

SUMMARY

Over 25 years of experience in the government, private, and non-profit sectors in the following capacities:

- **Project Coordinator** – Responsible for daily project operations, prioritizing corporate and customer responsibilities, ensuring project plans are composed and maintained; completing and maintaining the budget, schedule, scope, coordinating team and other project related activities.
- **Business Analyst** – Responsible for analyzing business and technical processes to develop new and modified business information systems. Efforts included coordinating business and technology teams; ascertaining system requirements, such as program functions, output requirements, input data acquisition. Artifacts produced include Business Functional Diagrams (BFD), Detailed Functional Requirements (DFR), and specialized templates.
- **Technical Writer** – Responsible for a wide range of document for various audiences to support all aspects of the Software Development Lifecycle (SDLC) for example: Process documentation, process flow diagrams, system design documents, various levels of requirements, and user manuals. Other types of documents include business-focused items such as proposal and presentation documents, progress reports, executive briefings, and Requests for Proposals (RFPs) responses within a team environment, Statements of Work (SOW), PowerPoint presentations, and trainings.
- **Quality Control Specialist** – Responsible for ensuring that the task/project meets all Capability Maturity Model (CMM) level III requirements. This included implementing and following established file maintenance standards, documenting contract and task related process artifacts such as a Project Defined Process, Requirements Management plans, Microsoft Project plans, Roles and Responsibilities documents, Configuration Management plans, Communications plans, and Risk and Opportunity Management plans.
- **Trainer** – Responsible for coordinating technical area training groups. This included analyzing the technical area business needs and aligning these needs with the staff's personal growth and development goals, leveraging available expertise to facilitate and implement a knowledge-sharing environment. In addition, customer related trainings for systems and business processes were prepared for the instructor and student. Delivery methods varied from workshops, computer-based training (CBT) and classroom.
- **Project Management Office (PMO) Developer** – Collaborated in the development of PMO processes, from a customer perspective, and an internal corporate initiative.

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LOCKHEED MARTIN (LM), BALTIMORE, MD – 2005 TO PRESENT

SOCIAL SECURITY ADMINISTRATION (SSA)

OFFICE OF DISABILITY PROGRAMS MANAGEMENT INFORMATION (ODPMI)

TASK MANAGER BACK-UP/ PROJECT COORDINATOR / TECHNICAL WRITER/ QUALITY CONTROL SPECIALIST

ODPMI provides disability program evaluation/management information in order to assist the policy-making components by evaluating the effectiveness of disability rules and regulations, discovering trends, and measuring the impact of new and existing policies. The results are used to generate recurring reports, such as the Office of the Actuaries Annual Report to Congress, and support the development and refinement of web-based applications. Current ODPMI undertakings include the development of a Data Repository Database, which is a data warehouse, used as the foundation for the Business Intelligence, providing a centralized, flexible reporting mechanism for the Disability data.

- Project Coordinator for the ODPMI Data Warehouse and the electronic Policy Feedback System (ePFS).
- Developed the team SharePoint site to coordinated and enhance collaborated efforts in terms management responsibilities, information tracking and dissemination, and content management.
- Researched and assisted in technical training for project related SharePoint Business Intelligence solutions.
- Performed back-up task manager responsibilities by completing and maintaining budget, schedule and staffing requirements, authoring status reports, supervising team efforts and deliverables.
- Implement and maintain quality control contract requirement.
- Maintain task related documents and reports for management and SSA's financial office (the COTR) in order to ensure accurate communications related to project status and risks.
- Assist in the requirements documentation, testing, and SharePoint activities required for the development of the Data Repository database.
- Identified and managed risks and opportunities at project and task levels.
- Performed unit testing for the ODPMI Data Lineage Tool.

DISABILITY CASE PROCESSING SYSTEM (DCPS)

BUSINESS ANALYST/ TECHNICAL WRITER

The DCPS project is a high visibility project that will streamline the disability process within the Disability Determination Services (DDSs), the SSA Field Offices, and the Office of Disability Adjudication. This system will standardize the multiple systems used across the United States. The vision is to provide the highest level of public service possible; enhancing the level of service, increase accuracy in the decision making process with timely and cost-effective processing by automating the collection of information with optimum productivity.

