover.

Technology Analyst Jul 2017 - May 2019
Cognizant, Teaneck, NJ

- Tested and documented SQL reporting changes for an insurance client, catching 45 defects before release to business users.
- Wrote functional specifications and mapped data flows for a claims portal upgrade used by about 1,200 adjusters.
- Automated recurring data reconciliations with Python scripts, saving the delivery team around ten hours each week.
- Coordinated release notes and defect triage with offshore developers, keeping the weekly release calendar on track for 18 months.

CORE SKILLS

Technology strategy | Solution design | Cloud migration | AWS | Systems integration | Enterprise architecture | Salesforce | API design | Requirements analysis | Agile delivery | Programme governance | Risk management | SQL | Python | Change and training planning | Stakeholder management

EDUCATION

B.S. in Information Systems, Georgia Institute of Technology, Atlanta, GA

CERTIFICATIONS

AWS Certified Solutions Architect - Associate | Salesforce Certified Administrator | PMI Project Management Professional (PMP)