

PROFESSIONAL PROFILE:

PMP certified project management professional with a 19-year business and technology background in industries such as Government, association and non-profit, manufacturing, financial and investment banking services, web-based technology consulting, mortgage origination, and healthcare facilities. Has consistently demonstrated proficiency at quickly learning and contributing to business operations and systems improvement in both internal and client facing consulting roles.

19 years of business and technology experience

- 12 years of web application experience
- 10 years of consulting and/or sales experience
 - 6 years professional services (web applications)
 - 2 years internal IT consultant
 - 2 years mortgage broker sales
- 9 years of project management experience
 - 8 years of web application project management
 - 4 years ASP and SQL
 - Implemented ~30 new or redesigned web applications
 - 3 years SharePoint 2007 (MOSS) C# .NET and SQL
 - Implemented ~20 new web applications into SharePoint 2007
 - 1 year ColdFusion and Oracle
 - Support, maintenance, and minor updates for 25 web applications
- 6 years of mainframe computer operations experience
- 1 year of program management experience
 - Maintenance and support of 25 government applications
 - Manage 12 person core maintenance staff
 - Resource and plan for ancillary projects
 - Interview, resource, and plan for new applications or enhancements

Has demonstrated competencies in: (1) project and program management; (2) resource planning, estimating, and budgeting; (3) business analysis and systems design; (4) technical, functional, and training documentation; (5) staff management, leadership, coaching, and training; (6) contract execution; (7) cross-departmental team building; and (8) sub-contractor relations.

Experience with and understanding of: (1) PMI project management body of knowledge areas; (2) software development life cycle (SDLC); (3) project life cycle; (4) business processes and enterprise interdependencies; (5) information architecture; (6) user interface design; (7) web and application development tools, methods, and programming; and (8) various hardware, software, and networking.

PROFESSIONAL EXPERIENCE:

Department of Labor - Washington, D.C. - *Government Contractor, Astor & Sanders - Rockville, MD*

Project / Program Manager: 4/2010 - Present

- Manage a base team of 12 direct reports consisting of Systems Analysts, Developers, and Technical Writers in support of 25 Enterprise Business Support System (EBSS) web-based applications supporting Employment and Training Administration's (ETA) case management and performance reporting systems.
- Work with federal staff to identify, prioritize, and resource new development and maintenance projects and oversee the complete Software Development Life Cycle and project management activities. Propose project plans and resource staffing levels within proposed budgets.
- Interview, integrate, and manage roll-on / roll-off personnel and teams for new projects through ETA's Office of Information Systems and Technology.
- Facilitate and manage workflow across other Federal and contractor functional teams.
- Responsible for staffing, performance, and resource scheduling; maintenance releases and project deliverables; CMMI Level 3 adherence; and formal status reporting.
- Provide weekly, bi-weekly, and ad hoc status reports to Federal managers on all program activity; supply metrics to support governmental budget planning.
- Provide hands-on assistance, consultation, and technical guidance to teams as required.
- Key technologies and software used: ColdFusion; Fusebox; Dreamweaver; Eclipse; Oracle; TOAD for Oracle; CA Workbench (Harvest); CA Service Desk; and HP Quality Center.

Key Contributions:

- Helping to establish, apply, and enforce adherence to CMMI Level 3 standards.
- Implementing structured release schedules for maintenance releases.
- Created workflow and processes around support requests, reinforced through written procedures, to better account for and track the volume of work the team is doing.
- Begun a long range plan to re-baseline all system documentation that has become fragmented or inadequate from years of disparate projects and planning.
- Produced new SDLC document templates for use throughout the department.
- Devised and executed plans to cross-train staff, implement development best practices, and offer professional development opportunities.
 - Initiated a training series whereby veteran staff produce and present on an assigned topic or application to share knowledge across the team.
 - Implemented a bi-weekly developers meeting and provided overriding goals for the team to work on development standards, knowledge sharing, and improve efficiencies across development activities. Providing opportunities for team members to plan and lead meetings and grow professionally.
- Worked with Federal staff to restructure the code and document version control system managed through CA Workbench (formerly Harvest) to consolidate and improve the logical organization of files.

