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| **Horace Gaynor** | |
| **Specialist 2** | |
| **Horace Gaynor**  Technical IT Agile Project Manager / Scrum Master who works tirelessly with relevant stakeholders to manage benefits throughout the project life cycle for benefit realization at project completion; grasps organizational culture and project environment and initiatives as well as business strategies and structure quickly; a strong influencer with emotional intelligence, strong business acumen, situational awareness; and tuned to lead diverse project teams driving performance through coaching and mentoring.  As a previous principal with Solutionersnet, I have always worked diligently on process improvement and thrives to provide solid leadership to all teams.  Expertise in full project management life cycle with high degree of expertise in Agile/Scrum | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| SPC 4 -  SAFe Agilist (SA)  Certiied Scrum Master - CSM | PMI  [LinkedIn](https://www.google.com/url?sa=t&amp;rct=j&amp;q&amp;esrc=s&amp;source=web&amp;cd=1&amp;cad=rja&amp;uact=8&amp;ved=0ahUKEwiNztnHk-zaAhVrrVQKHQxkCswQFggpMAA&amp;url=https%3A%2F%2Fwww.linkedin.com%2F&amp;usg=AOvVaw2Fx3jReOOmKj1CUsWZkKns) |

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| **Horace Gaynor** | |
| Project Management Professional - PMP (PMI certiied)  Master’s degree: Software Engineering (University of Maryland)  B.Sc:  Computer Science & Business Management, University of Technology (First Class Honors) | Scale Agile Framework |

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| **Horace Gaynor** | |
| Project Management, Agile Application Development methodology  Rally | Agile Development Software  PHP, C+  +, C, Java, Javascript, Perl, COBOL, Pascal, Fortran, HTML |  |
| ***Professional Experience*** | |
| **Amdex Corporation Senior Project Manager 0*9/2016-April 30, 2018***  Supported the Department of Commerce – Census Bureau as a senior project manager for multiple projects to help ensure the 2020 Decennial Census meets the high congressional demands of reduced cost and increased efficiency through appropriate use of enterprise technology. | |

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| **Horace Gaynor** |
| As the current project manager for four projects, I have been tasked to manage the enhancement and development of mission critical systems to support the 2020 Census. I have successfully implemented processes to ensure project stay on schedule and projects adhere to budget.  Took over a $100M acquisition project that was grossly behind and successfully got it on schedule. This involves a mission critical project that is crucial to ensure system is implemented that will facilitates on boarding of over 500,000 people.  Knowing that risks management is one of the key components for projects success, I have implemented and trained stakeholders on risks improvement processes to ensure the environment has a keen risks aware mindset. In addition, I have ensure that process improvement has been a focal pillar throughout the program and projects cycle.  **Solutionersnet Inc**  **Project Manager / Scrum Master 01/2015-09/2016**  As a Project Manager / Scrum Master for multiple projects, I worked diligently to identify relevant stakeholders' benefits early and align project to Organizational Strategic Goal & Objectives (SGOs). This helped us to meet project objectives and ensures project success.  Achieved 21% schedule improvement over similar previous projects by successfully mentoring and coaching team members on core Agile principles, best practices, and processes. Trained senior key stakeholders on better appreciation and understanding of agile product owner best practices which resulted in significant risks reduction for team deliverables. Achieved consistent run rate by ensuring product owners have key appreciation of teams' true velocity.  Instrumental with the introduction and implementation of iterative and incremental development, continuous integration, test-driven development within the organization. Adoption of these frameworks within the organization resulted in a significant increase in software development quality and earlier delivery of deliverables.  Achieved buy-in of key client's senior management of the enhancement of their proposed strategic initiative. Early indication is that this strategic move will enable company to grow by over 90% within the next 4 - 6 years. First release of project was successfully implemented and being used in-house and company is pursuing patent prosecution before market-wide introduction of product.  **Capco (Client - FannieMae )**  **Agile Project Manager / Scrum Master 12/2012-1/2015**  Project manager for the development of new enterprise-wide applications and enhancement of existing application as part of a strategic initiative for FannieMae. Two new enterprise applications were developed: |

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| **Horace Gaynor** |
| 1. Pricing Utility (PU), a pricing engine that dynamically generates competitive pricing for Mortgage Back Securities. 2. Pricing and Execution Mortgage Back Securities (PEMBS), dynamically generates mortgage commitments for lenders in the secondary mortgage market.   These projects were the key applications for a $65M+ strategic initiation to further position Fannie Mae over its counterpart Freddie Mac.  Management of projects achieved successful applications implementation which resulted in pilot program achieving lending commitment of over $2B within first 6-12 months.  Achieved significant improvement of release schedules after implementation of scrum of scrum (flavor of SAFe 3.0 PI planning) to ensure alignment and synchronization of key dependencies between projects. Projects deliverables synchronization helped to significantly reduce risks and improve timely releases. Also achieved improved schedule performance over similar previous projects with the implementation of needed matrices and processes to enhance accountability of team.  Achieved successful integration of new applications with enterprise applications by working closely with enterprise application owners to ensure that rigorous integration testing were done with up-stream and down-stream applications.  Achieved projects successes due to overall low project issues by proactively conducting iterative risks identification and risks management to ensure projects adhere to schedules and budgets.  Improved team delivery of artifacts and ensure team met definition of done to ensure schedule were adhere to.  Ensured projects adhered to formal Enterprise SDLC standards. |

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| **Horace Gaynor** |
| Successfully utilized conflict resolution skills to improve team's morale, confidence, and trust.  Liaised with the Project Quality Office to ensure all projects met corporate project governance.  **New Leaf Financial Project Manager 10/2007-12/2012**  Achieved reduction in overall schedule for the development of a Customer Relationship Management system with the implementation of Agile/Scrum as a project management methodology within organization. Successfully implemented key functional components incrementally. This resulted in early identification of key risks that were able to be successfully mitigated. Projects were delivered ahead of schedule and below budget.  Achieved adaptation and buy-in of Agile/Scrum framework by upper management by emphasizing on the benefit of time-to-market of products and early identification project risks. Responsible for recruiting and managing off-shore team of engineers.  Achieved high level of project success by coaching off-shore and in-house teams in understanding and embracing Agile/Scrum. Worked tirelessly to remove obstacles that slow or prevent work, and ensure effective communication. |

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| **Horace Gaynor** |
| Ensure effective communication to key stakeholder with timely delivery of project metrics and report. Provided velocity and burn-down reports to show progress of the development effort.  Conducted project and sprint kick-offs, sprint planning sessions and sprint reviews/demos.  Implemented central reused repository that helped to reduce development time for other projects. |

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| **Shellie M. Nurse** |
| **Project Manager** |
|  Certified Project Management Professional (PMP) with over 18 years of experience supporting large complex enterprise organizations and systems, including the DOT, FAA, MWAA and WMATA.   * Experience developing activities schedules via joint application development meeting (**JAD**) requirement gatherings and performance reviews. * Experience managing cross functional teams to support software and application development and implementation, process reengineering, and vendor client management. * Experience serving as acting Government Contracting Officer’s Representative (**COR**). * Computer related proficiencies include Clarity On Demand, Microsoft Project & Visio; Oracle 8.0/ 9i/ EBS; Unix, SQL, PeopleSoft, Mercury Win Runner, Test Director, Business Objects Reports, OBIEE Reporting, PRISM, DELPHI, FMS, GovTrip, REGIS, Oracle EBS Applications, ERP, MS SQL, PL/SQL, Java, J2EE, OAF, SOAP, SOA, BI/XML Publisher, Oracle ERP, Remedy, Service Desk, and Livelink.   CORE COMPEMTENCIES  Project Management   * Full Software Development Life Cycle (SDLC) * Waterfalls * Agile Methodology * Clarity Implementation/Post Implementation * Process Documentation * IT Governance * PMO Support * Project Management Life Cycle * Customer Relationship Management (CRM) * Mobile Application Development * Capability Maturity Model Integration (CMMI) * Quality Assurance Management * System Integration * Requirements Management * Test and Evaluation * Risk Management * Scope Management * Application Maintenance Change Process * Change Request Management * Project Portfolio Management System (PPM) * Peoplesoft HCM * Oracle ERP   **✓** |
| ***Publications, Honors, Awards, and Other Achievements*** |

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| **Shellie M. Nurse** | |
| Project Management Certified (PMP) | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| B.S.  Computer Information Systems, Strayer University, June 2000 |  |
| ***Professional Experience*** | |
| 9/2014 – Present  **Inovalon Healthcare**, Bowie, MD Program/Project Manager   * Managed Capital approved programs/products for upcoming years strategic planning * Responsible for the successful implementation of Clarity Phase 14.3 Portfolio Management, Demand/Idea Management, Resource Management, and Timesheet Management * Developed requirements for Clarity Phase 2 14.3 migration to include PMO framework * Worked with internal/external business owners and stakeholder to gather requirements for output | |

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| **Shellie M. Nurse** |
| reporting and functionality within Clarity   * Developed and managed in-flight roadmap items * Developed workflow analysis and requirements needed to help stand up PMO framework/office * Developed artifacts and process flows for In-Take, front door process * Managed all capital approved products, projects through completion of project lifecycle * Managed/lead the systems engineering, application development, systems platform for our data analytics platform, along with business analysis, and quality assurance teams to develop requirements and test and transition into production * Conduct daily project status meetings to identify to health of the project that will help mitigate any issues/risks that would impede on project delivery, while ensuring project timeline, activities, and budgets are still on target * Managed/lead the requirements change request process to mitigate any unexpected scope creep/delay in delivery. Identify scope changes and any impacts to schedule and budget * Responsible for developing project artifacts, Project Charter, IT governance, Project Deployment plan, Test Plan, Project Closeout, Best Practices, etc. * Develop and maintain project score card, documentation and provide executive level management weekly status * Responsible for assisting and supporting capital budget formulation * Manage resource and capacity planning for all strategic programs   9/2014 – 2/2016  **Pentagon Federal Credit Union (PenFed)**, Chantilly, VA Program/Project Manager   * Responsible for the successful implementation of Clarity Phase 1, version 13.3 Portfolio Management,   Demand/Idea Management, Resource Management, and Timesheet Management   * Developed and provided job aids and training material for the entire PenFed organization * Developed and reviewed construction project plans. Host design reviews meetings to review drawings and building construction processes. Prepared submittals and responses for bidding of work to sub contract companies. Developed and updated any changes order and expedite any orders and materials to help meet construction timeline * Identify and resolve any issues related to construction to avoid any risks to construction schedule * Developed requirements for Clarity Phase 2 14.x migration to include Financial management interfaced with PeopleSoft and agile tool integrations * Managed approved programs for upcoming years strategic planning of products * Worked with user community to survey and obtain feedback on the use of Clarity to get better buy end and use of the tool from the user community |

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| **Shellie M. Nurse** |
| * Managed installation and upgrades for new digital signage for over 80 branch locations. Responsible for over 80 new branch (ground up construction) opening for PenFed Responsible for developing preliminary project execution plans, estimating plans, proposal plans, proposals, and contract formulation. Reviews draft prime contract and proposal/award documents. * Responsible for active participation in prime contract negotiations for both client/customer deliverables and the schedule for such deliverables. Responsible for budget management, detailed work plans submission of permits and congressional notice packages / Responsible for the management and controls all contractual commitments to ensure that all work is being performed in accordance with the specifications, drawings and terms of the contract. * Responsible for assisting and supporting capital budget formulation * Facilitates with project team the development, communication, implementation, update and continual use of the Project Execution Plan. Reviews and approves project control systems which measure progress/performance, provide early warning of deviations from Plan, and identify corrective actions to be taken. Identifies quality requirements and ensures the proper processes are identified and implemented to achieve contractual quality commitments. Assesses customer perception of quality on a regular periodic basis. Managed day to day approvals bid tabulations for commitments on all major purchase orders, contracts, and sub-contracts. * Managed the installation and upgrade of the new instant credit/debit card systems throughout PenFed. * Successfully delivered the new Access America checking account product throughout PenFed. * Managed the successful integration of several risk adjusted pricing (RAP) credit cards and auto loans. * Work with systems administration, infrastructure, security, and engineering teams for input into enterprise projects. * Managed the check reduction project which significantly reduced the use of paper checks for dividend and maturity payments, account closures and any other check usage discovered. * Managed the installation and build out of 15 new PenFed branch locations throughout the east and west coasts. * Manage the implementation of the Bank Secrecy ACT (BSA) solution for the ability to identify and monitor all account transaction activity in order to prevent criminal laundering or terrorist activity with PenFed. * Identify appropriate vendor that aligns with Pen Fed’s current system to deliver a risk management solution. * Evaluate the area of cost reduction in all products (RSV (XSWN/S), branch checks. * Reduced the check use for creating a self-service/MSR option for selecting and updating Certificate Dividend & Maturity Options to ACH funds and a self-service/MSR option for selecting/updating ACH for REA distribution options. * Ensure Member Experience is taken into account (Alert of ACH payments, Options to Switch to ACH for open accounts, message center and SMS) * Work to reduce or eliminate back office work associated with check payments, including but not limited to lost, damaged, stale dated and stop payment re-issue. * Responsible for scope, change request, risk management, along with application maintenance change process, project management lifecycle |

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| **Shellie M. Nurse** |
| * **Voted employee of the month after less than 6 months on the job.**   10/2012 – 9/2014  **CACI, Inc. / (MWAA), Metropolitan Washington Airports Authority contract Arlington, VA**  Senior Project Manager   * + Supported the Department of Radio Wireless with budget formulation, management, and reconciliation of COMIP, CCP, and O&M projects averaging over $5M. Managed and maintained the radio department O&M (over $6M) budget to actual.   + Developed reports providing detailed forecast, requisitions, purchase orders (POs), and invoices for reconciliation; Prepared SOW, solicitation and procurement packages for new and existing MWAA contracts.   + Provided technical expertise and direction to staff of Human Capital Management, Enterprise Assess Management, Procure to pay Financial, and application integration and reporting for upper level management   + Developed and performed cost analysis in preparation of developing independent cost estimate (ICE), sole source justification, and In Scope artifacts for new and existing contracts, and contract renewals. Developed scope statements for all CCP, COMIP projects.   + Provided ad-hoc budget reporting via OBIEE reporting to department manager and executive level management***.*** Created requisitions via Enterprise Resource Management (ERP) for new, existing, and renewed contracts, and equipment purchases.   + Managed IT team as the Sr project manager to design, develop, build, test, and deploy custom extensions such as reports forms, web development, middleware, data conversations and other related systems and programs   + Formulated department quarterly procurement forecast and yearly budget for board approval. Formulated departmental forecast budget for CCP, COMIP, and O&M budget.   10/2011 – 10/2012  **Washington Metropolitan Area Transit Authority (WMATA), Washington, DC**  Program/Project Manager   * + Supported 8 different offices within the IT/PMO organization in Clarity pre/post Implementation. Managed over 26 projects within IT/PMO. Met with business stakeholders, SMEs, PMs to capture and document specific requirements needed to launch Clarity on- Demand v12. Captured gap analysis during the clarity overview and mini-rounds to ensure additional requirements were met.   + Responsible for delivery and rollout of Oracle ERP Financials throughout the authority   + Responsible for implantation of the Oracle ERP Financials, Payroll, and Purchasing modules   + Processed purchase orders and payments via ERP Oracle for purchases of hardware and software equipment for use throughout the authority   + Responsible PeopleSoft HCM 8.0 for human capital upgrade responsible for rollout and deployment of tool.   + Developed new testing portlets via Clarity Production v13 for program and portfolio management reporting, and to capture activity, trending and auditing purposes for project management schedule related activities.   + Managed Capital approved programs for upcoming years strategic planning   + Developed new enhancements for implementation of Clarity v13 project and portfolio management, |

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| **Shellie M. Nurse** |
| and resources management modules. Develop test plan for upcoming releases (v13 testing scripts) and provided results via defect and cases via CA support.   * Worked with Clarity architect and CA support to test fixes and resolve production issues. Developed over 26 schedules in the program management modules within Clarity. QA Clarity for project related issues, risks, updates, and changes within schedules to ensure data accuracy. Developed reporting for previously used artifacts for automation within Clarity, (team charter, change request process, cotr reports, etc). * Provided day-to-day recommendations of clarity enhancements, modifications and edits for customization of our Clarity tool to mirror WMATA business models. . Provided one on one training with new PMs, with a basic Clarity overview for familiarization with the tool. Reset Clarity passwords and added new resources to the system. * Tested clarity v13 new functionality to ensure simulation and familiarity mirrored clarity v12 production environment. Tested clarity job aids via v12 production environment to update existing schedules, project shells, etc. before distributing to user community. Tested clarity v12 data dump from production environment to test environment to ensure clarity v12 mirrors and performs in production environment. Tested clarity job aid via v12 production/v13 test to ensure environment ability to support continuing projects by fiscal year. * Developed clarity status reports and distributed to PM community to adhere to upper management. Created new and continuing projects, programs and linking to portfolio by fiscal year in both v12 and v13 clarity environment. * Worked with clarity developer and administrator to develop requirement for new executive reporting. Set up new schedules via the Clarity Tool; uploaded legacy MSP schedules into the system, including portfolio projects and programs. Defined and developed Clarity phase 2 requirements for v13. Worked with PMs to provide training on building and updating schedules, tasks, resources, and risks via the Clarity tool. Conducted one on one Clarity training related to building schedules and milestone task creation. * Supported pre/post Clarity Implementation for Portfolio and Project Management, and Resources Management, and provided service upgrades for projects coming through IT/PMO. * Worked with Clarity Integrator System support, and PMs to troubleshoot issues with schedules, dashboards; attended meetings with upper management to discuss progress on projects set up in Clarity. * Assisted Clarity administrator with creation of user id set up, resources roles, rights, and resetting passwords. Tested new Clarity functionality or functionality in the test/development environment prior to production. * Provided project support of CA clarity as an enterprise Project Portfolio Management (PPM) system throughout WMATA using software development methodologies and full software development life cycle, both SDLC and Agile, system engineering support. * Gathered requirement for development of data models, business and custom reports; provided technical support for CA clarity report definition, queries, implementing changes to clarity tool as required. * Manually built stakeholder schedules in clarity to meet executive milestones. Developed executive- level Clarity dashboards; and worked with WMATA SMEs to capture wish list of system functionality; worked with clarity integrator to translate user specifications; worked with Clarity CA developers to resolve trouble tickets opened against Clarity v12 application.   6/2009 – 6/2011  **MCR Federal, LLC**/ **Federal Aviation Administration (FAA) – Washington, DC**  Aviation Weather Services Group/QAR-Project Manager   * Provided quality assurance and project management support to FAA, including Weather |

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| **Shellie M. Nurse** |
| Observations and ASWON Business Case activities. Quality Assurance Representative (QAR) responsible for institutionalizing and optimizing Aviation Weather Services performance procedures to the Aviation Weather Services Group (AWSG).   * Chaired QA best practices briefings to all Weather Observation Programs; Developed Program Management Plans (PMP), Quality Assurance Plans (QAP), Measurement & Analysis Plans (M &AP), Requirements Managements Plans (REQMP), Contractor Management Plan (KMP), Risk Management Plans (RSKMP), Configuration Management Plans (CCMP), Verification & Validation Plan (V &VP) for all Weather Observation Programs; TDWR, JAWS, ASWON, WSDS. * Developed and coordinated skill set training documents, QAR team charters, and QAR program meeting schedules, QA Correspondence, SOP and Work Instructions. * Chaired QAR status meeting, developed manager draft sign-off memos, and chaired face to face briefings to program leads and performed quarterly reviews and audits on those programs. * Provided project support of CA clarity as an enterprise Project Portfolio Management (PPM) system. * Gather requirement for development of data models, business and custom reports; provided technical support for CA clarity report definition, queries, implementing changes to clarity tool as required * Perform Business Case and Cost/Benefit Analysis on new and existing projects (FY09/FY10). * Worked to improve communications throughout the Air Traffic PMO organization, buy developing IT/PMO to support restructuring of business processes. Developed and captured the buy end of management approval for the IT Change Control Process. * Met with Air Traffic Organization business stakeholders, SMEs, PMs/ Integrator to capture and document specified requirements needed to launch Clarity on- Demand v11. * Set up new schedules via the Clarity tool; uploaded legacy MSP schedules into the system. Worked with PMs to provide training on building and updating schedules, tasks, resources, and risks via the Clarity tool. * Supported Pre/Post Clarity Implementation for Portfolio Management, Project Management, and Resources Management. Provided service upgrades for projects coming through IT/PMO. * Worked with Clarity Integrator System Support, Air Traffic Organization (ATO) PMs to trouble shoot issues with schedules, dashboards, or any area as need be for resolution. * Provided project support of CA clarity as an enterprise Project Portfolio Management (PPM) system. * Gathered requirement for development of data models, business and custom reports; provided technical support for CA clarity report definition, queries, implementing changes to clarity tool as required. * Managed and developed Project Level Plan (PLA), Project Management Plan (PMP), and Cooperative Agreement (CA). Was responsible for Business Case Development, IARD document/checklist development for program readiness and for implementation strategy development and resource planning development. * Supported various FAA and DHS programs including ATO ASWON programs. * Performed Electronic Records Management Systems (ERMS) development which included creating a vendor market survey and gathering data on existing, commercially available (COTS), DoD 5015.2 (version 3) standard certified, web-based, scalable ERMS in all stages of development and implementation. * Responsible for scope, change request, risk management, along with application maintenance change   process, project management lifecycle  10/2007 – 6/2009  **Croix Connect/ Federal Aviation Administration (FAA) – Washington, DC** |