- Assisted in the efforts related to the DCPS Project Management Office (PMO), in regards to the documentation deliverables. This included template designs, Peer (content) Reviews, and Technical Writing responsibilities.
- Reviewed customer deliverables, for a quality and accuracy.
- Assisted in the development of the Detailed System Specifications (DSS) related to the Case Intake Family.

OFFICE OF TELECOMMUNICATIONS AND SYSTEMS OPERATIONS (OTSO) / IT ASSET MANAGEMENT (ITAM) PROJECT

TASK MANAGER BACK-UP/ PROJECT COORDINATOR / BUSINESS ANALYST/ TECHNICAL WRITER/ QUALITY CONTROL SPECIALIST

This project supports the needs analysis, planning and design phases of the Information Technology Asset Management (ITAM) project by completing the "To-be" process flow, logical data model, Implementation Plan, ITAM Tool Comparative Matrix, and the ITAM Communications Management Plan artifacts to help establish the concept of operations for an improved ITAM process that meets the Agency's needs. The "To-be" process flow and logical data

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models are based on the Control Objectives for Information and Related Technologies (COBIT), Project Management Body of Knowledge (PMBOK), Information Technology Infrastructure Library (ITIL), and CMM best practices to establish a baseline for the ITAM processes.

- Assisted in the design of the Unified Modeling Language (UML) model used to depict the analytical and development efforts required for the implementation of HP Asset Manager.
- Captured the current process and the “To-be” processes by producing detailed Activity Diagrams to illustrate the activities, dependencies, and critical path items. These diagrams served as a basis for the gap analysis between the current and “To-be” processes to strategically out-line the implementation plans.
- Maintained the project management documentation as outlined in the PMBOK and CMMI.
- Implemented and maintained quality control contract requirements and to ensure CMMI level III compliance.

INFORMATION TECHNOLOGY OPERATIONS ASSURANCE (ITOA)

TASK MANAGER BACK-UP/ PROJECT COORDINATOR / BUSINESS ANALYST/ TECHNICAL WRITER/ QUALITY CONTROL SPECIALIST

This task was responsible for assisting SSA in completing a fully functional state-of-the-art co-processing data center, the Durham Support Center (DSC), and to support SSA's National Computing Center (NCC). The goal of this project was to work in conjunction with OTSO to fulfill SSA's key initiative “...to ensure that in a disaster we can fully recover our systems and continue to provide the services on which the country depends.”

- Performed back-up task manager responsibilities by completing and maintaining budget, schedule and staffing requirements, authoring status reports, supervising team efforts and deliverables.
- Acted as Project Lead within the LM team, the ITOA Project Management Office (PMO) and across SSA divisions to ensure the project flow. Efforts included: Participating in outlining a failover and Disaster Recovery plan from the NCC to the DSC and vice- versa; assisting in identifying critical workloads; project planning coordination; assisting divisions with system designs; logistical planning and support. In order to achieve success, close working ties were established with the various divisions in SSA, Branch Chiefs and Division Directors, and assisting in communication efforts with the OTSO Associate Commissioner on a weekly basis.
- Implemented and maintained quality control contract requirements and to ensure CMM level III compliance.
- Facilitated meetings and assisted with the data modeling efforts for the primary DSC workloads.
- Captured requirements to design a proto-type system to manage assets and defined workloads Additional responsibilities included documenting process flows, documenting the logical and physical data models, unit testing of the system, report design and. Development. Provided basic software support after the system was released into production.

OFFICE OF FACILITIES MANAGEMENT (OFM) / NCC FEASIBILITY STUDY

TASK MANAGER BACK-UP/ TECHNICAL WRITER

This document was presented to Congress to justify the procurement of funds to build a new data center for SSA. This study was conducted to outline the logical options to accommodate and support the SSA's data processing operations for the next 20 years by analyzing the current condition of the NCC compared to the Uptime Institutes Tier III standards. Several solutions were presented and each option was weighted based on time constraints, cost, Leed Standards, and DOJ Security Standards.