Professional Experience Continued

SusQtech - Winchester, VA - SharePoint Solutions Provider & Consultancy

SharePoint Project Manager: 4/2007 - 3/2010

- Managed ~20 Microsoft SharePoint 2007 (MOSS, WSS) implementations, custom development, and configurations for associations, non-profit organizations, and private industry to include Intranet, Internet, and Extranet solutions with third-party backend integrations.
- Guided teams of 5-10 resources consisting of internal Solutions Architects, .NET Developers, Information Architects, and User Interface Developers, as well as client teams, routinely for 3-6 concurrent projects of 3-12 month durations.
- Led and/or performed requirements gathering, information architecture sessions and proposed solutions, technical solution design, user interface design, wireframes, site configuration, custom development, documentation, and training for approximately 20 web applications in SharePoint 2007 (MOSS).
- Responsible for project planning within budget and timeline, acquiring functional resources as needed, overall quality of delivery, status calls and reports around progress and budget, monthly invoicing, and total customer satisfaction.
- Negotiated weekly with other project managers and management staff to secure needed resources from a limited pool to meet project goals.
- Generated work order and change order cost and time estimates. Executed contracts.
- Provided daily, weekly, monthly, and ad hoc status reports to managers and clients on all project activity and budgets.
- Contributed heavily with hands-on technical configuration and development to include SharePoint installation; Central Administration configuration; search configuration; master page and page layout design; CSS and XSLT design; customized configurations through SharePoint Designer; site columns, content types, and page layout design and configuration; list and library configurations; workflows; scheduled publishing; and more.
- Key technologies and software used: Microsoft Office SharePoint Server (MOSS) 2007; SharePoint Designer; SharePoint; Visual Studio; Visual Source Safe; C#; .NET; JQuery; SQL; XSLT; CSS; and AJAX.

Key Contributions:

- Led the implementation of SusQtech's first public-facing application and the first implementation of their proprietary social networking platform based on MOSS 2007. Successful launches of these two 'firsts' helped lead the way for sales growth.
- Managed a large MCMS to MOSS 2007 migration within budget and on time.
- Took over and salvaged several troubled projects to deliver wins for all parties.
- Participated in the company PMO to improve processes and enhance the usage of SharePoint for client and internal project management.
- Provided hands-on technical configuration and light coding to help meet deadlines.

Professional Experience Continued

Valley Health Systems - Winchester, VA - Hospital and Healthcare Management Organization

Computer Operator / Systems Support: 6/2006 - 4/2007

- Provided operational and technical support for all systems hardware and software to include AS/400, McKesson Care Manager, IBM Tivoli Tape Storage Management, and network/PC.

Key Contribution:

- Built and maintained Operations website on the company intranet for internal documentation, troubleshooting, and procedures (knowledge management).

Paragon Mortgage - New Port Richey, FL - Mortgage Lending and Investment Company

Mortgage Broker / Online Marketing & Pipeline Manager: 2/2004 - 12/2005

- Originated mortgage loans by building, managing, and promoting company website to generate mortgage leads via search engine and listing promotion, to include pay-per-click.

Key Contribution:

- Generated nearly 200 new mortgage leads and 50+ “real” prospects per month through personally built, managed, and marketed website FloridaMortgageHotline.com.