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| **Shellie M. Nurse** |
| Requirements Specialist /Project Manager   * Managed the collaboration and data gathering for cost, schedule, risks and special considerations for all Terminal Facilities projects. Managed requirement revalidation and input for all Replace, Improve and Sustain Airport Towers ATCT and TRACON’s.   + Responsible for developing preliminary project execution plans, estimating plans, proposal plans, proposals, and contract formulation for FAA’s upgrade and build out of new ATCT and TRACONS. Reviews draft prime contract and proposal/award documents.   + Responsible for active participation in prime contract negotiations for both client/customer deliverables and the schedule for such deliverables. Responsible for budget management, detailed work plans, submission of permits and congressional notice packages/ Responsible for the management and controls all contractual commitments to ensure that all work is being performed in accordance with the specifications, drawings and terms of the contract.,   + Facilitates with project team the development, communication, implementation, update and continual use of the Project Execution Plan. Reviews and approves project control systems which measure progress/performance, provide early warning of deviations from Plan, and identify corrective actions to be taken. Identifies quality requirements and ensures the proper processes are identified and implemented to achieve contractual quality commitments. Assesses customer perception of quality on a regular periodic basis. Managed day to day approvals bid tabulations for commitments on all major purchase orders, contracts, and sub-contracts. * Met with Air Traffic Organization business stakeholders, SMEs, PMs/ Clarity Integrator to capture and document specified requirements needed to launch Clarity on- Demand v9. * Manage funding for approved projects nearing hand-off and in advance of RDs, obtain approval for the funding of PA, LOAs to various regions, headquarters locations to begin designs efforts. Manage the outsource efforts with various contract firms to solicit Project Scope Agreement, Task Orders for specified design services on behalf of the FAA. * Managed the deployment and funding cost for government funded equipment (GFE) for all terminal projects, as well as management of funding for Siting reports, design contract award and construction efforts. * Performed Business Case and Cost/Benefit Analysis on new and existing projects (FY07/FY08). * Assisted Clarity Administrator with creating user id set up, resources roles, rights, and resetting passwords. Test new Clarity functionality and functionality in the test/development environment prior to pushing into production. * Set up new schedules via the Clarity tool; uploaded legacy MSP schedules into the system. Worked with PMs to provide training on building and updating schedules, tasks, resources, and risks via the Clarity tool. * Supported Pre/Post Clarity Implementation for Portfolio Management, Project Management, and Resources Management; provide service upgrades for projects coming through IT/PMO. * As COTR, reviewed current SOW to determine the continued need for the Clarity Implementation Tool. * Manage the prioritization of all project for hand- off for Program Operations with the functional cooperation on Planning and Integration and Terminal Planning to ensure the project timelines met the agreed upon commitment to congress. * Supported the task lead in developing and implementing a Mission Needs Statement for Facilities and coordinated requirements and input for ATO-T’s Automation, Surveillance, Weather and Terminal |

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| **Shellie M. Nurse** |
| facilities operations support teams. Was responsible for one-on-one management briefings on all project related facilities.   * Developed integrated Program Schedules and Implementation Plans for system deployment for each service area. Led efforts to obtain a list of existing, new and old decommissioned equipment. Reviewed Alternative Analysis and Business Cases in ATO-Planning, for terminal facilities for feedback of the evaluation of successful cost estimating solution, prior to DP3 to aid in construction and phase out ATCT and TRACON facilities. * Developed and reviewed construction project plans. Host design reviews meetings to review drawings and building construction processes. Prepared submittals and responses for bidding of work to sub contract companies. Developed and updated any changes order and expedite any orders and materials to help meet construction timeline * Identify and resolve any issues related to construction to avoid any risks to construction schedule * Developed Clarity Dashboard and Business Portlets for ATO organizations and executive’s sponsors. * Provided project support of CA clarity as an enterprise Project Portfolio Management (PPM) system throughout the air traffic organization, software development methodologies and full software development life cycle, both SDLC and Agile, system engineering support. * Gathered requirements for development of data models and business reports; provided technical support for CA clarity report definition, queries, and implementing changes to clarity tool as required. * Provided quantitative and qualitative analysis for a wide variety of programs to meet the financial or service management needs. Provided support in the area of business management, including budgeting, planning and scheduling analysis and reports such as EVM and financial tracking and life- cycle reports.   10/2000 – 10/2007  **Nextel Communications**, Project Manager   * + Managed all Vendor Service Level Agreements (SLA) and vendor client relationships for Nextel’s Enterprise Testing Organization to ensure services provided by supplier were met for all global and enterprise testing initiates. Managed approval for SCO (Scope Change Order) for all new and existing projects.   + Managed IT team as the Sr project manager to design, develop, build, test, and deploy custom extensions such as reports forms, web development, middleware, data conversations and other related systems and programs Made PeopleSoft HCM 8.0 for human capital upgrade responsible for rollout and deployment of tool.   + Prepared SOW, solicitation and procurement packages for new and existing Nextel contracts. Developed and performed cost analysis in preparation of developing independent cost estimate (ICE), sole source justification, and in Scope artifacts for new and existing contracts, and contract renewals.   + Managed Re-Engineering processes for the entire Enterprise Testing Organization. Provided day to day knowledge with program planning, scheduling (critical path, float calculation and integrated master schedule analysis); risk assessments, budget planning and formulation. Managed the testing and functional teams in gathering data requirement, assisting with budget input and budget formulation. Provided Quality Assurance for overall testing and performance measures.   + Responsible for cost analysis (CPR, CSSR, CFSR, EVMS) and documentation of Acquisition Plan, RFP, etc). Develop and maintain automated cost and schedule reporting. Responsible for monitoring program variances and reporting performance metrics.   **ADDITIONAL EXPERIENCE** |

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| **Shellie M. Nurse** | |
|  | 6/1995-10/2000 Qwest Communications, Senior Project Manager  7/1994-06/1995 Facilicom International, Project Manager |
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**Philip Monroe Agee II, MBA Transformational and Visionary Technology Leader**

[vaulter03@gmail.com](mailto:vaulter03@gmail.com) / 540.226.5437 536 Buxton Grant Dr. | Cary, NC 27519

Mr. Agee serves as a Partner and Board Member at Attain, LLC, a leading management, technology, and strategy consulting firm. He oversees Attain’s Environmental and Health business in Washington DC and North Carolina’s Research Triangle Park (RTP) —one of the nation’s most vibrant epicenters of research and technology innovation—providing service to clients across the federal, state and local government, health, research, and higher education markets. Mr. Agee opened Attain’s local RTP office in Morrisville, NC, in November 2013 adjacent to Research Triangle Park and its top universities, research facilities, and leading technology firms, demonstrating his and the firms commitment to delivering the best transformational services and solutions to the research markets. Mr. Agee, who headed the expansion in the RTP area, has established and continues to grow a dedicated local team of highly skilled technical and management consultants who are already actively delivering to health and research clients in the region.

Today, Mr. Agee has full account management and strategic planning responsibility for a portfolio of technology projects valued over $120M providing full-service application development, data center, network, security, and help desk services for multiple environmental and health research-focused clients. He also serves as Attain’s Cloud Computing Competency Lead, responsible for facilitating build-out of Attain’s cloud strategy and growing relationships with Amazon Web Services and Microsoft Azure. Under his direction, Attain led the transition to agile, user-centric methodologies for a portfolio of 20+ applications at EPA and development of applications that enable the National Institute of Environmental Health Science (NIEHS) to measure the total cost of science for its 1,000+ internal researchers.

Most recently, he led an effort to establish an open forum entitled: Scientific Computing in the Triangle: How We’re Using HPC Today”. This forum brought together leaders in the scientific and HPC domains from Duke University, North Carolina State University, and University of North Carolina at Chapel Hill (UNC) to share insights and experiences with implementation of HPC toolsets across the scientific and research communities. He also prides himself in establishing and maintaining a culture of trust and candor throughout the organization and providing ample avenues for his staff to grow and mature within Attain’s professional services model.

Mr. Agee joined Attain in 2009 focused on serving the firm’s health, research, and regulatory clients and quickly demonstrated an aptitude to lead, manage teams, and grow business. He is a participant in the Greater Raleigh Chamber of Commerce; the North Carolina Technology Association (NCTA); Raleigh Chamber of Commerce, Armed Forces Communications and Electronics Association (AFCEA); Young AFCEANs; the Northern Virginia Technology Council (NVTC); and TechAmerica. He served on TechAmerica’s Big Data Commission and participated in two of its Vision Conference Committees, with a mission to develop industry market trends for the Civilian markets. Mr. Agee holds a Bachelor of Science degree from The College of William and Mary and an MBA from The George Washington University. He is also a former NCAA Division I Decathlete.

Of late, Mr. Agee was awarded the 2016 Emerging Leader of the Year – Industry award by the Armed Forces Communications and Electronics Association (AFCEA) Bethesda Chapter. As part of the 2016 AFCEA Bethesda InnovateIT Awards: “Recognizing the Best in Government-wide inITiatives,” the awards recognizes individuals or groups whose contributions in information technology have significance beyond their organizations. These contributions represent achievements that advance business and citizen interaction, leading to improved effectiveness, cost-savings and leadership that meet national priorities and serve as a model of excellence government-wide. Mr. Agee received the 2016 Emerging Leading of the Year award after received numerous nominations and an independent vote recognizing him a leader in the federal IT community who demonstrates enthusiasm to learn and develop their own leadership credentials and is innovative in thought process and action.

**EXPERIENCE**

**Attain (Purchased BearingPoint Contracts)** **Vienna, VA**

Partner and Board Member November 2013 - Present

* Elected by Attain’s partners to serve a two year term as a member of the Board of Directors. As a member of the five person Board, established compensation plans for executives, growth and revenue targets, and internal human resource growth plans for all 500+ employees in the firm.
* Support internal valuation initiatives during negotiations with private equity firms and potential acquisition targets to

determinate appropriate price targets and integration points.

* Full management and oversight responsibility for contracting, pricing, leadership, teaming, solutioning, and marketing for over $120M in contract value for health and research focused technology contracts – activities resulted in a 527 growth in revenue over a three-year period. The team includes over 150 consultants, analysts, technologists, and scientist that serve the Environmental Protection Agency (EPA), National Institutes of Health (NIH), Centers for Disease Control and Prevention (CDC), and Department of Energy (DoE).
* Serves as Attain’s Cloud Computing Competency Lead responsible for executing relationships with Amazon Web Services

(AWS) and building out cross functional capabilities to deliver infrastructure and application development services to Federal, State, and Higher Education customers

* Strategic leader on Attain’s executive team providing guidance on corporate initiatives as well as strategic and expansion

prospects within the Federal health, research, and regulatory marketspace. Activities include development of annual marketing and sales plans and resources to achieve targets and technical expansion ideas

* Successfully transitioned and managed an enterprise-wide IT managed service contract to support the National Institutes

for Environmental Health Sciences (NIEHS) with no network failures or decreases in customer service

* Established and managed corporate partnerships with Cisco (Network), AWS (Cloud), and Esri (GIS) to establish capability growth and service offers for existing and new clients
* Built out a corporate facility at RTP and developed a go-to-market strategy designed to increase Attain brand awareness

Senior Manager March 2011 – November 2013

* Successfully grew the portfolio of technology service contracts by 200 within eighteen months by leading all activities in the sales cycle and delivery of services to the client organizations
* Managed a P&L with responsibility for a 20-person organization responsible for providing technology strategy,

programmatic, business, finance, and information technology services to multiple programs within the Federal Government:

* + Reserve Component Automation Systems (RCAS) – COTS / GOTS IT implementation
  + Army Knowledge Online and Korea Transformation - Infrastructure services
  + Army Logistics Modernization Program (LMP) – Nation-wide SAP implementation
  + Navy Enterprise Resource Planning Program (Navy ERP) – Nation-wide SAP implementation
* Successfully renegotiated the pass-through on a major IT professional services contract from 11.5 to 8.5 percent and realigned staff structure to improve the margin on a cornerstone project by 63 percent
* Managed a team responsible for implementation of Attain’s ISO 9000 based Program and Project Operational Framework

to provide an avenue for consistent and repeatable process management.

* Developed an organizational balanced scorecard for a $100M+ DoD organization to facilitate reporting and monitoring of program and contract status for a multi-billion-dollar IT program against defined metrics and service level agreements
* Served as proposal management subject matter expert on major proposal efforts for non-DoD accounts to include:
  + Department of Health and Human Services (DHHS) Oracle Application Support Services
  + Army Enterprise Systems Integration Program (AESIP) Enterprise Application Services
  + Security and Exchange Commission Lean Six Sigma Support

**BearingPoint** **McLean, VA**

Sr. Business Consultant September 2008 – August 2009

* Led an Integrated Baseline Review (IBR) to review and validate the earned value management system for a multibillion- dollar, DoD Government-Off-the-Shelf (GOTS) Human Resource and Logistics System
* Lead resource providing third-party, independent reviews of a System Integrator’s earned value management reports,

processes, and procedures. Specifically, the Government client relied on my observations, analysis, and recommendations to avoid a potential $1M/year program overrun

* Supported the renewal of a $30M indefinite delivery indefinite quantity (IDIQ) type contract on a National Institute of

Health (NIH) contract

* Lead Army/Air Force Pricing consultant responsible for pricing of over $300M of effort and presenting justification of cost buildup models to senior leadership.

Business Consultant December 2006 – September 2008

* Conducted numerous, in-depth cost analysis and budget evaluations for a DoD program that resulted in significant cost savings and an understanding of the Program’s projected burn rate
* Developed a Risk Management (RM) system for the Office of Chief Compliance Office though the use of automated

databases and reporting dashboards. The tool allowed business leaders to identify, track, and mitigate systemic, corporate risks

* Led the Business Process Redesign (BPR) Functional Team in managing an organizational redesign facilitated by a new

cost accounting system (CostPoint) through the application of better business processes, focusing on planning, execution, performance measures, external customer expectations, and human resources issues.

**SRA International** **Fairfax, VA**

Lead Business Operations Analyst January 2006 – December 2006

* Managed and tracked the profit and loss and budget for a $22M program. Specific tasks included forecasting and reporting revenue, cost and profit, accounts payable, accounts receivable, cost accruals, labor rates and indirect rate calculations for a number of projects with varying Government contracting types
* Provided monthly cost and variance analysis for senior executive leadership. In particular, identified cost reductions

through data warehouse research and reconciliations with GL reports

* Created baseline execution plans and resource allocation plans; updated estimates to complete, reviewed and approved of subcontractor invoices and client invoices and produced detail internal and external financial reports

**BearingPoint** **McLean, VA**

Sr. Business Analyst March 2005 – January 2006

* Conducted a Post Deployment Performance Review (Cost Benefit Analysis) for a large-scale DoD automated information system (AIS) as a final step from Milestone IIIG to Sustainment
* Provided strategic guidance and cost analysis for the Government during the option renewal period with the prime

contactor of a multimillion-dollar engagement. In particular, I identified $5M of cost reductions. Specific activities included trend analysis, market research, and subject matter expert interviews to identify cost accounts for potential cost reduction

* Developed complex baseline management excel spreadsheets to accurately display FTEs, costs, facilities, ODCs, and

award fee and continuously updated the models with current invoices, modifications, and proposals. The regular updates enabled the Government to mitigate discrepancies in facility management and labor cost allocation

Business Analyst March 2004 – March 2005

* Conducted Affordability Assessments on the Prime Contractor’s proposals and invoices
* Analyzed monthly Cost Performance Reports, Contract Funds Status Reports, and invoices to provide a trend analysis and highlight discrepancies between the Prime’s written reports and actual financial performance
* Supported management during the update of the Capital Investment Reports for the IT - 300 Capital Asset Plan and

Business Case Exhibit for the FY06 Budget Estimate Submission

EDUCATION

**THE GEORGE WASHINGTON UNIVERSITY** **Washington, DC**

Master of Business Administration (Finance and Account) May 2009

**THE COLLEGE OF WILLIAM AND MARY** **Williamsburg, VA**

Bachelor of Science (Kinesiology and Chemistry) May 2003

CERTIFICATIONS

Lean Six Sigma (LSS) Green Belt Certified

Project Management Institute (PMI) Project Management Professional (PMP) Certified (Expired) *December 2010*

Former Division I Decathlete

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| **Elizabeth Morin-Kensicki** |
| **Manager** |
| **Ms. Elizabeth Morin-Kensicki**  Ms. Morin-Kensicki brings over 20 years of project and program management experience, dedicaing the last 7+ years to research IT-intensive projects. Ms. Morin-Kensicki has successfully managed diverse teams to idenify and meet project requirements across diverse customer porfolios. This experience has ranged from management of enterprise-level IT support programs and projects for federal research insituions, to project management for speciic science applicaion development. Recently, she has managed muliple projects for the Naional Insitute of Environmental Health Sciences (NIEHS) including management of customer support and communicaions for enterprise IT, management of a porfolio of scieniic applicaions, and quality and communicaions management for an enterprise network upgrade project. In each case, Ms. Morin-Kensicki ensured outstanding client services, improved customer percepion, and performance improvements throughout the task order duraion. Ms. Morin-Kensicki received recogniion for her excepional eforts in support of the NIEHS CIO.  Currently, Ms. Morin-Kensicki serves in the Program Management Oice for the NIEHS Enterprise Technology Services (NETS) II program- acing as deputy program manager and providing leadership for the Science Team- a cross-funcional IT support team organized to idenify and develop soluions to meet science IT focused requirements. She also manages quality assurance and communicaions for the program. Ms. Morin-Kensicki supports the EPA’s Oice of Water Program Management Oice as Project Manager for the Hydrologic and Water Quality System (HAWQS) project as it moves through system development to a version 1.0 release stage.  As Associate Director of Project Management for the biotechnology irm, Metabolon, Inc., Ms. Morin- Kensicki managed a team of PhD-level project managers and support staf through iniiaion and analysis of over 300 metabolomics project per year and on-ime delivery to a global research clientele. From this work and her academic work, Ms. Morin-Kensicki has over 20 publicaions in leading scieniic journals.  In her academic posiion as Research Assistant Professor at the University of North Carolina at Chapel Hill, Ms. Morin-Kensicki and her research lab staf and students pursued independent invesigaion of muliple research quesions in cancer biology and developmental geneics. She funded this research through a naional-level Scienist Development Grant from the American Heart Associaion.  Ms. Morin-Kensicki is a ceriied PMP with a history of successfully direcing complex, research-associated IT programs. She is adept at facilitaing teams of IT professionals in customer support, improving their ability to deliver outstanding results to the customer’s saisfacion in a imely manner. |
| ***Publications, Honors, Awards, and Other Achievements*** |
| **Selected** **Publicaions-** **2006** **through** **2017** |

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| **Elizabeth Morin-Kensicki** |
| Shelhammer JP, **Morin-Kensicki E**, Matson JP, Yin G, Isom DG, Campbell SL, Mohney RP, Dohlman HG. Amino acid metabolites that regulate G protein signaling during osmoic stress. PLoS Genet. 2017 May 30;13(5):e1006829.  Walenda T, Diener Y, Jost E, **Morin-Kensicki E**, Goecke TW, Bosio A,  Rath B, Brümmendorf TH, Bissels U, Wagner W. MicroRNAs and Metabolites in Serum Change ater Chemotherapy: Impact on Hematopoieic Stem and Progenitor Cells. PLoS One. 2015 May 29;10(5):e0128231.  Alexander D, Kennedy A, Desai N, **Kensicki E**, Pappan K. (2015).  Metabolomics of Food- and Waterborne Fungal Pathogens. In: R. Russell M. Paterson and Nelson Lima (Eds), *Molecular* *Biology* *of* *Food* *and* *Water* *Borne* *Mycotoxigenic* *and* *Mycoic* *Fungi.* (pp. 57- 65). CRC Press. |