- Responsible for all of the document design efforts related to this project.
- Worked with principal level contractors, with various areas of expertise, to document the research and findings. This included facilitating meetings with Senior Subject Matter Experts (SSME) on the customer side and to capture the information for deliverable documents.
- Maintained task related documents and reports for management and SSA's financial office (the COTR) in order to ensure accurate communications related to project status and risks.

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OFFICE OF DISABILITY SYSTEMS (ODS) / COMPREHENSIVE WORK OPPORTUNITY SUPPORT SYSTEM (CWOSS)

BUSINESS ANALYST/TECHNICAL WRITER

CWOSS was implemented to support The Ticket-to-Work program, designed to encourage Social Security beneficiaries with disabilities to return to work by offering employment services, and increasing provider incentives to serve beneficiaries with disabilities who want to work.

- Joined the project as part of the tiger team to meet the critical deadlines and regroup the project after a large staffing turn-over on both the LM and customer sides of the project.
- Acted as a requirements analyst, facilitating meetings and Joint Application Design (JAD) sessions with the stakeholders to recapture the business process requirements and to manage a team to document the detailed functional requirements.
- Constructed the logical and assisted with the physical data models for the CWOSS system and the various components.
- Responsible for developing the document designs that were used throughout the lifecycle of the project.
- Led the report development efforts by gathering the customer's requirements and designing the dynamic reporting capabilities that were implemented within the CWOSS system.
- Coordinated efforts with the project developers in designing the system and create the system design documents required as a deliverable.
- Developed master schedule to ensure all aspects of the project, including User Acceptance testing process were executed and all deliverables were submitted on schedule throughout the Software Development Lifecycle (SDLC).
- Provide unit testing for each of the modules.
- Responsible for facilitating the User Acceptance Testing (UAT), the Modernized Systems Operations Manual (MSOM), and 508 compliance efforts.

INTERNAL LOCKHEED MARTIN PROJECTS / LM OFFICE OF DISABILITY SYSTEMS (ODS) INFORMATION MANAGEMENT TEAM

PROJECT COORDINATOR / BUSINESS ANALYST / TECHNICAL WRITER/ TRAINER

The ODS Information Management Team was developed under the program managers guidance to optimize internal efforts and ensure maximum return for LM and its employees.

Led or participated in the following initiatives:

- ODS Training U – Technical area and contract level leadership role to create a learning and development environment to motivate and train existing personnel by strategically aligning employee's development goals with the growing business needs of the technical area. Responsibilities included identify and tracking the contract knowledge gaps and engaging the staff to promote a cooperative learning and knowledge share environment. Responsibilities also included developing and delivering trainings in the using various platforms including CBTs, workshops and instructor led and included the following types of trainings: Lifecycle development process trainings, business process trainings, and systems overview trainings, and it technical trainings.
- Contract Training Team – Involved with the program level training team to coordinate and share resources across technical areas to optimize knowledge sharing by: Participating in the design of the training resources intranet site, identifying contract needs and coordinating available resources. Led the initiative to design, and implement the lifecycle development process trainings into a series of CBTs with the process group. These training programs included requirements gathering, system development, and validation.
- Documentation/Technical Writing Team – In addition to acting as Project Lead, this project relied heavily on a hands-on technical writer to develop documentation standards to be used across the technical area. This included refining/designing templates for progress reports and deliverables ensuring that the technical areas

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maintained a CMM level III. Other writing and/or editing responsibilities included, producing artifact documents and work products, business/user/technical requirements documents; and assisting in proposal writing including responding to RFPs, and documenting SOWs.