ExitNow - Redington Beach, FL - Web Development and Hosting Company

Project Manager & Operations Manager: 7/2000 - 9/2003

- Created and implemented all operational processes, policies, and procedures for staffing, project pricing and estimating, contract language and execution, profitability goals for fixed price projects, and implemented all SDLC documents and processes.
- Managed the entire project and software development life cycle, and account management functions for clients of various size and industry segment to design, develop, implement, and maintain web-based solutions to improve marketing and operations.
- Assembled and managed project teams consisting of internal staff and external contractors and allocated resources between multiple projects to juggle timelines and meet deadlines.
- Responsible for scope, pricing, profitability, resource allocation, client expectations, communications, quality assurance, and implementation of web projects.
- Solely responsible for capturing and documenting requirements, producing system design, pricing, securing resources, and managing to profitability of the fixed price contracts.
- Provided extensive hands-on design, development, and testing on project teams.
- Key technologies and software used: ASP; SQL; Dreamweaver; Fireworks; and Photoshop.

Key Contributions:

- Re-engineered all development processes, agreements, contracts, and pricing structures to improve project profitability by 20% and secure company interests.
- Took over a troubled first iteration and completely designed and led development for a second generation web application for a start-up company that was instrumental in helping them secure financing that enabled them to prosper and excel.

Professional Experience Continued

Raymond James & Associates - St. Petersburg, FL - *Investment Bank / Financial Services Company*

Technical Coordinator / Consultant: 9/1998 - 7/2000

- Represented the Information Technology department and its services to home office departments and thousands of financial advisor branches nationwide to identify, evaluate, test, and implement new hardware and software solutions to meet business objectives. Key home office clients included the Executive Offices (CEO, CIO, CFO), Finance, Marketing, Distribution, Office Services, Security, and miscellaneous operating groups.
- Identified the activities required to meet each service request and assigned dependency-based cross-departmental task orders to provide the most efficient delivery of service.
- Consulted with clients to introduce and implement existing IT services and products to meet their needs or explored other COTS or custom developed solutions as needed.
 - On behalf of clients, researched and presented proposed new solutions to the review board for approval to test proposed solutions - offered recommendations for corporate-wide or department-wide solution.
 - Worked with vendors to obtain trial software or hardware.
 - Facilitated with the testing lab to install and test proposed solutions within the corporate environment and obtain a pass/fail verdict.
 - Lead project to implement for client all approved solutions.

Key Contributions:

- Initiated and was part of a team that re-engineered workflow processes. Implemented web-based interfaces that integrated with existing workflow systems thereby increasing technology service request production by reducing errors, follow up, and fulfillment times. A 50% increase in workload was managed without additional staff or overtime.
- Implemented a web-based phone directory for the switchboard operators to replace outdated printed directories - reducing cost and providing more accurate data.
- Led in the analysis and testing of streaming audio/video solutions to be used in morning market calls. Solution recommendation presented to CEO.

Rubbermaid Commercial Products - Winchester, VA - *Manufacturing*

Computer Operator: 2/1995 - 9/1998

- Executed data processing production schedule on IBM mainframe system, troubleshooting as needed, to ensure daily business transactions were processed. Maintained, resolved, and escalated network server and production system issues.

Navy Annex - Arlington, VA - *Government Contractor, I-NET - Bethesda, MD*

Computer Operator: 5/1992 - 5/1994

- Data center operator managing IBM mainframe system operations - Secret DoD clearance.

EDUCATION:

Project Management Institute (PMI): 2009
Project Management Professional (PMP) Certification

Amberton University: 2006-2008
Bachelor of Business Administration (BBA) - Information Systems and Technology: **4.0 GPA**

Lord Fairfax Community College: 1990-1991, 1996-1998
Business Administration Major

Computer Learning Center: 1991
IBM Mainframe Computer Operations Diploma

AFFILIATIONS:

Project Management Institute (PMI): 2007-Present
Individual Member in good standing

Strasburg Little League Board: 2009-Present
Junior League Director: 2009-Present
Information Officer / Webmaster: 2009-Present

A vital member of the board to help conceive, plan, direct, and manage activities to support the league to include raising funds, organizing leagues, providing structure, and managing relations.

Key Contributions:

- Designed, developed, and manage league website to provide information, training, online registrations, team pages with content management, and back-end reporting.