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| **Elizabeth Morin-Kensicki** |
| Langley RJ, Tipper JL, Bruse S, Baron RM, Tsalik EL, Huntley J,  Rogers AJ, Jaramillo RJ, O'Donnell D, Mega WM, Keaton M, **Kensicki E**, Gazourian L, Fredenburgh LE, Massaro AF, Otero RM, Fowler VG Jr, Rivers EP, Woods CW, Kingsmore SF, Sopori ML, Perrella MA, Choi AM, Harrod KS. Integraive "omic" analysis of experimental bacteremia ideniies a metabolic signature that disinguishes human sepsis from systemic inlammatory response syndromes. Am J Respir Crit Care Med. 2014 Aug 15;190(4):445-55.  Niewczas MA, Sirich TL, Mathew AV, Skupien J, Mohney RP,  Warram JH, Smiles A, Huang X, Walker W, Byun J, Karoly ED, **Kensicki EM**, Berry GT, Bonventre JV, Pennathur S, Meyer TW, Krolewski AS. Uremic solutes and risk of end-stage renal disease in type 2 diabetes: metabolomic study. Kidney Int. 2014 May;85(5):1214-24.  Depner CM, Traber MG, Bobe G, **Kensicki E**, Bohren KM, Milne G,  Jump DB. A metabolomic analysis of omega-3 faty acid-mediated atenuaion of western diet- induced nonalcoholic steatohepaiis in LDLR-/- mice. PLoS One. 2013 Dec 17;8(12):e83756. |

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| **Elizabeth Morin-Kensicki** |
| Prabhu A, Sarcar B, Kahali S, Yuan Z, Johnson JJ, Adam KP, **Kensicki E**, Chinnaiyan P. Cysteine catabolism: a novel metabolic pathway contribuing to glioblastoma growth. Cancer Res. 2014 Feb 1;74(3):787-96.  García-Heredia A, **Kensicki E**, Mohney RP, Rull A, Triguero I,  Marsillach J, Tormos C, Mackness B, Mackness M, Shih DM, Pedro-Botet J, Joven J, Sáez G, Camps J. Paraoxonase-1 deiciency is associated with severe liver steatosis in mice fed a high-fat high- cholesterol diet: a metabolomic approach. J Proteome Res. 2013 Apr 5;12(4):1946-55.  Shah VO, Townsend RR, Feldman HI, Pappan KL, **Kensicki E**, Vander  Jagt DL. Plasma metabolomic proiles in diferent stages of CKD. Clin J Am Soc Nephrol. 2013 Mar;8(3):363-70. |

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| **Elizabeth Morin-Kensicki** |
| Kennedy LH, Suter CH, Leon Carrion S, Tran QT, Bodreddigari S,  **Kensicki** **E**, Mohney RP, Suter TR. 2,3,7,8-Tetrachlorodibenzo-p-dioxin-mediated producion of reacive oxygen species is an essenial step in the mechanism of acion to accelerate human kerainocyte difereniaion. Toxicol Sci. 2013 Mar;132(1):235-49.  Chinnaiyan P, **Kensicki E**, Bloom G, Prabhu A, Sarcar B, Kahali S,  Eschrich S, Qu X, Forsyth P, Gillies R. The metabolomic signature of malignant glioma relects accelerated anabolic metabolism. Cancer Res. 2012 Nov 5;72(22):5878-88.  Adams SB Jr, Seton LA, **Kensicki** **E**, Bolognesi MP, Toth AP, Netles  DL. Global metabolic proiling of human osteoarthriic synovium. Osteoarthriis Carilage. 2012 Jan;20(1):64-7. |

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| **Elizabeth Morin-Kensicki** |
| Roe B, **Kensicki E**, Mohney R, Hall WW. Metabolomic proile of hepaiis C virus-infected hepatocytes. PLoS One. 2011;6(8):e23641.  Nishioka N, Inoue K, Adachi K, Kiyonari H, Ota M, Ralston A, Yabuta  N, Hirahara S, Stephenson RO, Ogonuki N, Makita R, Kurihara H, **Morin-Kensicki EM**, Nojima H, Rossant J, Nakao K, Niwa H, Sasaki H. The Hippo signaling pathway components Lats and Yap patern Tead4 acivity to disinguish mouse trophectoderm from inner cell mass. Dev Cell. 2009 Mar;16(3):398-410.  Liu Y, Boukhelifa M, Tribble E, **Morin-Kensicki E**, Uetrecht A, Bear  JE, Bankaiis VA. The Sac1 phosphoinosiide phosphatase regulates Golgi membrane morphology and mitoic spindle organizaion in mammals. Mol Biol Cell. 2008 Jul;19(7):3080-96. |

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| **Elizabeth Morin-Kensicki** | |
| Thomson JM, Newman M, Parker JS, **Morin-Kensicki EM**, Wright T, Hammond SM. Extensive post-transcripional regulaion of microRNAs and its implicaions for cancer. Genes Dev. 2006 Aug 15;20(16):2202-7.  **Morin-Kensicki EM**, Boone BN, Howell M, Stonebraker JR, Teed J,  Alb JG, Magnuson TR, O'Neal W, Milgram SL. Defects in yolk sac vasculogenesis, chorioallantoic fusion, and embryonic axis elongaion in mice with targeted disrupion of Yap65. Mol Cell Biol. 2006 Jan;26(1):77-87. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| PhD biology, University of Oregon | Project Management Institute |

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| **Elizabeth Morin-Kensicki** | |
| BS  biology, University of Michigan  PMP  certiication, Project Management Institute; certiication number 1988013 | American Association for the Advancement of Science |
| ***Professional Experience*** | |
| **Attain, LLC**  Manager, Federal Solutions 2013 – Present  NIEHS Enterprise Technology Services II (NETS II)  Science Team Project Manager/ Quality Assurance Specialist/ Communications Lead  Managed successful expansion of IT support services team through recruitment and deployment of qualiied, requirements-matched customer support personnel to more than double the team size to 26 personnel in 30 days. | |

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| **Elizabeth Morin-Kensicki** |
| Managed scheduling, development and on-time delivery of more than 50 contract deliverables in the irst 60 days of performance  Organized and managed a cross-functional Science IT Team, created to identify and develop enterprise-level solutions and responses to meet research IT- speciic infrastructure and customer support needs throughout the period of performance  Led development and implementation of an enterprise IT Quality Assurance Plan and a comprehensive IT Communications Plan for the Institute  NIEHS Enterprise Applications (NEA) Project Manager |

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| **Elizabeth Morin-Kensicki** |
| [Managed operations, maintenance, development, and reporting work to provide on time and on budget support for the NEA portfolio of 18 science applications to convey award of follow on option periods for the contract  Accelerated development of an actionable, modernized prototype for the key Core Lab Tracking Application through understanding scientist and lab staf needs  Applied management expertise and proven strategies to streamline the cybersecurity-responsive migration of multiple legacy applications to a modern server environment and application development platform  Network Equipment Installation and Integration (NEII) Quality Assurance Lead/ Communications Project Manager |

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| **Elizabeth Morin-Kensicki** |
| Supported this major enterprise network upgrade through development and implementation of a comprehensive communications plan  Combined strong stakeholder engagement with a thorough understanding of the NIEHS core infrastructure, network architecture, and distributed physical environments of the Institute to support deployment of over 350 unique, scheduled communications across 4 distinct communication vehicles over a 12 month period of performance  EPA Oice of Water and CBPO Information Technology Portfolio Support Services- Hydrologic and Water Quality Systems Project (HAWQS)  Project Manager  Managed successful development and release schedules for Beta and Version 1 water quality modeling system deployment |

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| **Elizabeth Morin-Kensicki** |
| Integrated requirements and managed project progress to completion across 5 modules or sub-projects developed for and funded by separate user groups for the HAWQS system  NIEHS Service desk and Infrastructure TEchnology Services (NSITES) Chief Scientiic Liaison/Deputy Program Manager  Managed customer support for successful resolution of  approximately 12,000 IT support requests or incidents per year while maintaining an average survey approval rating of greater than 98% satisied customers throughout the period of performance  Promoted cross-divisional communication, solution identiication, and focused support towards the mission of the Institute acting as scientiic liaison to conduct meetings and discussions across all divisions of the Institute |

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| **Elizabeth Morin-Kensicki** |
| Conducted more than 80 one-on-one or small group meetings with NIEHS federal scientists and staf in the 1st year of the contract to identify problems, opportunities, requirements, and risks  Facilitated reinstatement of a Scientiic IT open forum and established a contract support Science IT Cross-Functional Team to improve response times for scientist IT support needs  **Metabolon, Inc.**  Associate Director of Project Management/ Senior Study Director, Global Academic Program 2009 – 2013  Managed a multi-million dollar annual project pipeline and  average 15% program growth year over year |

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| **Elizabeth Morin-Kensicki** |
| Managed a team of Ph.D.-level biochemist/study directors and study support specialists to top-level productivity, executing on the order of 300 unique metabolomics studies annually for academic and pharmaceutical clients world-wide, consistently delivering within aggressive time-line expectations  Initiated novel IT improvements including customer-focused, web portal based access to results, metabolic pathway impact recognition software strategies, and mobile applications for customers and sales professionals.  Developed and implemented a training program for new PhD- level project managers, bringing new project managers to top productivity in record times |

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| **Elizabeth Morin-Kensicki** |
| Collaborated efectively with international clinician and scientist clients to understand unique research goals, design studies to best meet speciic needs, and co- author or contribute to an average of 6 publications per year in top-tier scientiic journals  **Education and Training Systems International (ETSI)**  Consultant, Medical Science Writer/Editor 2009 – 2010  Created high-quality, multimedia, medical science training  materials for the pharmaceutical, biotech, and medical device industries  Delivered projects routinely under established timelines through expertise in the biology underlying multiple disease states and therapeutic interventions  **University of North Carolina at Chapel Hill**  Research Assistant Professor, Department of Cell and Developmental Biology 2005 – 2009 |

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| **Elizabeth Morin-Kensicki** |
| Funded research goals in Primary Investigator role with national- level Scientist Development Grant from the American Heart Association  Collaborated to publish key indings in molecular biology of cancer and development in core scientiic journals in the ield  Co-authored NSF and NIH grant proposals in collaboration with University of North Carolina at Chapel Hill (UNC) investigators across diferent research disciplines.  Initiated projects and supervised multiple UNC students pursuing undergraduate research opportunities in bench research including cutting-edge genomic and |

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| **Elizabeth Morin-Kensicki** |
| molecular biology techniques, cell biological assays, and mammalian cell culture  Enriched team-taught courses for graduate students in Cell Biology and medical students in Histology; evaluated inter-departmental graduate student achievement at the doctoral comprehensive exam stage  Developed and managed lab budget to optimize output across overhead, salaries, lab supply, core services, and animal colony requirements  Postdoctoral Research Fellow, Department of Genetics 2000 – 2005  Developed unique reagents for cell-based assays including  derivation, genetic manipulation, and diferentiation of mouse embryonic stem cells |

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| **Elizabeth Morin-Kensicki** |
| Published results in core scientiic journals in the ield and presented results at national and regional scientiic meetings  Initiated and managed interdepartmental Developmental Genetics journal club  Visiting Instructor, Department of Biology 2002 – 2003  Developed syllabus/content for and instructed senior  undergraduates and graduate students at UNC in an Introduction to Neuroscience course |

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| **Elizabeth Morin-Kensicki** |
| Obtained strongly positive student end-of-course teaching evaluations  **Case Western Reserve University**  Postdoctoral Research Fellow, Department of Genetics 1997 – 2000  Earned competitive Postdoctoral Awards from regional American  Heart Association (accepted) and NIH (declined)  Published scientiic results in leading scientiic journals and presented results at national and regional scientiic meetings |

**Phone:** 804-332-3061

**Email:** [Pat.DavisB@gmail.com](mailto:Pat.DavisB@gmail.com)

PATRICK B DAVIS JR.

SUMMARY Information Technology Professional with six years of experience offering an impressive record of desktop support, information analysis and reporting, and Information Technology Security. Determined to deliver high quality and user-friendly service to the employer as quickly and efficiently as possible.

RELEVANT ACHIEVEMENTS

* Active TS/SCI Security Clearance (DHS and DOD)
* EC-Council Certified Ethical Hacker (CEH)
* CompTIA Security + CE
* Army Penetration Tester Technician

RELEVANT EXPERIENCE **BAE SYSTEMS, FEDERAL EMERGENCY MANAGEMENT AGENCY - DEPARTMENT OF HOMELAND SECURITY**

August 2016 – Present

*Senior Incident Response Security Analyst*

* + Utilize Sysinternals, ePolicy Orchestrator, Nessus, and Splunk to perform analysis on host machines, and servers in an enterprise network.
  + Performed Pcap (Packet Capture) and open source forensic analysis of malware and vulnerabilities on servers and workstations.
  + Generated reports for executive leadership in regards to security events and incidents within the network.
  + Create and Manage content rules using Mcafee ePO and Cisco Firewalls to prevent successful attacks on the enterprise network.
  1. **ARMY MOBILIZATION, ACTIVE ARMY - DEPARTMENT OF DEFENCE**

July 2014 – August 2016

*Specialist, E-4/* CND analyst

* + - Junior physical security specialist
    - Vulnerability analyst
    - Trained on Burp Suite used in penetration testing and threat identification
    - Utilize Kali Linux and Burp Suite to perform vulnerability assessments on public facing web servers
    - Review public domain websites for OPSEC violations
    - Title 10 status (Active duty while on orders)
    - Perform Information Assurance support missions for US Army Organizations

**DATA PROCESSING UNIT, VIRGINIA ARMY NATIONAL GUARD - DEPARTMENT OF DEFENCE**

February 2012 - Current

*Specialist, E-4/ IT Level 2*

* + - Performed Information Assurance missions for U.S. Army Organizations
    - Tier 2 desktop troubleshooting
    - Junior physical security expert
* Conducted training on learning Linux

**RISING SUN COMPUTERS**

July 2010 to December 2011

*Desktop & Laptop Technician*

* Performed routine computer repairs and maintenance
* Hardware and software installation

EDUCATION **U.S. ARMY 25B (INFORMATION SYSTEMS OPERATOR-ANALYST) TRAINING**

Fort Gordon, Cyber Center of Excellence, GA 2013

**CERTIFIED COMPUTER TECHNICIAN**

J Sargeant Reynolds Community College 2010

*CURRENTLY PURSUING*

**BACHELOR OF SCIENCE: CYBER SECURITY**

University of Maryland University College 2020

Page 2

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| **Thomas Pagurek** | |
| **Specialist II** | |
| **Mr. Thomas Pagurek**  **Technical Services Manager**  *National/Regional Field Service Management ~ Software Product Manager*  Results-driven *Technical Management Professional* combining a unique blend of hands-on experience with strategic business analysis and management. Over 31 years experience in the medical equipment service industry and high tech electronics in the US Navy.  Proven ability to work within a business scope as a partner to understand functionalities and develop tactical solutions. Build and manage successful customer relationships at various levels across multiple organizational units. Outstanding communicator with excellent presentation, customer, interpersonal, team building and mentoring skills.  **Competencies Include:**   * Equipment Service Management  Project Management * Enterprise Asset Management  Medical Electronics Service * Product Manager – Software  Business Analysis * Team Leadership  Operational Efficiencies * Software Sales & Implementations  Data Analysis & Conversion * Healthcare Regulatory Compliance  ISO Compliance | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Siemens ISM Employee of the Year – 2 of 14 years in the division ARCHIBUS Top Gun Award | |
| ***Education, Certifications and Training*** | ***Associations*** |
| US Navy Electronics Technician Class A & C Schools [Certification] |  |
| ***Professional Experience*** | |
| **Senior Consultant (Healthcare, Asset & Service Management) ARCHIBUS, Inc., Boston MA, June 2012-June 2016**  Worked in partnership with C-level executives to develop “Go to Market Strategies” for the healthcare business sector and EAM offering for the #1 provider of real estate, infrastructure & facilities management solutions in the world. Provided support to US business partners for product positioning. Performed training programs to educate both the internal and external sales force about the features and benefits of Integrated Workplace Management Systems.  ***Key Contributions:***   * Directly involved with all new US healthcare customers that contracted with ARCHIBUS from 2012 to 2016. | |

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| * Led the growth of the Healthcare Center of Excellence, a web-based knowledge-sharing group of customers from 9 members to 75 members. * Created and developed marketing materials, PowerPoint presentations, videos and software demonstrations for delivery to all new prospective customers by sales channel. * Performed customer presentations and solution demonstrations. * Global SME for Healthcare, EAM, and Service Management (CMMS).   **Technical Manager, Integrated Service Management (ISM), SIEMENS MEDICAL SOLUTIONS, Cary NC, May 1998 – June 2012**  Managed and directed the Multi-Vendor service Technical Support staff for the Siemens Medical Solutions, USA ISM division. Provided technical support for servicing and maintaining equipment at ISM projects as well as developing the software necessary to ensure and demonstrate contractual obligations (SLAs) and regulatory compliance. Confirmed each ISM project had the proper technical resources available for multi-vendor service programs throughout the US for Diagnostic Imaging, Biomedical and Facilities. Additional responsibility was as Global Project Manager for the Siemens AMT Software Product.  ***Key Contributions:***   * Received the Siemens Medical Solutions ISM Division Employee of the Year Award-1999 for developing a software solution to ensure Joint Commission, NFPA, and FDA compliance and Global standardization of business processes. * Created a process to identify parts under warranty from external vendors that saved over $3 million the first year. * Instrumental in the launch of a national service division that grew astronomically by 4,500% in revenue in 14 years. * Developed asset and service management strategies for all new ISM customers. * Exceeded Margin goals every year on systems maintained by my staff. * Developed a process based software application that ensured and demonstrated compliance. The system intended for internal use became a product offering to Siemens customers, Siemens AMT (Asset Management & Tracking) developed on top of ARCHIBUS™. * Integrated Ekahau RTLS to ARCHIBUS system via a bi-directional interface to provide real time tracking of portable medical devices and temperature monitoring. * Led and directed an international team of programmers in an Agile/Scrum environment. * Performed customer presentations, training, and sales demonstrations. * Created project plans and performed all software implementations. * Primary respondent to all RFPs. * Performed Needs Analysis for all Siemens AMT customers and all new ISM Accounts. * Member of the Global ISM Executive ISO team. Developed 90% of all technical services and operations SOP's leading to ISO certification of a service organization with >400M annual revenue.   **Field Service Engineer and Technical Specialist (Regulatory Affairs), SIEMENS MEDICAL SOLUTIONS, Schaumberg, IL and Iselin, NJ, December 1990 – May 1998** Performed installations, corrective and preventive maintenance on Siemens MRI, CT Scanner, and  PACS equipment. Worked with Siemens area sales managers, sales staff, and project managers. |

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| Interacted with technologists and radiologists at customer sites. Regional Image Quality Specialist, MRI for New Jersey, New York, and Pennsylvania.  ***Key Contributions:***   * Led a service reports screening team of three field service engineers that reviewed each service event prior to execution to determine if there was evidence of an unreported potential complaint as per 21CFR. * Integrated three data systems together and developed an automated process which reduced the amount of human intervention from 32 man-hours per day to less than one hour per day yielding 78% more accurate results than the manual process. * Created and implemented the company’s first policy and procedures for both Quality System Software Verification and Validation and Quality System Process Validation.   **Electronics Technician First Class, US NAVY, January 1981 – December 1990**  Last duty station was Leading Petty Officer in charge of Ground Controlled Approach (GCA) Radar division NAS Norfolk. Served as Assistant Leading Petty Officer of Auxiliary Security Force. Navy training included various Radar and Identification Friend or Foe (IFF) systems. |

825 Orman Drive

Boulder, CO 80303

303-641-6511

[Aimarsh3@gmail.com](mailto:Aimarsh3@gmail.com)

*MARSHALL S. SHAPIRO, PMP*

OBJECTIVE I’m looking to forward my career, which focuses on public/private interface policy implementaion and project management, by securing a challenging healthcare related posiion.

PROFESSIONAL ACHIEVEMENTS

**TRANSITION/PROJECT MANGEMENT – OCTOBER 2011 – MAY 2012**

Successful Transiion/Project Management for the following four simultaneous, major transiion/integraion projects:

**TRICARE South** – Awarded to Humana - $23.5 billion dollar award

**TRICARE** **Designated** **Providers** – Transiion to T3 Contract Requirements **TRICARE Dual Eligible Fiscal Intermediary Contract** – Awarded to Wisconsin Physician Services – Transiion to T3 Contract Requirements -$10 billion

dollar award.

**TRICARE Dental Program** – Awarded to MetLife - $3.1 billion dollar award In 9 months, facilitated MetLife’s transiion from inexperienced government contractor to providing the dental beneits to more than 2 million acive

duty family members.