- SharePoint Site Initiative – Responsibilities included coordinating team efforts to gather and document SharePoint requirements and design priorities. This site is now the gateway to the majority of the management systems, serving as the risk repository for the contract, and the document management system.
- Take a Subject to Work – Facilitated this program for the Montgomery School District's Technology Education teachers by organizing and delivering training for the educators. The goal of this program was to provide valuable insight into the IT industry and in turn enable the education team to enhance their school's curriculum by training the participants in the SDLC and working with the school representatives to incorporate daily corporate responsibilities into their lesson plans. This project resulted with a Special Recognition Award from LM for leading this project.
- Project Management Office (PMO) – This was a contract wide PMO initiative to standardize processes and offer a means for controlled process improvement.

INSIGHT DISTRIBUTION SYSTEMS, HUNT VALLEY, MD – 2003 TO 2005

TECHNICAL WRITER/ TRAINER

This company produced the Manager Series, Playbook, and Scoreboard software product lines designed for inventory tracking and accounting for beer distributors.

- Responsible for various types of internal documentation, developing Quality Assurance methodologies, interfacing with management and engineering to design documentation style guidelines.
- Additional responsibilities included validation/unit testing, writing and editing data exchange procedures to transfer information between breweries and distributors.
- Developed general and detailed documentation describing system specifications and operating instructions; and revises existing systems and procedures to maintain more effective data handling.
- Documented functional requirements, reformatted and updated changes in user documentation for the product line. Posted and maintained current procedures and documents on the corporate internet/intranet to ensure accessibility for the customer and customer service technicians.
- Wrote / edited the newsletter "The Routescoop" on a monthly basis.
- Wrote and implemented PowerPoint presentations for the annual user conference, company and customer meetings. These presentations are designed to educate customers on new and existing products, promote positive company image; and internally motivate a positive work environment.
- Training responsibilities included designing and delivering customized user, and software support training programs.

HUNTERDON LAND TRUST, KINGWOOD, NJ 1998 TO 1999

PROJECT LEAD/ TECHNICAL WRITER

Positioned as the leading land preservation organization in Hunterdon County with numerous fundraising, volunteer recruitment, and public awareness initiatives.

- Volunteer and event organizing, media coordination, and project management. Central contact for the press, working to promote public awareness through consistent media coverage in local papers and television stations. Managed the coordinating press conferences, publicity, educational programs, and fundraiser events including the 1999 Readington River Buffalo Watch.
- Participated in stakeholder meetings and negotiations with landowners, Board of Trustees, and the Department of Environmental Protection (DEP).

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- Assisted in writing grant proposals and project area applications for the DEP to preserve properties to support the Governors conservation goals.
- Edited and reformatted an aquatic macro-invertebrate field guide written by Dr. Bill Rawlyk.

AT&T, PRINCETON, NJ 1995 TO 1997

AT&T'S WORLDNET SERVICES

TECHNICAL WRITER/TRAINING DEVELOPER

WorldNet Services was a dial up internet service launched in 1996 as an initial web portal.

- Designed, completed unit testing, led the User Acceptance Testing, and ported AT&T's Knowledge Management System (KMS) material to an Internet based service. The KMS defines structured problem resolution techniques for AT&T technical support personnel.
- Provided Software Support by designing the help desk escalation procedures for the WorldNet Services. This also included writing, and delivering training to the customer service representatives.
- Responsible for documentation design and development related to the AT&T's Hot City Report. The Hot City Report is designed to keep AT&T WorldNet Service members informed of service access conditions, for AT&T WorldNet Point of Presence (POP) locations, this included developing user manuals and training material for the customer service representatives.
- Researched and developed an internet tools CBT courses. The internet tools course covered the use of applications such as Gopher, Veronica, Wais, FTP, and Telnet.

AWARDS

- Lockheed Martin Special Recognition Award 2006
- Lockheed Martin Lightning Award 2006
- Lockheed Martin Team Award 2006
- Lockheed Martin Performance Excellence Award 2009
- Lockheed Martin Outstanding Peer Award 2006, 2010, 2012
- Lockheed Martin Spot Award 2010, 2012

EDUCATION

- Temple University, Philadelphia PA – BA Communications

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Visio, PowerPoint, Excel, Publisher), Microsoft SharePoint, Microsoft Project.