SKILLS **Project/Transiion/Integraion** **Management** - Team Leader

**Test** **Management** – Facilitaing and overseeing lifecycle defect tracking and resoluion. Test scenario creaion, augmentaion and veriicaion.

**Virtual Team Building** – Building successful, dynamic, virtual teams that demonstrate excellent longevity and resiliency.

**Successful Small Business Owner** for 15 years

**Strong Technical Coding Skills** and Overall Business Sense

WORK HISTORY **TRICARE MANAGEMENT ACTIVITY (TMA) TEST MANAGER, HP, PALO ALTO, CA**

August 2008 – Present

Responsible for transiion/integraion project management of purchased care programs that afect the Defense Enrollment Eligibility Reporing System (DEERS), U.S. Department of Defense (DoD), TRICARE. This involves managing the transiion/integraion process of new sotware updates and DoD policy direcives that afect the automated interfaces between the Defense Manpower Data Center (DMDC) and the following private contractors:

* + HealthNet Federal Services (TNEX and T3 CONUS Medical Contracts)
  + Humana Military (TNEX CONUS Medical Contract)
  + TriWest (TNEX CONUS Medical Contract)
  + PGBA (TNEX and T3 CONUS Medical Contracts)
  + Wisconsin Physician Services (TNEX and T3 Medical Contracts)
  + Internaional SOS (T3 OCONUS Medical Contract)
  + Med Protect (T3 OCONUS Medical Contract)
  + United Concordia (TNEX TDP and T3 ADDP Dental Contracts)
  + Highmark Medical Services (T3 ADDP Dental Contract)
  + Express Scripts (T3 Pharmacy Contract)
  + Metropolitan Life (T3 TDP Dental Contract)
  + United Healthcare (T3 West Medical Contract)

Daily responsibiliies include: Agenda creaion, meeing facilitaion/leadership, technical speciicaion review, schedule tracking, test plan maintenance, test scenario management, defect management and virtual team building/maintenance.

Project Implementaion Manager of the TRICARE, Duplicate Claims System Web based applicaions.

**PRESIDENT, ACCESS TECHNOLOGIES, INC., BOULDER, CO**

December 1993 – August 2008

Responsible for all execuive decisions, business administraion, markeing, budgeing, sales, applicaion design, development, tesing and integraion. I managed a staf of seven contract programmers and one oice assistant.

Applicaions successfully developed and deployed include:

* U.S. Department of Defense, Project Manager, TRICARE Management Acivity, “*Duplicate* *Claims System*”
* EDS, Project Test Manager, TRICARE Management Acivity, “*DEERS* *Applicaions”*
* State of Colorado, Department of Health, “*Child and Adult Care Food Processing System”*
* State of South Carolina, Department of Social Services, “*Child and Adult Care Food Processing System”*
* State of Colorado, Legislaive Services, “*Payroll/HR* *Tracking* *Service”*
* *State* *of* *Colorado,* *Auditors* *Oice,* *“Human* *Resource* *Management* *System”*

**VICE-PRESIDENT, ACCESS TECHNOLOGIES, INC., BOULDER, CO**

August 1991 – May 1992

Applicaion design, development, installaion and training. Applicaions successfully developed and deployed include:

* Kaiser Permanente, “*Physician Scheduling System”*
* Denver Museum of Natural History, “*Volunteer Management System”*
* Beacon Medical Services, “*Pension* *and* *Proit* *Sharing* *Trust* *System*”
* Morris Animal Foundaion, “*Volunteer* *Management* *Applicaion*” **MANAGEMENT OPERATIONS STAFF ASSISTANT III, DENVER WATER, DENVER, CO** October 1991-May 1992

Coordinaing the budgeing and implementaion of the Administraive Division's Personal Computer integraion plan (101 PC's).

Project Manager for the Account Informaion Management (Customer Informaion

Page | 2 Marshall S. Shapiro, PMP

System) sotware/hardware selecion and implementaion process.

Project Manager for the Central Records Imaging System sotware/hardware selecion and tesing process.

EDUCATION **PROJECT MANAGEMENT PROFESSIONAL, PROJECT MANAGEMENT INSTITUTE, MARCH 2007**

PMP Number: 458668, Expires March 2014

**MASTERS DEGREE IN PUBLIC ADMINISTRATION, DENVER UNIVERSITY, MAY 1981**

With special emphasis on the Public/Private Interface

**BACHELORS OF SCIENCE IN APPLIED MATHEMATICS, UNIVERSITY OF COLORADO, MAY 1979**

Minor in Civil Engineering

REFERENCES **JACK ARENDALE**

TRICARE MANAGEMENT ACTIVITY, Director Operaions Division [John.Arendale@tma.osd.mil](mailto:John.Arendale@tma.osd.mil) – 303-676-3610

**DONNA ROYSTER MALLORY**

TRICARE MANAGEMENT ACTITIY, Business Process Analyst Associate Manager/Task Manager, Lockheed Marin Supporing the Performance, Analysis, Transiions, and Integraion Branch

[Donna.Royster.ctr@tma.osd.mil](mailto:Donna.Royster.ctr@tma.osd.mil) – 303-676-3904

SOFTWAR

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Microsot Oice, WordPerfect Oice, Internet Explorer, Firefox, Windows, Object Pal, SQL, MySQL, Sybase, Oracle, SQL Server, IBM DB2, TestTrack Pro, COGNOS, Crystal Reports

Page | 3 Marshall S. Shapiro, PMP

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| **Susan Martin** | |
| **Chief Engineer & Infrastructure Operations Manager** | |
| **Susan Martin**  **128 Valleyview Drive, Pittsburgh, PA 15215**  **412-737-7116** | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** |  |
| Masters of Engineering, Imperial College  ITIL  Foundations, MCSE, CCNA  PMP  Training, Efective Negotiations |  |
| ***Professional Experience*** | |
| **Attain LLC**  Chief Engineer & Infrastructure Operations Manager [2018-Current]  Responsible for the Infrastructure Operations at National Energy Technology Laboratory (NETL) and the design and oversight of the NETL Architecture Improvement Roadmap. | |

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| **Susan Martin** |
| **MedExpress Urgent Care, A United Health Group Company** Sr Director of Infrastructure & Technology, Information Technology [2016 – 2017]  Directed Infrastructure, Operations and Field Operations in delivering technologies to 200+ MedExpress locations across US and supported 4,500+ IT users. Oversaw datacenter, networks, servers, storage, security controls, risk management, disaster recovery, business continuity plans, VOIP/telephony, help desk/ IT support, desktop technologies, software, controls, and processes.  Supervised multiple teams consisting of 15-20 people and reported directly to CIO. Administered  $20M IT budget. Conducted M&A due diligence for IT function, and established standardized technology footprint at new clinics to support aggressive company growth.  Initiated and led cloud datacenter migration strategy to create  scalability, improve availability, and support company growth.  Reduced major outages by 80% in 4 months by re-architecting and stabilizing the Electronic Medical Record system (DocuTAP) and Citrix storage environment (EMC); led all facets of designing and engineering.  Optimized service delivery of outsourced partners to enable  internal IT teams to focus on strategic and business value-adding activities, such as designing technology solutions including Telemedicine, Brainscope, Retinavue, and Benson Audiometer. |

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| **Susan Martin** |
| Directed Field Operations team in deploying secure, scalable technology platform to 40+ newly acquired and constructed clinics; completed all projects on time and within budget.  Led IT infrastructure workstream for eClinicalWorks deployment  program; designed network connectivity, implemented single sign-on, engineered PC images, deined peripheral standards, and built supporting servers and storage infrastructure.  Played integral role in establishing irst-ever Telemedicine Clinic  that enabled consults to be delivered via GlobalMed telemedicine solutions; led design and implementation of technology to support new business model. |

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| **Susan Martin** |
| Collaborated with Information Security department to execute security solutions in compliance with industry regulations.  **Ansaldo STS, A Hitachi Company**  Head of Global IT Operations & Infrastructure, Information Technology [2014 – 2016]  Led 6 teams consisting of 50+ people, located in the Americas, Europe, and APAC region in delivery of organization-wide IT Support, IT Infrastructure, and IT Security services to 5,000+ IT users. Drove IT Operations strategic planning and tactical execution. Administered $11M+ budget. Ensured SLA compliance, and deined and enforced IT standards to optimize cost, security and manageability.  Initiated, led, and managed continuous process improvements  that generated $2M+ in savings over a 2-year period through renegotiated contracts, waste elimination, and implementing strategic sourcing models.  Deined the company’s SAP hosting strategy and architected the  SAP disaster recovery solution powered by EMC technology. |

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| **Susan Martin** |
| Increased the security posture of the organization by implementing various security solutions.  Reduced IT related costs by up to 40% through diligent supplier contract and purchasing negotiations.  Ensured all projects and change implementations were delivered on time, within budget, and on-scope.  Cultivated solid relationships with Senior Managers and Users to improve alignment between business and user satisfaction. |

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| **Susan Martin** |
| Optimized cost eiciency by leveraging balanced blend of insourcing and outsourcing IT models.  [2012 – 2014]  Global IT Infrastructure Manager & IT Services Manager, Americas  Oversaw global IT infrastructure comprising 3 datacenters in US, France &amp; Australia; 50+ MPLS network circuits and 400+ servers. Managed Service Desk team in providing level 1 & 2 support to 800+ users in the Americas region across 6 locations. Mentored international team of Senior Engineers across multiple time zones. Controlled IT budget for Americas region.  Supported enterprise technologies including Microsoft Exchange,  Lync Enterprise Voice, SharePoint, SQL, Cisco, Citrix, Riverbed, EMC, IBM, HP, Websense, SolarWinds, VMware, Oracle, and SAP.  Oversaw local IT services, which included Local Area Networks,  Wireless Networks, Mobile Communications, Telephony (VOIP), Video Conferencing, File and Print Services and Applications. |

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| **Susan Martin** |
| Established technology platforms that were subsequently adopted companywide; executed business-critical projects including large-scale Network, Active Directory, and Exchange integrations and migrations.  Authored IT Project Management process based on PMBOK and IT  operations process based on ITIL.  Slashed budget spending by $500K in 2 years through contract renegotiations and waste elimination.  [2011 – 2012]  Global IT Infrastructure Manager |

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| **Susan Martin** |
| Supported enterprise technologies including Microsoft Exchange, Lync Enterprise Voice, SharePoint, SQL, Cisco, Citrix, Riverbed, EMC, IBM, HP, Websense, SolarWinds, VMware, Oracle, and SAP.  Responsible for a complex IT infrastructure comprising of three  main datacenters (US, France and Australia), 50+ MPLS network circuits, 400+ servers and supported enterprise technologies including Exchange, Lync, SharePoint, SQL, Cisco, Citrix, Riverbed, EMC, IBM, HP, Websense, SolarWinds, VMware, Oracle and SAP.  Led and mentored an international team of senior engineers and  achieved success in overcoming the challenges of working across multiple time zones, language barriers and cultural diferences. |

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| **Susan Martin** |
| Dictated the technology platforms that have been adopted as the company standard, supported by in-depth business case analysis that provided clear justiication for decisions made.  Inluenced outcomes during IT strategic planning and developed  the IT tactical goals for IT Infrastructure.  Involved in IT budget planning and identiied IT investments that best met the needs of the business.  Executed a large portfolio of projects that included more than 20 IT infrastructure projects each year. Notable projects included large scale Network, Active |

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| **Susan Martin** |
| Directory and Exchange integrations and migrations.  Authored the IT Project Management process (PMBOK) and collaborated on the development of other IT processes and procedures including IT operations (based on ITIL), change management and backup procedures.  [2009 – 2011]  IT Infrastructure Lead  Supervised the IT Infrastructure team and inluenced the technological direction of the IT infrastructure.  Same as below “Sr. System Administrator” [2009 – 2011]  Sr System Administrator |

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| **Susan Martin** |
| System administrator responsible for technologies including Active Directory (AD), Microsoft Exchange, Microsoft System Center (SCOM, SCCM), VMware, SANs, CommVault, Cisco networks and irewalls.  **Enkompas Technology Solutions**  IT Infrastructure Manager [2008 – 2009]  Managed and provided leadership to a team of senior engineers.  Assumed Project Manager and Solution Architect roles for high proile projects in multiple technology areas. |

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| **Susan Martin** |
| Involved with prospective and existing client business deals that included on-site client meetings.  IT Infrastructure Architect [2007 – 2008]  Project Manager and Lead Solution Architect for projects in  multiple technology areas including Active Directory, Exchange, SharePoint, Network Infrastructure, Disaster Recovery, Terminal Servers, Citrix and Blackberry.  **WESCO Distribution** Sr System Administrator [2006 – 2007]  Managed and maintained Windows Servers, Active Directory,  Microsoft Exchange, Blackberry, Local Area Networks (Cisco), Microsoft WSUS, Microsoft SQL and Applications.  **Sapphire Technologies**  System Administrator |

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| **Susan Martin** |
| [2004 – 2006]  Managed and maintained networks and servers (50+) that included Active Directory, Exchange, SharePoint, Citrix, Microsoft SQL, Blackberry, File, and Print Services. Managed and troubleshot Cisco networks including switches, routers and irewalls. |





3122 Golansky Blvd., Suite 202, Woodbridge, Virginia 22192

Phone: (703) 580-1995 Fax: (703) 580-1975 [http://www.mmtsi.com](http://www.mmtsi.com/)

Date: 8/24/2015

Subject: Letter of Reference for Matthew Conti To whom it may concern,

Mr. Conti has reworked our corporate website and performed other web related and graphic services for my corporation and subsidiaries.

His services were always timely, professional and artistically appealing. I would and have recommended him to other businesses for similar services.

Sincerely,



Michelle E. McKinney (President/CEO)

Labeeb Ahmed

9274 Canterbury Riding, Laurel MD 20723 | (301) 974-2400 | [LAHMED1@UMBC.EDU](mailto:LAHMED1@UMBC.EDU)

EXPERIENCE

**Chesapeake Bay Program** | Annapolis, MD (05/2016 – Present)

*Geospatial Analyst (US Geological Survey Student Contractor)*

* Develop and manage landscape models such as the Chesapeake Bay Land Change Model (CBLCM) and the model for mapping High-Resolution Land Use in Chesapeake Bay watershed (webpage: *https://chesapeake.usgs.gov/phase6*)
* Perform geospatial and statistical analyses, large scale data management and organization, and collaborate with other researchers
* Participate in forums and meetings with data stakeholders to engage, inform and share the research and the data
* Active in helping and fnding optimal solutions to spatial problems, GIS and programming

**Potomac Spine & Pain Specialists** | Olney, MD (06/2014 – 06/2016)

*Medical Assistant*

* Provided specialized patient care to people sufering from acute and chronic pain, and set-up and managed clinic’s electronic medical record (EMR) and communication systems
* Accelerated clinical workfow and increased physician’s efciency by creating medical note templates and automating various manual tasks
* Improved patient care and satisfaction by applying extensive healthcare expertise to help patients resolve and navigate through questions and concerns about treatment plans and health insurance and any related issues
* Assisted management and marketing team by generating analytics on patient demographics, referring physicians and insurance payments to maximize marketing strategies, and to optimize billing and claims processing

**Lab for Anthroecology, UMBC** | Baltimore, MD (12/2014 – 10/2015)

*Undergraduate Research Assistant*

* Provided geospatial and data management support to the GLOBE Project which allows users to upload meta-analysis studies, and perform local and regional similarity and representativeness analyses (webpage: *http://globe.umbc.edu*)
* Helped users with uploading their data, and created new datasets using web-scraping and data harvesting
* Assisted with meta-analysis projects related to landscape ecology with other academics and researchers
* Managed metadata documentation, and provided content creation for webpage and newletters

**University of Maryland Baltimore County (UMBC)** | Baltimore, MD (06/2013 – 07/2015)

*Undergraduate Teaching Assistant*

* Assisted the faculty with teaching an introductory course on feld work and geospatial information science
* Under faculty supervision, revised and edited lab assignments to challenge students to critically think about spatial problem solving, data collection and feld work
* Helped tutor students on course material and GIS

**Kure Pain Management** | Glen Burnie, MD (10/2012 – 01/2014)

*Lab Assistant*

* Assisted medical technologists with quantitative toxicology tests
* Performed clinical and administrative duties at the lab such as staf training, writing point-of- care protocols, inventory management, data entry of test results, answering queries about toxicology screenings, billing, patient and staf concerns

**Millennium Laboratories** | Glen Burnie, MD (07/2011 – 01/2013)

*Lab Specimen Assistant*

* Performed point-of-care toxicology screenings on patients
* Helped clinical staf and patients with questions about screening process, concerns and results by communicating with of-site toxicologists and supervisors

SKILLS

**Geospatial:** Experienced with spatial and non-spatial data acquisition; comfortable working with large data organization and management for complex workfows; capable of performing geospatial/statistical analyses with raster and vector data; experience with geovisualization and cartography for analysis and presentations

**Programming**: Python (experience with geospatial libraries, e.g., ArcPy, Pandas, Numpy); ModelBuilder; R

**Software**: Esri ArcGIS-Desktop (ArcMap, ArcCatalog), QGIS, R & R-Studio, SPSS, Microsoft Access & Excel; Adobe Illustrator, Inkscape and GIMP

**Operating Systems**: Windows & Linux/GNU operating systems

EDUCATION

**University of Maryland Baltimore County** | Baltimore, MD (2015)

*Bachelor of Science in Environmental Science, cum laude*

PRESENTATIONS & POSTERS

Kraft, S., **Ahmed, L.**, Chang, J. (2015). “*Participatory Mapping as a Means of Ground-Truthing Habitat Loss in Costa Rica*” Undergraduate Research and Creative Achievement Day (URCAD), UMBC, Baltimore, Maryland, April.

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| **Jessica Hickman** | |
| **Analyst** | |
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| ***Publications, Honors, Awards, and Other Achievements*** | |
| Co-President of Phi Alpha Theta  Nominated for Capstone | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Mary Baldwin University | Staunton, Virginia Bachelor of Arts | Major in History & Minor in Education | Phi Alpha Theta |
| ***Professional Experience*** | |
| **Mary Baldwin University** Library Assistant, Grafton Library 2013-2017  Provided administrative support to library staff by carrying out various book services at the circulation desk by  using specialized computer applications and databases that track inventory and the status of the materials Assisted more than 50 patrons a day with inquiries regarding Grafton Library while simultaneously handling other tasks assigned by staff  Independently conducted research on more than three topics a shift as requested by students and staff to help them gather information more quickly and efficiently. That included outsourcing more than 100 items a week from libraries around the country in order to fulfill patron requests  Performed other administrative duties such as restocking supplies, properly formatting documents, scanning and copying materials, etc.  **Mary Baldwin University**  Teaching Assistant, Department of History 2017-2017  Explained in detail more than 25 concepts in understandable terms to 30 students in order to reinforce test- taking skills as well as grading tests, quizzes, and essays  Created and distributed necessary class content that included four worksheets a day and one study guide a week to supplement curriculum in coordination with teacher  Provided guidance and extra one-on-one instruction in order to ensure the students’ ability to retain and  master the subject matter **Robert E. Lee High School** Student Teacher, History  2017  Observed, thoroughly documented, and reflected on the day-to-day life in the classroom as well as the teaching techniques of the instructor in order to learn how to be an effective educator  Performed tasks to facilitate a successful learning environment for students including grading more than 120 assignments a day, leading activities, tutoring up to five students a week, and proctoring exams  Enhanced visual aids for students’ use that reinforced course material  **Starbucks**  Barista, Starbucks Corporation 2016-2017  Performing general duties as a team member to maintain the store’s efficiency that include interacting with  more than 50 customers an hour and making on average 50 beverages an hour  Creating strong interpersonal relationships with customers by answering any inquiries that they have  Collaborating with fellow partners on how to generate sales and perfect the customers’ experience in order to  ensure their continued return to the store | |

**SHELI JOHNSON MPM, MBA**

8220 Grand Avenue. | Kansas City, Missouri 64114 | Mobile: 816-699-2803 [shel.john0129@gmail.com](mailto:shel.john0129@gmail.com) |

[www.linkedin.com/in/shelijohnson](http://www.linkedin.com/in/shelijohnson)

VETERAN’S PREFERENCE: NO SECURITY CLEARANCE HELD: PUBLIC TRUST

FEDERAL CIVILIAN STATUS: N/A COUNTRY OF CITIZENSHIP: U.S.A.

**PROFESSIONAL SUMMARY**

HIGHLY ACCOMPLISHED MANAGEMENT PROFESSIONAL WITH COMPREHENSIVE EXPERIENCE AND VISIBLE ACHIEVEMENTS LEADING TECHNOLOGY-BASED OPERATIONS. PROVEN ABILITY TO IMPROVE PROCESSES, IMPACT BUSINESS GROWTH AND MAXIMIZE PROFITS THROUGH ACHIEVEMENTS IN SALES, OPERATIONS, CUSTOMER SERVICE, AND PRODUCTIVITY/EFFICIENCY GROWTH. EXPERTISE IN DRIVING PERSONNEL PRODUCTIVITY AND DEVELOPING TEAM STRATEGIES TO ACHIEVE ORGANIZATIONAL OBJECTIVES. POSSESS BROAD-BASED MANAGEMENT SKILLS WITH STRONG PLANNING, COMMUNICATION, AND DECISION-MAKING ABILITY.

* Strategic Leadership
* Operational Excellence
* Resource Planning/Analysis
* Client Relations

**CORE COMPETENCIES**

* Business Planning
* Sales/Marketing Initiatives
* Employee Development
* P&L Management
* Process Improvement
* Customer Relations
* Executive Reporting

**PROFESSIONAL EXPERIENCE**

**ATTAIN, LLC –** Kansas City, MO 2018 –

Present

**Business Analyst/Project Manager**

***Standard work week: Monday – Friday, 8am – 4:30pm***

Assign Testers and System Administrators to projects for execution, attend all Project Kick-of meetings. Coordinate with Federal Leadership and Development regarding Project testing, issues and needs.

Facilitate resource allocation within the Stress Lab Team and externally as needed.

Weekly and monthly reporting of team activities and accomplishments, payroll and completed projects. Maintaining of team documents to include templates, Standard Operating Procedures (SOP), process and training guides, environment and network diagrams. Integration of team trainings, activities and luncheons. Coordination with Federal Leadership on required trainings and accesses to necessary applications, tools and environments. On-boarding for new team members.

* Utilization of PMIS tools to assist with project scheduling, resource allocation and communicating

project progress

* Leading coordination of Capacity Planning eforts, researching tools to assist with these eforts
* Prospect new project work for Stress Lab through weekly reporting and communication with Federal and Project Leadership

**BOOZ ALLEN HAMILTON** – Kansas City, MO 2015- 2018

**Business/Quality Analyst/Project Manager (acting)**

***Standard work week: Monday – Friday, 8am – 4:30pm***

Assign Testers and System Administrators to projects for execution, attend all Project Kick-of meetings. Coordinate with Federal Leadership and Development regarding Project testing, issues and needs.

Facilitate resource allocation within the Stress Lab Team and externally as needed.

Weekly and monthly reporting of team activities and accomplishments, payroll and completed projects. Maintaining of team documents to include templates, Standard Operating Procedures (SOP), process and training guides, environment and network diagrams. Integration of team trainings, activities and luncheons. Coordination with Federal Leadership on required trainings and accesses to necessary applications, tools and environments. On-boarding for new team members.

* Utilization of PMIS tools to assist with project scheduling, resource allocation and communicating

project progress

* Leading coordination of Capacity Planning eforts, researching tools to assist with these eforts
* Prospect new project work for Stress Lab through weekly reporting and communication with Federal and Project Leadership
* Aided in the development of irst generation Environment maps for Stress Lab and Certiication (1 &

2) Environments at FSA

* Assisted with the creation of a quarterly report designed to communicate contractor lead activities to FSA leadership
* Coordinated the multi-department efort to document an SOP for the Decommissioning of

Applications at FSA

* Initiated Stress Lab training session on new process for Stress Testing at FSA
* Assisted with developing the SOP for Testing Strategy in the upcoming implementation of Factory System at FSA
* Created Performance Engineering evaluation documentation of FSA Applications
* Maintain all historical and archival documents for Stress Lab
* Aided with the creation of documentation outlining Stress Lab successes for distribution to potential BAH Clients

**SHEL I JOHN SON – PA GE TWO**

**COACH’S BAR & GRILL** – Kansas City, MO 2007- 2016

**Manager, Social Media Coordinator**

***Supervisor: Cathy Pickens, General Manager, 913-269-7847 (c)***

**TOROTEL PRODUCTS, INC.** – Olathe, KS 2010 - 2011

**New Products Manager**

Led the low of new products through the Engineering, Quoting and Costing stages of development-- including creation of part numbers, storage of documents and distribution of pricing to customers. Secured sample materials in addition to purchasing raw goods as necessary; also contributed to production of samples for customer testing. Streamlined the New Product development process by deining areas of waste, streamlining of existing processes and creation of a Value Stream Map in accordance with Lean Manufacturing Guidelines.

* Aided in removing Non-Value Add (NVA) processes from the overall New Products progression.
* Contributed to the implementation of new ERP system and VMI programs to compliment this system.
* Developed the Value Line product line through the nurturing of international relationships and

customer communications with international vendors.

* Lean Green Belt trained: successfully used value stream mapping, data collection and analysis and waste elimination techniques to improve the project management process

**SONY STYLE** – Kansas City, MO 2006 - 2010

**Operations Manager**

Assist store management in strategic development and implementation geared towards driving sales and motivation of sales team. Lead initiatives to maintain company standards, inventory checks and balances, receiving, and transfers. Manage the archiving, proper organization and disposal of store documentation.

* Implemented process for department leaders to be more accountable for their inventory and its

accuracy.

* Led team for two consecutive quarters of +130% over target volume goals, perfect score on Secret Shop and +7% Extended Service Plan completion goals. (New bonus structure efective 10/09).
* Achieved three consecutive years below company guidelines of 1% of sales for shrink (.38%, .27%

and .41%).

**Training Manager**

Oversee all HR components of store, including the facilitation of hiring, training, individual team member coaching and counseling. Assist store management in strategic development and implementation geared towards driving sales and motivation of sales team.

* Participated in Product Knowledge Manager Training Conference in consecutive years, attaining a perfect score in secret shop analysis.
* Had <1% employee turnover annually during 4 years of operation.

**G&G** **RETAIL** – New York, NY 1999 - 2006

**District Manager**

Managing between 8 and 21 stores in up to six states while based abroad. Led recruiting, training, and development of staf for all locations. Hosted training courses on detailed company policies and procedures to maximize employee and customer experience. Served as leading team member in the eforts to promote Asset Protection and mitigate losses.

* Promoted within company two times during six and one half year span
* Established and maintained a district shrink record less than 3%, achieving company guidelines
* Successfully ran multiple stores in the region, driving operational improvement by executing roll- outs, implementing new procedures, and maintaining a strong focus on customer service

**Area Manager**

Oversaw all functions of three store managers while also serving as a local store manager. Lead recruiting, training and development of staf while maintaining day to day store operations. In-store operations included handling cash deposits, inventory, merchandising, and loss prevention.

* Maintained an inventory loss of roughly 2% while serving a dual role as Store Manager and Area

Manager, achieving and exceeding company standards

* Created innovative organizational methods to facilitate new team member training and development; provided constant feedback, coaching and corrective action to maximize team productivity
* Facilitated employee growth through a culture of openness, continuous training and feedback, and

a practice of prompt decision-making; successfully developed ive high-potential employees into Store Managers

**SHE LI JOHN SON – PA GE THR E E**

**Store Manager**

Maintained full responsibility for day-to-day operations and developed strategies to improve customer service, drive store sales and increase proitability. Led recruiting, training, and development of local staf and appointed to travel to outside locations to facilitate recruiting and training activities.

* Recognized by the district management team as a high-potential manager who provided guidance

to team members and consistently developed innovative ways to improve performance and motivate the team.

* Showcased natural ability to communicate department objectives and challenges clearly and

efectively to team members and guests with exceptional interpersonal skills.

* Achieved company rank of #7 out of 450 while also achieving a store low of 1.53% shrink and 1.2% employee turnover. Store high of $1.52M in annual sales.

**CHARITABLE CONTRIBUTIONS**

**TOUR de HOPE** – Kansas City, MO 2012- 2017

**Marketing Coordinator, Photographer**

* Coordinate placement of photographers throughout the race route
* Coordinate collection of photos and upload to Social media and web site
* Maintain visual intellect of web site to include verbiage, sponsored links, and all photographs.
* Coordinate all marketing eforts with vendors and sponsors

**EDUCATION**

* **Masters of Business Administration - Marketing**
* KELLER SCHOOL OF MANAGEMENT – KANSAS CITY, MO –June 2015
* **Masters of Project Management**
* KELLER SCHOOL OF MANAGEMENT – KANSAS CITY, MO – Feb. 2012
* **Bachelor of Science in Technical Management with Emphasis in Project Management**
* DEVRY UNIVERSITY - KANSAS CITY, MO - June 2010
* Lean Greenbelt trained

**CERTIFICATIONS**

* Microsoft Oice Certiication (In-Progress)
* PMP Bootcamp – December 2017

#### Kristin Greiner, PMP

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| **Qualifications** |
| * 10+ years of IT consulting experience in project management, requirement analysis, and management consulting * Successfully leads two NIEHS Task Orders, BRT and GADS with an unblemished record of on schedule, on budget delivery * Experience SharePoint analyst; designed and built two NIEHS SharePoint sites for contract management * M.S. Information Systems * Certifications: PMP, SCRUM Master, ITIL V3 |

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| **Educational Degrees, Relevant Certifications, and Professional Memberships** |
| * Education: Master of Science in Information Systems, Marist College; Bachelor of Science in Information Systems, Marist College * Professional Certifications: Project Management Professional (PMP #1212457), SCRUM Master Certified, ITIL V3 Foundations Certified * Professional Association Membership: Project Management Institute (PMI) |

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| **Work Experience Relevant to Statement of Work** |
| **Attain LLC** **11/2013 to Present** |
| **BRT Contract – NIEHS** |
| *Project Manager Phase II*  **Key Accomplishments**   * Successfully guided the implementation of the BRT contract, established a new development environment, set up regular communications with government clients and stakeholders, created a spend plan and seamlessly delivered a task order management plan. * Implemented Agile development by managing the conceptualization, design, and development of software releases for bi-weekly user   acceptance testing.   * Served as Lead Business Analyst responsible market research, product evaluation, and gathering the requirements across multiple stakeholders. * Provided guidance and backing to product owners with project documentation and justification for government funding decisions. * Established the BRT project steering committee, a collective group of representatives from across the NIEHS divisions that validated and prioritized all 305 project requirements, allowing the project to forward ahead of schedule. * Wrote a 90-page requirements document that detailed needs and potential solutions - recommended a solution that was approved by   the BRT Steering Committee.   * Produced a Project Management Plan, Schedule, and Test Plan for the development and implementation of the BRT solution.   *Lead Business Analyst Phase I*  **Key Accomplishments**   * Served as the Lead Business Analyst on the BRT modernization project for the requirements and design phase. * Developed the requirements gathering approach, applying an iterative methodology and wrote the requirements management plan. * Led the requirements phase of the project, gathering and documenting inputs amongst multiple stakeholder groups, producing a 90 page detailed requirements document. * Established the BRT project steering committee, a collective group of representatives from across the NIEHS divisions that validated   and prioritized all 305 project requirements.   * Once the requirements were baselined, collaborated with the solutions design architect to conduct market research, evaluate products, provide three solution options, and a solution recommendation to the BRT Steering Committee. * Upon Government concurrence with the recommended solution, produced a Project Management Plan, Schedule, and Test Plan for the   development and implementation of the BRT solution.   * Throughout the entire contract, maintained the project schedule, provided budget updates, and ensured all contract deliverables are provided on time. Adhered to HHS Enterprise Performance Life Cycle (EPLC) milestones. |
| **GADS Contract – NIEHS** |
| *Project Manager/Lead Business Analyst*  **Key Accomplishments**   * Managed, reviewed, labeled, and prioritized 70+ existing HITS JIRA issues and spreadsheets with the product owner and created application roadmap for the contract year. * Successfully transitioned 18 applications from incumbent contractor to the GADS contract within 45 days of contract award. Established   6 new JIRA projects and migrated remaining open issues from incumbent to GADS. Conducted transition and planning meetings three times a week. Created integrated master schedule and project management plan during the transition period.   * Established a **GADS SharePoint site** for the maintenance and tracking of Deliverables, Applications, Change Management, Staffing,   Schedule, Meeting Minutes, Artifacts, Calendars, Action Items, and Quick Links.   * Supervised the creation of an application portfolio for all DERT systems, inclusive of 3 other contracts. Recommended 30 application |

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| **Work Experience Relevant to Statement of Work** |
| attributes and populated the portfolio inventory with 26 applications – resulted in full visibility to all previously inaccessible resources.   * Led the IMPAC II Database Consolidation (IDC) project. Created the methodology for evaluating alternatives and presented a recommended technology solution to the government. Presented the IDC design and gained concurrence to start development. |
| **NSITES Contract – NIEHS** |
| *Quality Assurance Manager*  **Key Accomplishments**   * Redesigned and implemented the **NSITES SharePoint site** to support the maintenance and tracking of 30 Deliverables per month, 200+ SOPs, Change Management, 40+ Staff, 40+ ODCs per year, 70+ items of GFE, and many Communications, Artifacts, Calendars, Projects, and COR Taskers, providing cross sectional insight into program movement and real time access to contractual deliverables and program management activities. * Created the application development rough order of magnitude (ROM) template that calculates the level of effort for application   development enhancement requests based on the support level for each requirement during each phase of the software development lifecycle. Led the financial management and invoicing for the NSITES contract.   * Provided project management leadership on long-term efforts such as the Oracle 11.1 to 11.2 upgrade and Windows 2003-2008   migration. |
| **Booz Allen Hamilton** **05/2008 to 10/2013** |
| **NexGen IT PMO Contract - Air Force (AF/A7C) Civil Engineer** |
| *Program Management Office (PMO) Lead*  **Key Accomplishments**   * Served as PMO lead on multi-million dollar Air Force IT transformation contract. Program consisted of two diverse contract vehicles (FFP/CPFF) with five separate task orders valued at ~$50 million per year. * Maintained contract management knowledge center using Booz Allen’s Program Management Environment (**SharePoint Platform**) * Provided direct leadership to five member team and closely collaborated and coordinated with 23 program work streams leads to effectively manage the program. * Developed the quality assurance plan for AF contracts. Established deliverable review process which outlined the timeframes and steps   needed for coordinating, compiling, editing and reviewing inputs from to ensure timely delivery to the AF COR. Provided all deliverables on time.   * Maintained labor, travel and other direct cost budgets. Managed time charging and costs of 205 staff members. * Kept tasks within budget, ensured invoices were accurate, communicated across work streams, tracked the period of performances, and collaborated with multiple task leads on a daily basis. * Distributed monthly charge authorizations to 200+ staff, collected, compiled, and submitted status reports to COR, oversaw Travel and   ODC approval and invoicing processes, and ensured compliance.   * Provided subcontractor administration to 12 subcontract teams. * Organized and developed presentations for A7C Program All Hands meetings for 80+ attendees. Presented key messages regarding contract accomplishments and updates. |
| **IT PMO Contract – NIEHS Computer Technology Branch** |
| *Analyst*  **Key Accomplishments**   * Developed customized approach to HHS Enterprise Performance Lifecycle Framework for the Office of the CIO, which provided a standard structure for planning, managing, and overseeing IT Projects over their entire life-cycle. * Established IT Governance Structure and created a project scorecard for each project to assist NIEHS in prioritizing projects based on   business impact, cost, and criticality to infrastructure.   * Created communication templates and a standardized process for communicating outages and general IT updates. * Created and deployed an Enterprise-wide survey to gather data on what was working well within the IT department and what needed to be improved. * Facilitated the creation of the IT Strategic Plan. Conducted a series of 24 interviews with Computer Technology Branch (CTB) staff,   contractors and representatives from each NIEHS business unit to gather data.   * Facilitated off-site strategic planning session with leadership team to develop CIO’s strategic goals and initiatives. |
| **American Red Cross** **01/2006 to 04/2008** |

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| **Work Experience Relevant to Statement of Work** |
| *IT Program/Customer Relationship Manager*  **Key Accomplishments**   * Served in a Program Manager role, initiating and prioritizing IT projects for business clients. * Worked closely in partnership with the Health and Safety and Disaster lines of business in assisting development of business cases and project initiation. Managed portfolio of IT projects that fell under these lines of business. * Worked closely with clients to develop strategic technology plans. Assisted clients in analyzing the current and future direction of   technology to meet the client’s business goals.   * Collaborated with business clients to create 3-5 year roadmaps with aligned technology solutions. |

**LARRY DEBNER**

[boatnlarry@larryandleah.net](mailto:boatnlarry@larryandleah.net) 913-269-7545  LinkedIn: [LarryDebner](https://www.linkedin.com/in/larry-debner-b4b27b104?trk=nav_responsive_tab_profile)

**PROFESSIONAL SUMMARY**

**Senior Quality Assurance Tester and Performance Engineer** with more than 20 years of testing experience, in both Functional (8 years) and Performance Testing (12 Years). Self-motivated with excellent technical and communication skills, achieving quality results while leading and working on multiple project assignments. Ability to learn new testing tools in short time frame and a passion for discovering new tools to better asses testing results. Passion for developing standards for operational excellence, training and team development.

**CORE COMPETENCIES**

* Microsoft Office
* Visual Basic
* Visio
* Load Runner
* Analysis
* Quick Basic
* DBase
* Vitria Business ware
* Change Synergy
* ALM
* Natural
* SiteScope
* Toad
  + JIRA
  + MS Access

**PROFESSIONAL EXPERIENCE**

**Booz Allan Hamilton Contract - USDA/FSA-**Kansas City, MO **June 2015-Present**

***Senior Load & Performance Engineer***

* Proficient with L&P testing methodology.
* Train new personnel in the use of Performance Tools
* Instrumental getting Performance Center and Site Scope installed.
* Created repeatable documentation process and templates for the Performance Team.
* Proficient with required skill set necessary for ALM performance testing tool with web (http/HTML), web services, Ajax, database, Citrix and other commonly used protocols.
* Performed testing independently, including: test planning, requirements gathering, scripting, execution,

results analysis, etc.

* Create plan for assigned applications to include performance test management, recording and tracking test metrics, defects, issues and impacts resulting from each baseline, stress and endurance test.
* Reported test results, defects, issues and impacts to stakeholders.
* Developed and enhance scripts with LoadRunner (Vugen) using C, Java, and web services.
* Developed, evaluated and improved project(s) performance test strategy, plan, script development, scenario creation, test execution.
* Identify performance bottlenecks and hardware resource utilization issues across all environment

components.

* Outlined any bottlenecks, slow response times, and relevant network, architecture, and application information enabling performance tuning.
* Collaborated with application development teams, dba’s and SA’s with all channels (IM, email, bridge)

available to resolve performance defects.

* Coordinated testing activity with appropriate parties, development, dba’s, middleware.
* Assisted other Booz Allen teams in trouble shooting their Loadrunner Scripts
* Award – Performance and Team (Team Lead)
* Award – High 5 (Other BAH team lead)

**LAR RY DE B NE R – PAGE TW O**

**Sprint-**Overland Park, KS **2006-2014**

***Load & Performance Engineer***

* Proficient with L&P testing methodology.
* Proficient with required skill set necessary for ALM performance testing tool with web (http/HTML), web services, TruClient, Citrix and other commonly used protocols.
* Performed testing independently, including: test planning, requirements gathering, scripting, execution,

results analysis, etc.

* Provided performance testing impact assessment to supervisor.
* Creates a plan for assigned applications to include performance test management, recording and tracking test metrics, defects, issues and impacts resulting from each baseline, stress and endurance test.
* Reported test results, defects, issues and impacts to stakeholders.
* Developed and enhance scripts with Load Runner (Vugen) using C, Java, and web services.
* Worked with business to identify/validate performance critical business processes, relevant transaction mix and ratio for each business process and success criteria for performance tests, responsible for all document consolidation across domain.
* Developed, evaluated and improved project(s) performance test strategy, plan, script development, scenario

creation, test execution.

* Used SiteScope tool for monitoring server performance during load testing (as required).
* Analyzed and correlated results between SiteScope, diagnostics to identify performance bottlenecks and hardware resource utilization issues across all environment components.
* Outlined any bottlenecks, slow response times, and relevant network, architecture, and application

information enabling performance tuning.

* Collaborated with application development teams, dba’s and SA’s with all channels (IM, email, bridge) available to resolve performance defects.
* Coordinated testing activity with appropriate parties, development, dba’s, middleware.

**Cap Gemini Sprint Contract-Overland Park, KS** **2000-2006**

***Manager (****Sprint – Testing Team Lead)*

* Provided estimated number of hours and resources for the merger of the Sprint and Nextel IT Systems.
* Project Lead for the Load Testing of key systems associated the Sprint Nextel merger.
* As the Test Lab Coordinator duties included: maintain work schedule of Sprint Employees and Contractors, assigned projects, interviewing and training team members, procuring and maintaining hardware and software, resolved internal and external personnel conflicts.
* As Team Lead for multiple applications, responsible to see projects through test planning to completion of

test execution. Identify issues and coordinated efforts to resolve the issues. Coordinate and participate in the planning and execution of string test for application development teams.

* Project Lead for the FCIF project for which I represented Order Manager, Information Broker, Control

Broker, and Service Broker applications. Performed test planning for the Order Manager, which uses Vitria Business ware software, which runs on a UNIX platform. Designed flow diagrams using Microsoft Visio Software for our Testing Team and other outside Organizations so they can understand our process. These diagrams are accessible via a web page.

* Sprint Data Team Lead for supporting all testing environments.
* Completed Cap Gemini Management Training Classes.
* Awards – Consultant of the Quarter, Bravo, Excellence in Achievement, On the Spot

**EDUCATION**

Johnson County Community College -- Overland Park, Kansas United States Marine Corps (7 years)

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| **Cade Lambert** | |
| **Sr. Linux Administrator** | |
| **Mr. Cade Ryan Lambert** | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| N/A | |
| ***Education, Certifications and Training*** | ***Associations*** |
| B.S. Information Technology, East Carolina University  A.S. Surry Community College  A.A. Surry Community College  RHCSA EX200, Verification#: 111-169-108 CompTIA Network+, Verification#: BFPGRE4KRG41YGL9  CompTIA Security+, Verification#: 1NPMQBC1ZKR12K90  CompTIA A+, Verification#: X0EMVB1KT3QQSZ13 | N/A |
| ***Professional Experience*** | |
| **AT&T, Apex Systems Inc.**  Systems Administrator & Solutions Engineer 2017-2018  In this role, I worked on a development team where I provided support for the systems that hosted our  applications and tools. I also assisted in solutions engineer work in anticipation of taking a larger role in that position.  Technical Experience:   * Redhat Linux troubleshooting, administration * Docker installation, configuration and troubleshooting * MariaDB installation and configuration   **AT&T, Apex Systems Inc.** Applications Support Engineer 2017-2017  In this role, I was part of an application support team that was tasked with providing tier 2 support to over 100  internal AT&T applications used by AT&T employees and customers. Technical Experience:   * Redhat Linux troubleshooting, administration * Windows Server troubleshooting, administration * EMC SMARTS configuration, troubleshooting and administration * Nagios monitoring configuration | |

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| **IBM, Apex Systems Inc.** Deployment Engineer 2012-2017  At IBM, I was part of a Backup as a Service (BaaS) deployment team. My main duties included building backup  environments from the ground up and transitioning these environments to production support. Technical Experience:   * RedHat Linux 6.3/6.7 installation, configuration, patching, administration. * Windows Server 2008 R2/2012 R2 installation, configuration, patching, administration. * Tivoli Storage Manager, TSM for Virtual Environments, TSM BAClient, SKLM * VMWare vCenter, VMWare ESXi * IBM M4 and M5 server hardware * IBM tape libraries * HIPPA and ITCS104 compliance and remediation * Powershell Scripting Process Experience: * Change management * Process/technical documentation * Peer training   **BlueCross BlueShield of SC**  Systems Administrator 2009-2012  At BCBSSC, my role was that of a general systems administrator across multiple teams, starting with  Windows/Intel administration and moving to Unix administration with a concentration on security compliance and remediation.  Technical Experience:   * RedHat Linux 5 configuration, administration, remediation * Windows Server 2003/2008 configuration, administration * Nagios monitoring * Client troubleshooting and configuration (TSM, McAfee, CA, Altiris) Process Experience: * Incident ticket management * Change management * On-call rotation * Server acceptance and decommission   **Alliance One International**  Help Desk Technician 2007-2009  At Alliance One, I worked as part of a help desk support team. Our main duties included desktop/laptop  support, maintenance and replacement, as well as printer repair, inventory, software installation and new employee workstation builds.  Technical Experience:   * HP workstations and laptops |



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| * Windows XP * Printer hardware repair * MDT and Ghost imaging/deployment solutions Process Experience: * Incident ticketing * Inventory * Documentation creation |



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| **Stephen W. Fisher** | |
| **Consultant** | |
| **Mr. Stephen Fisher -** Functional Support as a Consultant within Attain, LLC. Self-motivated individual with 4+ years experience delivering software, IT, project management and operational support to the government sector. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Published article “Providing Value through Improved Inventory Processes.” The Property Professional. 2015. NPMA (National Property Management Association) FCC (Federal Center Chapter) Rookie of the Year, 2015 NPMA FCC Outstanding Member Award, 2016 | |
| ***Education, Certifications and Training*** | ***Associations*** |
| B.S. Mass Communication, Virginia Commonwealth University  CPPS (Certified Professional Property  Specialist) 2013 | NPMA FCC Member [2013-2016] |
| ***Professional Experience*** | |
| **Attain**  Project Manager, Department of Commerce, Office of Cyber Security June 2017 – Present  Supported Program Manager on the ECMO (Enterprise Cybersecurity Monitoring & Operations) project  Chaired several weekly mission critical meetings involving Bureau Leads and associated representation to ensure projected task deadlines were on track for completion, drafted minutes  Captured and scored project risks using the risk management framework maintained by OPERM and documented issues as they arose for review by leadership  Spearheaded the initiative to upgrade all relays and endpoints within the ECMO environment to the latest version of BigFix, which aided in removing vulnerabilities  Consistently updated pertinent project information on the ECMO shared sites for Bureau Leads/Operators to refer back to in order to monitor project progress  **Whitney, Bradley & Brown (WBB)**  Program Analyst/HQ Wireless IT Manager – Department of Homeland Security, Federal Protective Service, National Protection and Programs Directorate  October 2016 – April 2017  Constructed asset records within SAMS (Sunflower Asset Management System) to accurately reflect wireless item order information and required documentation, while updating previously established recorded information with incorrect material on file  Assisted in inventory campaign base creation, accounting for lost/stolen and undocumented assets prior to the campaign launch to ensure all inactive status items were present  Created and completed Remedy tickets within newly established system to ensure all on boarding equipment demands and troubleshooting issues were resolved as soon as possible  Ordered, tracked, setup and distributed iPhone and MiFi devices concerning new users and current equipment upgrade replacements  Executed weekly/monthly wireless reports to encompass critical information from both the system of record (Sunflower) and the ordering system (ITMS)  **Sunflower Systems** | |

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| Functional Team Member – Department of Homeland Security, Undersecretary of Management, Office of the Chief Readiness Support Officer  February 2015 – October 2016  Responsible for overall day-to-day Helpdesk operations including data migration uploads, general tickets, system issues and procedural consultation  Supported mobile application installations, testing and support activities  Execute/manage new projects from requirements gathering to implementation and support  Assisted in quarterly release lifecycles for Sunflower software from testing to implementation in Development, User-Acceptance Testing (UAT) & Production environments  Functional Lead & Support – Department of Education, Management, Operations and Maintenance September 2013 – January 2015  Sole on-site resource responsible for system administration and everyday operations Planned/conducted 100% physical inventory of HQ assets while supporting regional inventories Created/executed testing scripts following patching and application upgrades  Continued passive-mobile RFID tracking solution for Crayola artwork project |
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| **Kallum Gagnier** |
| **Analyst** |
| Mr. Kallum Gagnier is a graduate from Oregon State University with a Bachelor’s of Science in Business Information Systems with an emphasis in International Business. Previously employed at OSU’s Business Affairs, Kallum was tasked with the continual maintenance and general upkeep of Banner student information systems and account maintenance. He has extensive experience working in diverse teams from around the world on both for profit and non-profit projects. In addition, Kallum is versed in C#, Python, and SQL and possesses complimentary experience in project management, change management, and transformative service projects. |
| ***Professional Experience*** |
| **Analyst,** 2017 – Current Attain, LLC  Designed and defined repeatable solutions at a University level. Trained in Project Management.  Performed in-depth research of the ERP software industry and those software providers.  **Financial Outreach Assistant,** 2015 - 2017 Oregon State University  Organized and executed a financial outreach campaign that informed an estimated 1000 students on important collegiate fiscal matters.  Maintained Banner database records for student accounts.  **Chair of Finance/Director of Recruitment,** 2014-2017 Beavs Helping Kids  Management of finances and construction of fundraisers that resulted in over $20,000 being given to  Children’s Miracle Network as of May, 2016.  **Traffic Technician,** 2013-2014 City of Medford  Documented and analyzed thousands of vehicles to determine high traffic areas as well as new traffic needs. Rerouted major road ways to better assist the implementation of new traffic light algorithms.  **Projects:**  Corvallis Police Department Inventory System Improvement  Worked to modernize and enhance the way officers manage inventory. The new system included Access database tracking, unique identification, and is expected to save hundreds of hours. Personally designed the online user interface, SQL scripts, and modeled various relational tables and processes using Visio.  Columbia Apparel  Utilizing the power of IBM’s predictive analytics software (SPSS), my team analyzed thousands of articles of clothing from India to determine sales forecasts and prove that trend analysis can have a real world impact on design. |
| ***Education & Certifications*** |
| Bachelor of Science, Business Information Systems, Oregon State University |



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| **Chris A. Christopher** | |
| **Senior Consultant** | |
| Mr. Chris A. Christopher started his Information Technology and Telecommunications career starting in the late 80’s. While serving active duty in the United States Air Force, Chris inished a Bachelor’s of Science in Industrial Technology with an emphasis in Manufacturing and Information Systems. The manufacturing environment provided access to Information Technology skills by networking machining centers and optimizing output. His earlier telecommunications exposure led to more work within the telecommunications industry by working for an Inter-connect and gaining PBX and outside plant wiring experience. The telecommunications experience segued into Information Technology networking. As a General Manager for an ISP, invaluable experience was realized from many available technologies of the time. It wasn’t until starting with Department of Energy Oice of Legacy Management, that Chris was able to leverage all management, telecommunications, and networking experiences together. When Chris isn’t lying a hot air balloon, he can be found wrenching on old cars and motorcycles. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| FAA rated Commercial Lighter Than Air Pilot  Provided a hot air balloon static display at daughter’s school to support the STEM program 3 years running Numerous performance awards from DOE Office of Legacy Management | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| B.S.  Industrial Technology, Southern Illinois University  CompTI A A+, IBM Certiied Warranty Repair | Aircraft Owners and Pilots Association  Balloon Federation of America |

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| **Chris A. Christopher** | |
| CCNA,  PMP Training |  |
| ***Professional Experience*** | |
| **Contractor to the Department of Energy** **Morgantown, West Virginia**  **National Energy Technology Laboratory**  **2018 to Present** **Attain, LLC.**  **2017 to 2018** **Optimal Solutions & Technologies, Inc.**  **Senior Consultant / Network Administrator**  **Responsible for the administration of the organizations information systems IP packet networks including but not limited to: data, voice, video, and security. Manage and maintain network systems to include: Cisco Network routing and switching, Cisco Wireless Infrastructure, Bind and Microsoft DNS, Cisco Identity Services Engine (ISE). Create Visio drawings depicting current NETL Network TOPOS. Assist the VTC team for Polycom, Tandberg, Cisco Telepresence Video Teleconferencing, Video Control Server Control and Expressway, and Cisco Telepresence Management Suite (TMS). Assist the Telecommunications Team with Meridian PBX support and consult on voice circuit deployments and maintenance. Monitor network performance applications such as Solarwinds and Cisco Prime Infrastructure. Perform network software upgrades, including planning, scheduling, testing, and coordination as per IT Governance standards. Monitor inbound network access and outbound Internet access by using approved tools such as Splunk syslog servers. Troubleshoot network performance issues. Interact with DOENet Teams to provide onsite support. Provide NETL end user services support to approximately 1900 team members.**  **Contractor to the Department of Energy** **Morgantown, West Virginia**  **Oice** **of** **Legacy** **Management**  **2015 to 2017** **Leidos** | |

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| **Chris A. Christopher** |
| **2010 to 2015** **Stoller Newport News Nuclear**  **2007 to 2010** **Science Applications International Corporation**  **Network Telecommunications Administrator IV**  **Technical Lead for the administration of the organizations information systems IP packet networks including but not limited to: data, voice, video, and security. Develop, manage, and maintain network systems to include: Cisco ASA Firewalls, Cisco Network and Data Center switching, Polycom, Tandberg, Cisco Telepresence Video Teleconferencing, Cisco UCS Telecommunications, Cisco Access Control Server, and Cisco Wireless Infrastructure. Specify and manage network monitoring applications such as PRTG, Cisco Prime Infrastructure, and Cisco Prime LMS for system management functions. Perform network software upgrades, including planning, scheduling, testing, and coordination as per IT Governance standards. Evaluate vendor products for network switching, monitoring/management software, network security products, telecommunications, video teleconference and wireless technologies. Train users on network operations and procedures. Perform regular network device backups and manage user accounts for network device access rights. Manage Active Directory accounts and servers. Monitor inbound network access and outbound Internet access by using approved tools such as Linux syslog servers and Cisco Firepower Management Console. Troubleshoot network performance issues. Create and maintain disaster recovery plans. Arrange maintenance and manufacturer support contracts for network systems and software. Perform equipment lifecycle schedules and create budgets to manage system refresh. Coordinate Web Services through DOENet to include connectivity, DNS and Firewall changes. Provide onsite support for DOENet resources. Provide SME support to the corporate Help Desk. Interact with management within several functional areas. Train and mentor junior IT staf. Recipient of several performance awards.**  **2005 to 2007** **Veritech Consulting Group** **Morgantown, West Virginia**  **Sales Manager**  **Perform onsite Information Technology audits to ensure customers employ best practices in terms of equipment, utilization, security, and disaster recovery. Create estimates, sales orders, purchase orders, and invoices. Coordinate technology projects originating with audits, to material procurement to implementation. Provide technical assistance to customers as well as Veritech technicians. Maintain customer software subscriptions and maintenance contracts. Attend Cisco training seminars to stay current with the latest networking technologies. Act as a conduit between vendors and end users to resolve issues.**  **2002 - 2005** **Premier Computer Services** **Morgantown, West Virginia Computer Technician**  **Provide** **new** **PC** **and** **Server** **installation,** **coniguration,** **and** **maintenance** **for** **hardware** **and** **Windows** **operating** **systems.** **Build,** **conigure,** **and** **deploy** **Microsoft** **Server** **2000**  **and 2003 in both Workgroup and Active Directory implementations on IBM and HP server** |

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| **Chris A. Christopher** |
| **platforms.** **Experience** **in** **various** **server** **hardware** **conigurations** **such** **as** **SCSI,** **RAID,** **and** **tape backup technologies in NT4, Win2k, and Win2k3 environments. Provide general server management and administrative tasks. Accomplish performance tuning and analysis** **to** **include** **fault** **inding.** **Experience** **with** **Cisco,** **Esoft,** **SnapGear,** **and** **Linksys** **irewall** **technologies.** **Provide** **Virtual** **Private** **Network** **(VPN)** **conigurations** **to** **connect** **remote Wide Area Networks (WAN) together as well as mobile users connecting to corporate networks. Interact with customers daily both in-shop and on-site.**  **1999 – 2002; 2005 - 2011 United States Air Force Reserves** **Pittsburgh, Pennsylvania**  **Command and Control Specialist**  **Provided a central point of contact for the 911th Airlift Wing at Pittsburgh International Airport** **one** **weekend** **per** **month** **and** **two** **weeks** **a** **year.** **Tracked** **military** **C130H** **lights,** **talked with aircrews over the UHF radios and coordinated all ground support. Notiied commanders of signiicant events and up channeled operational reports. Honorably discharged at the rank of E5. Have overseas experience.**  **1998 - 2002** **Labyrinth Solutions Incorporated** **Morgantown, West Virginia**  **Manager/Principal**  **Maintained responsibility for all day-to-day operations at this Regional ISP. Hired, trained, and supervised all team members. Monitored and maintained all data systems consisting of a main Network Operations Center that connected nine remote points-of-presence. Implemented monitoring software for the entire LSI IP network. Deployed a Microsoft SQL**  **6.5 server to provide accounting and authentication services. Maintained Microsoft NT**  **4.0 servers providing web hosting, email, and domain name services. Provisioned and installed all data and voice circuits consisting of BRI’s, PRI’s, xDSL, Point-to-Point T1’s, Fiber Optic, and Wireless 802.11 broadband technologies. Developed a working knowledge of Cisco and Nortel routers, switches, DSLAMS, CSU/DSU units, Lucent Terminal Servers, Web and Mail servers, DXC, Multiplexers, and Multitech VoIP. Managed all DNS and IP addressing through ARIN. Interfaced with customers daily providing connectivity technical support. Maintained close working relationships with outside vendors.**  **1996-1997 J. I. Case Corporation, Transmission Plant** **Racine, Wisconsin Preventive Maintenance Engineer**  **Developed, implemented, and documented Preventive Maintenance (PM) activities for sixty-two United Auto Workers (UAW) Skilled Tradesmen for a Fortune 500 company. Maintained responsibility for Preventive/Predictive maintenance programs in a 500,000 square foot facility to include all utilities management. Worked in support of precision machining of Grey iron, axles, hydraulic valves, and gear machining processes in addition to assembly of transmissions and hydraulic valves. Reviewed, speciied, and coordinated installation of new equipment for product machining requirements. Experienced with**  **Toyoda, Makino, and Mazak CNC Machining centers. Certiied as a CASE Internal Auditor** |

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| **Chris A. Christopher** |
| **for ISO 9002.**  **1994-1996 Florida Drum Company, Incorporated** **Pensacola, Florida Plant Engineer**  **Developed and implemented a Total Productive Maintenance (TPM) program under ISO 9002 standards. Responsibilities included annual budgeting, system design, capital requests, equipment speciications, facilities layout, and installation of production equipment. Coordinated equipment installations at two other Florida Drum facilities. Retroitted** **existing** **machinery** **with** **new** **technology** **increasing** **reliability** **and** **output.** **Provided computer support and training for a Novell 3.11 LAN/WAN. Experienced with MS Oice,** **MS** **Excel,** **Visio** **Technical,** **MS** **Word,** **Windows** **3.11** **for** **Workgroups,** **Windows** **95,** **Pegasus Mail, and Allen Bradley Micrologic 1000 PLC programming. Installed a Frame Relay WAN network to connect three manufacturing plants in North Carolina, Arkansas, and Florida.**  **1994** **Florida Drum Company, Incorporated** **Pensacola, Florida Team Leader, Welding Line**  **Established equipment maintenance schedules and developed a spare parts inventory to reduce downtime on critical components. Trained operators on maintenance procedures to speed repetitive tasks. Trained operators on proper machine operation.**  **1993-1994 Morgantown Phone Center** **Morgantown, West Virginia Telecommunications Technician**  **Installed and maintained electronic key telephone systems ranging from single line phones to 64-station 22-line systems. Installed and maintained public pay coin telephones. Designed and implemented computer LAN networks such as ARCNET and 10 Base-T including hardware and software setup. Designed and installed paging equipment.**  **1989-1993 United States Air Force** **Little Rock, Arkansas Command and Control Specialist**  **Tracked 72 C-130E cargo aircraft daily. Duties included communicating with USAF aircraft on VHF/UHF radio frequencies and coordinating ground support. Informed commanders of signiicant and daily operational events. Produced formal reports for chain of command including USAF Chief of Staf. Honorably discharged at the rank of E4.**  **1987-1989 Perry Security Systems** **Morgantown, West Virginia**  **Owner and Operator**  **Established** **company** **to** **provide** **design,** **installation,** **and** **service** **for** **ire,** **burglar,** |

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| **Chris A. Christopher** |
| **intercom, telecommunication, and nurse call systems. Hired and trained four employees. Performed all accounting and payroll tasks. Mandated services, installed systems and provided customer support for approximately 135 customers throughout the state of West Virginia.** |
|  |

**Sandra Whitten**

6 Shaw Drive

Glocester, RI 02857 [sandy.whitten1@gmail.com](mailto:sandy.whitten1@gmail.com) (401) 323-8664

**Experience:**

**ACF Solutions, LLC,** Reston, VA 04/14 - current

***Sr. Salesforce Consultant***

Involved in the many aspects of delivering Salesforce solutions on Delivery, Expert Services and Roadmap projects.

* Provide consulting services to Higher Education and Non-Profit clients interested in implementing or extending Salesforce solutions. Responsibilities include:
  + Conduct discovery sessions to evaluate business processes and gather requirements.
  + Architect solution designs to meet organizational and business area objectives.
  + Develop project documentation for client review and approval
  + Configure/customize Salesforce including workflows, process, security settings, reports and dashboards.
  + Collaborate with Technical Architect colleagues for integration requirements.
  + Perform data migrations including ETL activities.
  + Deliver on-site User and System Administrator trainings and training materials.
  + Deployment and post-implementation support
* Serve in trusted advisor role on Expert Services projects providing guidance, recommendations, best practices, and training materials for Salesforce solutions.
* Develop and deliver roadmap documentation including recommendations and process solutions for implementing Salesforce using methodologies which align with the client’s needs and expectations..

**PLAN INTERNATIONAL, USA.** Warwick, RI 02/11 - 04/14

***Project Manager / Business Systems Analyst***

* Directed activities for IT Development Team providing innovative solutions for Plan staff to leverage the features of Salesforce CRM.
* As Technical Project Manager**,** drove implementation of $1M+ CRM System Replacement project
  + Managed Plan project activities to transition from custom-built system to Salesforce-based future-proofed CRM solution to support significant growth targets, business improvements and strategy expansions.
  + Directed team of matrixed resources from multiple business areas through key project tasks:
    - Identification, assessment, and analysis of hundreds of business requirements
    - Data migration planning and validation for complex records / relationships (contacts, child, recurring gifts, single donations, etc.) from proprietary data structures to SF-based architecture
    - Identification and scope of business change processes from customized system to new SF system with different business processes
    - Development of test cases for UAT cycles
    - Development of training plans and documentation
  + Led development teams through design and build of custom OCR/Batch Check and Child Data applications, custom configurations, and development of reports, interfaces, workflows, and triggers.
  + Worked closely with external implementation partners and consultants for data migration activities, development and deployment of custom functionality, project schedule and launch.

**SANDRA WHITTEN (continued)**

* + Utilize project communications to identify, track, manage and minimize areas of risk, escalating to CIO (Project Sponsor) when appropriate.
  + Partnered with Plan Leadership Team for acceptance of CRM solutions.
  + Architected business processes leveraging Salesforce platform to reduce overhead costs and eliminate redundancy thus reducing total cost of ownership.
  + Provided Senior Leadership Team and key stake-holders regular status updates on project resource management and overall project progress.
* As Business Systems Analyst, effectively partnered with business units to support and improve business process.
  + Acted as a liaison between IT and business areas to analyze requirements and offer effective IT solutions.
  + Identify areas of need within IT and developed methodologies and specifications to create efficient IT processes which meet internal and external business needs.
    - Automate manual processes to alleviate unnecessary dependencies on IT staff.
    - With CIO, drove uptake of major new tools / processes (Basecamp, Google Docs) for project tracking/management, information/file sharing, and collaboration resulting in increased efficiency, transparency, and improved, timelier decision-making.
  + Manage Development Team (3-4 consultants) assignments and activities:
    - Drove the overhaul of internal software developments and project management using agile concepts and new tools.
    - Directed usage of Basecamp for resource tracking to produce increases in developer efficiency of up to 50%.
    - Established processes with IT staff to track work progress, help identify and clear productivity obstacles to improve whole team focus.

**NEIGHBORHOOD HEALTH PLAN, RI,** Providence, RI 09/08 - 02/11

***Project Manager/ Business Analyst, EDI Claims***

* Coordinate with institutional / professional partners and Clearinghouses for 837 claim submission using HIPAA X12 standards;
  + Prepare test plans and communications for internal and external customers;
  + Prepare project documentation and Companion Guides for 837s and u277
  + Manage project deliverables and track milestones
  + Coordinate implementations
* Operate as liaison between IS and business areas to define user requirements and develop business and technical specifications.
* HIPAA-trained and certified

**HARVARD PILGRIM HEALTH CARE, INC.** Quincy, Mass. 05/98 - 05/08

***Consultant / Expert Services***

* + Analyzed business practices to develop business solutions, requirement specifications and technical specifications to resolve business problems.
  + Created application programs and supporting utilities for automating / enhancing business processes.
  + Provided on-going support and assistance to several applications teams and business areas including Claims Processing, EDI, Enrollment / Billing and Provider Services.
  + Developed detailed system test plans for compliance testing, including test cases, testing procedures, and implementation plans.

**SANDRA WHITTEN (continued)**

**Previous Experiences:**

* Tufts Associated Health Plan, Inc., Waltham, Mass. *Consultant / Expert Services*
* Harvard Pilgrim Health Care, Inc., Quincy, Mass. *Senior Systems Analyst*
* National Medical Care, Inc., Waltham, Mass. *Senior Systems Analyst*
* Maguire Group, Inc., Foxboro, Mass. *Programmer Analyst*
* United Liquors, LTD., West Bridgewater, Mass. *Programmer*

Certifications:

**Salesforce.com Certified Administration**

Salesforce.com License 2348065

Starting March 2015

**Salesforce.com Certified Sales Cloud Consultant**

Salesforce.com License 5485195

Starting March 2016

**Education:** Johnson & Wales University, School of Technology, Providence, RI Information Science, Bachelors of Science, 1998, Summa Cum Laude. Community College of Rhode Island, Warwick, RI

Associate of Science in Computer Science, 1987, Dean’s List.

**References:** Available upon request

Jason Peak, CF APMP

### PROPOSAL MANAGER

25002 Mineral Springs Circle Stone Ridge, VA 20105

(703) 939-7517

[jasonpeakL](mailto:jasonpeakLT1@yahoo.com)[T1@yahoo.com](mailto:T1@yahoo.com)

EXPERTISE

* + Shipley-trained proposal manager
  + Excellent communicator, writer, editor, and problem solver
  + Manage diverse teams in fast-paced workplaces
  + Able to adapt to fast-changing project requirements
  + Adept at coordinating multiple complex projects simultaneously
  + Thorough knowledge of GPO, Chicago, and AP editing styles, and creation and enforcement of in-house style guides
  + Advanced user of MS Office, Adobe Acrobat, SharePoint, and Privia
  + Previous user of InDesign, Photoshop, Illustrator, MS Access, HTML, Cold Fusion, and various CMS

EDUCATION & CREDENTIALS

**Bachelor of Arts, English – Writing**

George Mason University, Fairfax, VA

**Foundation Level Certification** Association of Proposal Management Professionals

**Six Sigma Green Belt**

**“Writing Federal Proposals,” “Managing Federal Proposals,” “Winning Executive Summaries,”** and **“Winning with Task Orders”**

Shipley Associates Professional Development

**Communication Skills Certification**

Learning Tree International

PROFESSIONAL SUMMARY

Deadline-driven proposal manager with more than 10 years of experience working with subject matter experts, program managers, proposal coordinators, editors, graphic artists, desktop publishers, and production teams for Government proposals, technical documents, and corporate marketing materials. With 25 years of experience as an editor, I possess excellent writing skills and specialize in technical proposals, RFP analysis, and quality assurance.

KEY ACHIEVEMENTS

* Reduced department expenses and improved efficiency by strengthening supply vendor relationships.
* Supervised a staff of 19, guiding the on-time, compliant submission of more than 120 Federal Government proposals.
* Increased department revenue by $180,000 per year in 3 years by bringing in projects from across the company’s divisions.
* Continuously improved publications department processes and performance, and expanded capabilities by hiring professionals with diverse skills.
* Streamlined publication process by applying Six Sigma solutions, eliminating

bottlenecks and decreasing average publication time from 30+ days to less than 10 days.

EMPLOYMENT HISTORY

**Proposal Manager** • May 2016 – Present; **Production Manager** • Oct 2015 –

May 2016

CAMBER CORPORATION, Fairfax, VA *•* Oct 2015 – Present

*Professional services business providing mission-critical and practical solutions to a wide variety of Government and commercial customers worldwide.*

* Lead proposal response teams for proposals, RFPs, and RFIs, from multiple concurrent small task orders to $320 million bids, including for U.S. Postal Service (USPS), Administrative Office of the U.S. Courts (AOUSC), County of Fairfax, Air Force, Army, Navy, Marines, and the intelligence community.
* Conduct kickoff meetings, daily tag-ups, and color review teams for large teams dispersed throughout the country.
* Upon RFP release, create proposal schedule, analyze RFP and generate annotated outline, and assign authors.
* Perform desktop publishing and editing.
* Coordinate all hardcopy production for the department and ensure on-time, compliant deliveries of all proposals.
* Responsible for all production supplies, performing inventories and ordering as necessary.
* Lead Privia Administrator--create workspaces, set up user accounts, and troubleshoot accounts and Privia installs.
* SharePoint Administrator—set up SharePoint sites, add users, and manage permissions.

**Senior Proposal Coordinator**

ALION SCIENCE AND TECHNOLOGY, Fairfax, VA  May 2015 – Oct 2015

*Provides solutions for the DoD across core areas including systems engineering and integration, live virtual classroom training, and network and software engineering.*

* Coordinated proposals from RFP release to submission, performing precise formatting and editing for Dept. of the Air Force Nuclear Weapons Center, NAVAIR, Army CERDEC, JPRA ERDC, DCGS-A, HQ Marine Corps, and AFSMO (including six simultaneously).
* Created final PDFs for electronic submission or performed final production following RFP requirements for delivery.
* Created custom proposal graphics in PowerPoint, adhering to pre-set color palettes.
* Supported proposal managers and participated in all aspects of color team reviews.
* Populated searchable proposal database with completed proposal files, searchable keywords, and other information.
* Created and maintained graphics repository for use by proposal personnel.

Jason Peak [jasonpeakLT1@yahoo.com](mailto:jasonpeakLT1@yahoo.com) p. 2

* + Assigned coordinator duties midway through proposal development phase of a complex OSD

**Proposal Specialist**

TRMC bid; received acclaim for organizing color team reviews and producing and shipping five volumes for this $49 million company win.

CAMBER CORPORATION, Centreville, VA • Apr 2014 – May 2015

* + Edited proposals for compliance and technical content, compiling acronym lists, one-voicing, and consistency for various government agencies with different styles.
  + Generated custom proposal templates to ensure compliance with each RFP, updated and inserted graphics, and performed desktop publishing using MS Word styles.
  + Compiled information from corporate databases and wrote past performance references and personnel resumes.
  + Participated in final proposal compliance/quality check post-Gold Team.
  + Performed production: printing with a Fiery-based system, burning CDs, checking final products, and packaging.
  + Created a style guide for writers, subject matter experts, editors, and proposal personnel for consistent submissions.
  + Designed Access database to track proposal production supplies; reordered as necessary to ensure sufficient stock.
  + Instrumental in proposal submissions for ICE, VA, Directorate of Intelligence, AOUSC, USPS, USPACOM, and County of Fairfax.

**Freelance Proposal Editor** • Aug 2013 – Apr 2014

*Contracted to several short-term proposal assignments at Government IT services providers, including ManTech and NJVC, LLC.*

* + Edited technical proposals, past performance, resumes, and graphics for final submission.
  + Created proposal templates and reviewed documents for final submission.
  + Wrote resumes and past performance references.

**Director, Technical Publications** • Mar 2010 – Aug 2013; **Proposal Editor/Publications Manager** • Sept 2006 – Mar 2010 ENGILITY (formerly L-3 Communications GS&ES), Reston, VA

*Provider of integrated services for the U.S. Government, supporting the DoD, intelligence community, and Federal civilian agencies.*

* + Led all aspects of proposal production—read and ensured adherence to RFPs; organized the creation of Word templates and cover designs; oversaw/proofread proposal graphics for accuracy and consistency; scheduled and coordinated desktop publishing and editing of multiple, complex documents; coordinated with technical staff, proposal managers, and coordinators; and planned and participated in on-site production and proposal delivery.
  + Organized editing, desktop publishing, and production for Government contract deliverables, corporate marketing materials, websites, newsletters, HR and corporate communications, PowerPoint briefings, training manuals, and various graphic projects such as posters, trade show booth displays, cover designs, and logos, adhering to strict schedules.
  + Performed technical editing, desktop publishing, final proofreading/quality assurance, and graphic revisions.
  + Directed changes to and enforcement of company’s proposal editing and formatting style guide.
  + Prioritized numerous quick-turn projects while ensuring the highest possible quality and customer satisfaction.
  + Researched, purchased, and maintained production equipment, such as computers, commercial digital printers, laminators, punches, plotters, perforators, paper folders, and paper cutters.
  + Tracked costs, supply purchases, and invoices for all projects across multiple business units to meet yearly budget.
  + Organized department move, including logistics for machinery and supplies and construction of new space.
  + Edited proposals, Government publications, and marketing materials, and ensured they met project schedules.
  + Managed a team of editors, desktop publishers, and production personnel.
  + Oversaw full life cycle of technical documents and training manuals for DHS, DOI, FDA, HHS, FBI, and State agencies.
  + Performed text changes in Photoshop and Illustrator on proposal graphics and covers.
  + Contributed changes and improvements to corporate editing style guide.

**Senior Editor**

NATIONAL ELECTRICAL MANUFACTURERS ASSOCIATION, Arlington, VA • Apr 2001 – Sept 2006

*Trade association representing 350 electrical equipment and medical imaging manufacturers that make safe, reliable, and efficient products.*

* + Wrote, edited, and posted daily news items on organization's website.
  + Wrote and edited national press releases and articles for *electroindustry* magazine (winner of multiple Association Trends magazine awards); conducted media relations; designed, edited, and published biweekly e-newsletter, *ei extra*.
  + Edited and finalized more than 500 electrical standards for publication and posted files online for purchase.
  + Led migration team for entering content into content management system for new website, [www.nema.org.](http://www.nema.org/)
  + Analyzed market to increase technical standards sales to associations and individuals.

*Early career history includes Magazine Editor, WashingtonJobs.com - Greater Washington Publishing (Jan. 2000 to Feb. 2001); Technical Writer/Graphic Artist - Soza & Company, Fairfax, VA (May 1999 to Jan. 2000); and multiple positions with increasing responsibilities (Editorial Assistant; Managing Editor; Bulletin Editor; Production Editor), American Institute of Aeronautics and Astronautics (Sept. 1993 to May 1999).*

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| **Mary E Pouleson** | |
| **UX Manager** | |
| **Ms. Mary E Pouleson**  I am the UX Manager at the National Center of Telehealth and Technology located at JBLM, WA. I lead a team of 6 User Experience Designers and Visual Designers. My role is to mentor team members in the UX process of software development, lead UX projects write UX strategies, statements of Work, conduct research, create Information Architecture, write content, create User flows, site  mapping, branding, write test scripts, facilitate usability testing and create UX summaries and recommendations for all projects. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| [Degree, University] [Certification] | |
| ***Education, Certifications and Training*** | ***Associations*** |
| BA with emphasis in Graphic Design 1989 Informational Technology 2007  UX Immersive, 2015 | AIGA, Association for Designers  IxDa, Association for Interaction Designers |
| ***Professional Experience*** | |
| **General Assembly**  UX Designer 2015- 2016  *I have demonstrated proficiency in the UX design process through the completion of high quality projects including a lunchtime mobile app, camp planning website, Neighborhood Bingo mobile app, my online portfolio and lastly, a project working with a stakeholder, True Scape Design, a modern landscaper from Seattle, WA. My contribution to these projects included User Research, User Interviews, Informational Architecture, Concept Design, Wireframes, Visual Design of prototypes, Usability Testing and Developer's Guide. It was a pleasure to present to clients and find real time solutions for these projects.*  **ME Designs**  Graphic Designer, UX Designer, Web Development 1991-2015  *I have had the opportunity to work on my own projects throughout 25 years, developing concepts, creating a voice for my clients, formulated layout design or presentation approach, and specify material details, such as style and size of type, photographs, graphics, animation, video and sound for the best user experience. My projects have included logos, flyers, posters, page layouts, billboards, banners, catalogs, websites, newspaper inserts, packaging, postcards, magazine ads, presentation displays, apparel, etc… I have conferred with creative, art, copy-writing, or production department heads to discuss client requirements and presentation concepts, and to coordinate creative activities. I have managed my own accounts and projects, working within budget and scheduling requirements.*  **Gaudenzia, Inc.**  Maintenance Coordinator 2009-2015  *At this Non-for-Profit I researched, planned, tested and implemented an in-house interface to have a good user experience for 127 facilities to report maintenance issues to the Maintenance crew. I managed 8 individuals on a regular basis. I developed relationships with directors of each program to create a seamless positive atmosphere while dealing with maintenance concerns.*  **Alpha Advertising, LLC.**  Art Director 2006-2009  *In the heart of Lancaster County Pennsylvania, I worked for an Ad Agency that an unique client base, the Amish community. I have the experience of building relationships with clients to determine goals and needs. I have worked with requirements, research, budget, planning, design and presentation for many projects, demonstrating concepts and designs to the clients effectively. Due diligent in meeting all deadlines. I have sketched, made storyboards, developed style sheets for layout design projects and to commission photographers, illustrators, copywriters and web developers for projects.*  **Easy Does It, Inc Nonprofit**  Art Director | Outreach Coordinator 2001-2006 | |

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| *I was fortunate to be able to create a brand for this Non-for-Profit. I worked with the Executive Director and the Board of Directors to create a voice to their mission. Keeping the users in mind in at every level of development I researched, planned and designed all items needed for this organization to become known in the Berks county area. I developed and designed an insert for the local paper, The Reading Eagle (circulation of 100,000), to be distributed monthly to the greater Reading area to promote this non-for-profit. I created a newsletter to promote monthly activities.*    Senior Graphic Designer | Loafer’s Choice | Nov 1989 to Dec1991 Graphic Designer | Centre Daily Times | May 1987 to Oct 1989 |

**Joshua J. Clark**

(253) 391-8683

[jclark4@mail.greenriver.edu](mailto:jclark4@mail.greenriver.edu)

**Summary**

Ambitious and team-oriented software developer seeking full-time opportunities on an Agile team.

**Education**

Green River College (Auburn, WA) 2014-Present

Bachelor’s Degree in Software Development (Expected June 2017)

Two time recipient of the National Science Foundation Scholarship for STEM, 2015-2016

**Certifications and Skills**

Certificatiions:

* + - Certified Scrum Master, Scrum Alliance, 2016
    - Digium Support Engineer (DSSE), Digium, 2016

Programming Languages:

* + - Java – strong ability
    - PHP, SQL, HTML, CSS, JavaScript – proficient

**Software Development Project Experience**

*Kent Food Bank – kentfoodbank.org* 2016

Worked on a Scrum team to develop a new website for the Kent Food Bank, a local non- profit organization. Primary point of contact for the project client. Responsible for developing the front-end experience as well as back-end technologies. Helped to coordinate sprints (sprint planning, daily standups, sprint reviews, sprint retrospectives).

*Schedule IT – Internal system for Green River* 2016 Developed a database-based website that is currently live and being used by the Green

River College faculty and staff to help schedule courses. Followed Scrum practices, focused on back-end code. Met with client every two weeks to ensure customer satisfaction.

*Object Pool (Strategy Pattern) Presentation 2016*

Led a seminar-style presentation on the Object Pool Strategy Pattern. Researched design pattern in Java, developed a code example to demonstrate the pattern, discussed application of the design pattern.

**Work Experience:**

*Help Desk Engineer -- NP Information Systems*

I help troubleshoot various IT issues for various remote clients. I provide excellent customer service by treating customers with patience and dignity.

*Inventory Control – Helly Hansen*

I utilize complex database software to manage inventory for accuracy and efficiency. I assisted several other departments with various requests, training, and inventory questions.

*Amazon book lister – Once Sold Tales*

I performed data entry tasks into a listing program to post used books for sale online. I also managed warehouse inventory and operations.

Employee of the Month for being most conscientious at Logic Staffing – March 2011

**Qualifications:**

Very motivated to learn new technologies Work well as part of a team or independently

Have the ability to deal with difficult situations in a calm demeanor Ability to serve internal and external customers well

Ability to think clearly under stressful deadlines

**PROFESSIONAL EXPERIENCE**

**Lawrence Alerre Java 204 Hardwood Ridge Court**

**Clayton, NC 27520-9405**

**Home: 919.550.4059**

**Cell: 919.219.2656**

**E-mail:** [**lawrence@vm-solutions.com**](mailto:lawrence@vm-solutions.com)

**ATTAIN LLC, Senior Consultant 06/2017 – Present**

* Responsible for implementing and maintaining tier three support for the National Institute of Environmental Health Sciences (NIEHS). This project involves hands-on experience with
  + Citrix XenApp/XenDesktop, Citrix Application Layering, Workspace Device Manager, XenMobile
  + Symantec Endpoint Protection
  + Dell Wyse Management Suite and Thin Clients
  + Microsoft Active Directory (AD) and Group Policy Objects (GPO) Administration
  + VMware vSphere/vCenter, Deployment, Operation, Administration and Maintenance
  + Coordinating efforts between NIEHS and ATTAIN
  + Interface with NEIHS/Contractor management and end users
  + Publishing various documents to include Standard Configuration Documents (SCD), Standard Operating Procedures (SOP) “How To”, Frequently Ask Questions (FAQ), troubleshooting guides, end user guides and communications

**CSRA, Senior Professional, System Administrator 02/2009 – 05/2017**

* One of two people responsible for implementing and maintaining tier three Confidential Business Information Virtual Desktop Infrastructure (CBI-VDI) and Enterprise VDI solution for within the Environmental Protection Agency (EPA) and the CSRA COTS RTP-Lab. This project involves hands-on experience with
  + Citrix XenApp/XenDesktop, Deployment, Operation, Administration and Maintenance
  + Appsense DesktopNow, Deployment, Operation, Administration
  + Microsoft Active Directory (AD) and Group Policy Objects (GPO) Administration
  + VMware vSphere/vCenter, Deployment, Operation, Administration and Maintenance
  + Coordinating efforts with other organizations to include EPA, CSRA, SAIC, CGI
  + Interface with EPA/Contractor management and end users
  + Publishing various documents to include Standard Configuration Documents (SCD), “How To”,

Frequently Ask Questions (FAQ), troubleshooting guides, end user guides and communications

**KForce-CSC, Senior Technical Subject Matter Specialist RTP, NC 01/2007 – 01/2009**

* Subcontractor to CSC. Responsible for providing national IT support and administration to the Environmental Protection Agency (EPA).

IT support includes

* + Symantec Endpoint Protection (SEP)
  + Symantec Backup Exec (BEW)
  + IBM Tivoli Endpoint Manager (BigFix)
  + Centralized Operating System (OS) deployment of Windows 7

**Laid off From Nortel (Freelance) 09/2006 – 01/2007**

Worked short term contacts. Nortel filed for bankruptcy. The line of business I was in was sold to Avaya. The Microsoft/Nortel ICA UC solution was in direct competition with existing Avaya UC solutions resulting in my being laid off. At the time of my lay off I was 1 of only 6000 employees left from what was once a 120,000+ employee global corporation.

**UC Integration Engineer, Microsoft/Nortel Innovative Communications Alliance (ICA) 06/2006 - 08/2006**

* Planned, engineered and developed various LAN/WAN/VOIP/Telecom testing environments to meet specific customer Proof of Concept needs for the Microsoft OCS 2007 and Nortel Communication Server 1000 (CS1K) UC integration solution.
* Provided technical support to Nortel engineers and Microsoft Architects conducting onsite customer trials.

**Accomplishments**

* Project managed the design, construction and ongoing operation of the ICA Collaboration Center. This included vendor selection and the management of contracted companies. I was held accountable for effective contractor utilization which involved 3-8 contractors (voice and data installers, electricians, plumbers, building construction and Audio/Video installation).
* Managed an annual OPEX/CAPEX budget of $1.5 million dollars which involved requesting funds, materials acquisition, fixed assets tracking and remittance of payments to contracted companies.
* Designed, engineered, installed and deployed several mobile evaluation kits. These mobile evaluation kits included the integration of one Nortel CS1K-E, two HP Enterprise Servers, Nortel data switches and Nortel digital/VOIP phone sets and Microsoft Office Communication Server 2007.
* Provided technical support for in-house and field engineers working on the Microsoft/Nortel UC solution.
* Published customer documentation, beginning with end-user “How-To” documents all the way to detailed installation, testing and deployment documentation.
* Achieved several Microsoft certifications (see attachment).

**Senior Technical Instructor/Courseware Developer/Technical Writer, Nortel 04/2004 – 05/2006**

* At any given time, I was responsible for the effective team collaboration efforts of 3-10 Nortel employees which included Technical Instructors, Courseware Developers, Instructional System Designers, Technical Writers, Hardware and Software Designers and Captive Office Support Engineers.
* Developed and delivered training curriculum for the following VOIP/IP products
* Nortel Multimedia Communications Servers VOIP (MCS 5200/5100)
* Nortel Contivity VPN Routers/Firewall Remote Access Appliances
* Juniper Networks E and M series IP Backbone routers

**Accomplishments**

* Achieved certification as a Juniper Networks Internet Specialist (JNCIS) and Juniper Networks Certified Instructor.
* Developed strong expertise in the following routing protocols: RIP, OSPF, ISIS, BGP4, MPLS and technologies to include Multicast and Virtual Private Networking.
* Developed expertise in troubleshooting issues through all seven layers of the OSI model.
* Developed extensive skills and experience in the following Remote Distance Learning applications: Saba Centra Interactive Virtual Classes, Centra eMeeting, Microsoft LiveMeeting/NetMeeting, Web Based Training, Nortel Video Conferencing and Cisco WebEx.

**System Support Manager, Raleigh Technical Education Center 06/1991 - 03/2004**

* Ensure 24/7 high availability of all captive office equipment to include several DMS-100F, DMS-10, Contact Center Servers, Data Product Networks (DPN) Packet Switching, ISDN, CCS7 and a multitude of Bay Networks equipment.
* At any given time, I was responsible for a staff of 7-15 support engineers. I was held accountable for effective staff utilization, my staff’s personal and technical development as well as their annual reviews and salary adjustments.

**Accomplishments**

* Successfully maintained a high availability of all captive office equipment.
* Consistently received very positive 360 Degree Employee feedback from management, peers and direct reports.

**New Product Introduction Manager (NPI)/Program Manager, Nortel 02/1989 – 05/1991**

* Brought to market, customer training solutions on the DMS-100F, Call Center Symposium, Call Center Management Information System (CCMIS) and Interactive Voice Response (IVR) products.
* Responsible for managing effective global meetings via telephone, video conferencing as well as face to face.
* Responsible for the instructional and developmental requirements to support Data Product Networks (DPN) Packet Switching, ISDN, CCS7, all LPP based products, and the DMS-100F product line including Tier 2/3 level training.

**Accomplishments**

* Funded to conduct multi-vendor bid process and given hiring authority to successfully establish Nortel’s first Computer Based Training (CBT) organization. Staffed a training organization of 50 people. Generated net revenue of $1 million dollars within 18 months. Recognized for the highest retention of employees in the RTP location.
* Given customer account responsibilities for two key training partners, Telrad (Telev, Israel) and Xi'an Institute of Post and Telecommunications (Xian, Shaanxi China). Project managed the building of their training centers from the mortar up. This included architecting and implementing the voice and data infrastructure for each training center.

**Senior Technical Instructor/Courseware Developer/Technical Writer, Nortel 04/1980 – 01/1989**

* At any given time, I was responsible for the effective team collaboration efforts of 3-10 Nortel employees which included Technical Instructors, Courseware Developers, Instructional System Designers, Technical Writers, Hardware and Software Designers and Captive Office Support Engineers.
* Developed and delivered training curriculum on the Nortel DMS-100F / DMS-10 central office switches

**Accomplishments**

* Achieved a high level of proficiency in Instructional Systems Design (ISD), Task/Job analysis and desktop publishing.
* Consistently developed/delivered highly rated courses supporting the Nortel DMS 100F/ DMS-10 central offices.
* Developed strong presentation and speaking skills.

**MILITARY**

**United States Army Signal Corp 06/1974 – 03/1980**

**Tactical Digital Switching Technical Support Specialist (36L)**

* Graduated top of the class for the AN-TTC 38 central office course.
* Reenlisted and assigned to US Army Signal School, Ft. Gordon GA. Sr. Trainer/Developer for AN-TTC 39 Tactical Automatic Switch curriculum.
* Passed E-6 promotion board while stationed at Ft. Gordon Ga.
* Held a Secret Clearance
* Received Honorable Discharge (1980)

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**Other Information**

* US Naturalized Citizen

**EDUCATION**

**Wesleyan College, Raleigh, NC**

Bachelor of Arts, Business Administration (In Progress)

**DeKalb College, Augusta, GA**

Associate of Science in Education (3.7 GPA)

**CERTIFCATIONS and PRODUCT KNOWLEDGE**

**Microsoft Inc. (See Attachment)**

MCSE, MCITP, MCSA, MCTS, MCSE, MCP

**PROJECT MANAGEMENT CERTIFICATIONS**

ITIL v.3 Foundation Certification

**Nortel Networks**

Nortel Certified Support Specialist (NCSS) – Secure Router 4134;

Call Server 1000 BARS/NARS Certification; Ethernet Routing Switch 8600; Contivity Certification; Nortel Networks DMS-100F OAM, ACD, Centrex, CCMIS, and Symposium

**Server Background**

Worked on various enterprise servers to include HP Proliant c7000 Blade System, IBM X35 Series rack mount servers, Dell PowerEdge Blade Server, Sun Netra and Sunfire.

**Juniper Networks**

Juniper Networks Certified Internet Specialist (JCNIS), Juniper Networks Certified Instructor (JNCI)

**TECHNICAL QUALIFICATIONS**

**Operating Systems**

Microsoft Windows XP, Vista, Windows 7, Windows Server 2003, Windows Server 2008 R2, Red Hat Linux, Nortel Standard Operating Environment (SOE) version 2

**Hypervisor and Virtual Machine Experience**

VMware vSphere4, VMware ESXi5, VMware Workstation 7/8, Microsoft Hyper-V, Microsoft Windows Virtual PC

**Desktop Applications**

Microsoft Office Suite, Microsoft Project, Microsoft Visio, Adobe CS 5 Production Suite, Wireshark

**Technologies and Products**

Microsoft Office Communications Server 2007, Nortel Communications Server 1000, Analog and Digital Switching: DMS-100F, CS1K, ISDN, CCS7; IP Routing. RIP, OSPF, ISIS, BGP4, MPLS, IP Multicast, Juniper Networks OS, Bay Networks BayRS. IP-VPN; IPSec, PPTP, L2TP, Session Initiated Protocol (SIP), Computer Telephony Integration (CTI), Interactive Voice Response (IVR)

**Microsoft Certification**

**Credential Certification**

MCITP Consumer Support Technician MCITP Enterprise Support Technician MCITP Server Administrator

MCITP Enterprise Administrator

MCSE Microsoft Windows Server 2003

MCSE Microsoft Windows Server 2003 –System Administrator

MCTS Windows Server 2008 Active Directory, Configuration

MCTS Windows Server 2008 Applications Infrastructure, Configuration MCTS Windows Server 2008 Network Infrastructure, Configuration MCTS Microsoft Exchange Server 2007, Configuration

MCTS Windows 7, Configuration

MCTS Microsoft Windows Vista, Configuration

MCTS Microsoft Office Communications Server 2007, Configuration Microsoft Certified IT Professional (MCITP)

Microsoft Certified Technology Specialist (MCTS) Microsoft Certified Systems Engineer (MCSE)

**Microsoft Certification Exams**

**Exam ID Description**

**Windows Server 2008**

646 Pro: Windows Server 2008, Server Administrator 647 Pro: Windows Server 2008, Enterprise Administrator

643 TS: Windows Server 2008 Applications Infrastructure, Configuring 642 TS: Windows Server 2008 Network Infrastructure, Configuring

**Windows Server 2003**

293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

298 Designing Security for a Microsoft Windows Server 2003 Network

290 Managing and Maintaining a Microsoft Windows Server 2003 Environment

**Active Directory**

640 TS:Windows Server 2008 Active Directory, Configuring

294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

**Exchange**

236 TS: Exchange Server 2007 Configuration

**Desktop**

680 TS: Windows 7, Configuring

623 Installing, Maintaining, Supporting, and Troubleshooting Applications on the Windows Vista Client - Consumer

622 Pro: Microsoft Desktop Support – ENTERPRISE on Windows Vista 620 TS: Configuring Microsoft Windows Vista Client

270 Installing, Configuring, and Administering Microsoft® Windows® XP Professional

**Other**

638 TS: Microsoft Office Communications Server 2007, Configuring System Center Operations Manager (SCOM)

**Citrix Training**

**Course No. Description**

CXA-104-1W Citrix XenApp 7.6: Overview

CXA-103-1W Citrix XenApp 7.5 Architecture and New Features

CXA-105-1W XenApp and XenDesktop 7.6 Foundations CXA-206V-1W Citrix XenApp 6.5 Administration

CNS-101-1W Citrix NetScaler 9.3 Overview CXS-102-1W Citrix XenServer 6.0 Overview CXA-102-1W Citrix XenApp 6.5 Overview CXD-101-5W Citrix XenDesktop 5.5 Overview

**VM Training**

**Description**

VMware vSphere: Install, Configure, Manage 5.1 (5 Days)

Jason A. Schwartz

6702 Lake Park Dr. Apt # 301-C, Greenbelt, MD 20770 (301) 641-8193

[**J\_Schwartz82@yahoo.com**](mailto:J_Schwartz82@yahoo.com)

EDUCATION

**Howard University**, B.S. Information Systems, December 2005

**University of Maryland**, pursuing MBA

**WORK EXPERIENCE**

**Attain/Agensys** *08/17-*

*Present*

***Policy and CyberSecurity Analyst / CSAM Administrator*** for Department of Commerce (DOC)

Responsible for providing FISMA reporting assistance to user on the Cyber Security Asset Mangement(CSAM) tool as well as monitored, reviewed and assessed security hundreds of systems.

* Generated monthly reports tracking the ATO status for close to 300 systems as well as monitored over

4,000 POA&Ms for those systems

* Conducted an IT Compliance Check for around 200 systems ensuring their security documentation is accurate and up to date
* Served as a CSAM Administrator to hundreds of users across the 11 bureaus of Department of

Commerce

* Provided assistance with developing IT Security Baseline Policies by establishing minimum standards for all the bureaus within Department of Commerce
* Conducted the FISMA Assessment for close to 300 systems across the 11 bureaus of the Department of

Commerce by utilizing the FY2018 CIO FISMA Metrics to satisfay the NIST Cyber Security Framework

**AECOM/ASI Government** *03/12-03/17*

***Information Assurance Analyst / Alternate ISSO*** for the General Service Administration (GSA)

Responsible for reviewing/assessing Security Documentation for over a dozen systems in the Telecomm Industry ensuring that all of the systems are following the Assessment & Authorization(A&A) process

* Reviewed Vulnerability Scan Reports on a quarterly basis for over a dozen systems in search of

vulnerabilities and ensuring previous vulnerabilities has been remediated

* Reviewed Plan Of Actions and Milestones (POA&Ms) for over a dozen systems on a quarterly basis verifying that is matches the scan reports and tracked the status of all vulnerabilities
* Review the System Security Packages (SSP) for over a dozen systems ensuring that all security controls

are detailed and compliant with the NIST 800-53 rev 4 guidelines including all required embedded documents

* Reviewed all required security documents ensuring that all documentation is up to date for over a dozen

systems to receive their ATO.

* Participated in the FISMA Annual Assessment for over a dozen systems by reviewing evidence (screenshots, etc.) that support the selected security control within the test case.
* Managed Personal Identifiable Information (PII) and processed incoming employee’s Contract Information

Worksheet (CIW) into GCIMS for the approval of a NACI/MBI for Personnel Security

**ERT (Earth Resources Technology)** *07/11-*

*3/12*

***IT Security Specialist*** for the Department Of Commerce, National Oceanic Atmosphere Administration (NOAA) Responsible for network security migration from Microsoft Outlook to the Google Cloud

* Responsible for network security compliance according to NIST 800-53
* Developed the System Security Package for NOAA’s Google Apps for Government
* Developed Plan of Action and Milestones (POAM) to mitigate issues generated during program migration
* Structured the Configuration Management Plan (CMP) for the Google Cloud Service
* Developed additional security documents such as the Risk Assessment Report (RAR), Privacy Threshold Analysis (PTA), Privacy Impact Assessment (PIA), Business Impact Analysis (BIA), and the Contingency Plan (CP)
* Provided support to users for Google Apps for Government (GAfG)

**MSI (Management Solutions Incorporated)** *09/09- 07/11*

***Information Security Engineer*** for the Department Of Commerce, Census Bureau

Responsible for Managing and Tracking new systems and servers prior to reaching the network

* Monitored the development of new systems and servers for the Census Bureau network
* Responsible for security compliance for each system/server
* Responsible for the IT logistics for all Census Bureau systems and servers
* Managed the progress of POAMs and updated the status through Cyber Security Assessment and Management (CSAM)
* Create Security Packages for each system/server before it hits the network

E&E Enterprises Global Inc. *04/09-9/09*

***Information Assurance Analyst*** for the Department Of Commerce Census Bureau Responsible for monitoring new systems, servers and POAMs

* Tracked all systems and servers on to the network using a phpmysql database
* Review NCJ (Non-Compliance Justification) Forms for proper descriptions and explanations of systems vulnerabilities
* Tracked the status of POAMs through CSAM ensuring all deadlines are being met
* Continuous Monitoring through regular assessments of the systems and servers

Energy Enterprise Solutions *10/06-03/09*

***Technical Support Specialist*** for the Department Of Energy Responsible for providing technical support for the Trusted Agent tool

* Prepared test cases for the Trusted Agent application
* Monitor the Trusted Agent tool ensuring that it is fully functioning
* Manage the application to ensure it accurately generates FISMA reports and C&A Tracking.

***SharePoint Database Specialist*** for the Business Development Group Responsible for creating, uploading, and maintaining the Single Source Intranet Site

* Created a database inside of the single source intranet site for the user to locate proposals
* Uploaded dissected parts of a proposal to be edited/tailored to be used again for future proposals
* Maintained and tracked all Business Development Proposals used to obtain government contracts

***Systems Analyst*** for the Department Of Energy

Responsible for the IT inventory within the OE team of the Department of Energy (DOE)

* Created a database using Microsoft Access that resolved and organized the IT Inventory issues within the Office of Electricity Delivery and Energy Reliability (OE) saving the customer approximately $2,000 monthly.
* Maintained the data in the database ensuring that it operated on real time using Sunflower
* Created Standard Operating Procedures (SOPs) for the client’s understanding of proper protocol

HIGHLIGHT OF SKILLS

* Certification & Accreditation - Trusted Agent
* Assessments & Authorizations - CSAM
* FISMA - Strategy Development
* NIST Documentation - Problem Solving
* Cyber Security Analysist - Inventory Management
* POAM Tracking - Personnel Security

**Applications** Microsoft 7 Microsoft Outlook

Microsoft Office Suite (Word, Excel, Access, and PowerPoint) Microsoft Visio

Microsoft Project Lotus Notes CSAM

Trusted Agent Google Cloud

References:

Available upon request

**MARK MITCHELL**

[memprog@yahoo.com](mailto:memprog@yahoo.com) ~ 816 304-6512

**PROFESSIONAL PROFILE**

**IT Professional** with extensive experience in **Technical Support Engineer** and

**Middleware Operations.** An innovative strategist with proven abilities in problem solving, meeting objectives, adapting to rapid change and, supporting management requirements. A self- motivated leader who works at all organizational levels and is well versed in operations with Fortune 500 companies.

Firewall Requests Application Buildouts

Load Balancer Forms Operations Oriented

Deployment Plans Performance Improvement

**CERTIFICATES AND TECHNICAL SKILLS**

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| Web 2.0  IBM AIX | Sprint Excellence Award  Linux | ATG  Korn Shell Scripting |
| Oracle SQL Developer | MS SQL Server | PHP |
| JBOSS | Apache | Jenkins |

**PROFESSIONAL EXPERIENCE**

**USDA,** Kansas City, MO **12/2015 –Present**

**System Administrator (**Dec 2015)

Administered applications on Linux and Windows servers used to assist internal clients with job responsibilities.

* Built environments and applications in integration, for new customer migration from WebSphere to JBOSS and Apache.
* Constructed applications for new environment using Jenkins continuous integration tool, providing an efficient build process, to create redundancy on the integration platform.
* Documented troubleshooting process in the integration and production environments identifying redundant problem and, delivering faster resolution to issues.
* Provided project status information to team leads and upper management, involving project concerns, successes, delivered to additional USDA and FSA management teams.

**MARK MITCHELL 2**

**ERICSSON,** Overland Park, KS **5/2015 –12/2015 System Administrator (**May 2015)

Managed Linux servers containing applications and user accounts for configuring over 5000 network nodes.

* Constructed new internal user accounts allowing operators to implement network nodes and, control network traffic preventing failure.

**SPRINT CORPORATION,** Overland Park, KS **3/1999 –2/2015**

**Technical Support Engineer (**2005 – 2015)

Provided 24/7 technical support for all applications related to Sprint.com, for over 50 million subscribers.

* Resolved issue of customers being redirected from production to test URL. Directed development team to modify existing layering for web servers, resulting in

resolving the issue.

* Created deployment plans for test and production environments, simplifying and expediting for other engineers.
* Trained offshore team members in diagnosing potential issues by correlating server performance and, monitoring dashboard threshold values, improving resolution time.
* Converted legacy applications from WebSphere (UNIX), to JBoss (Linux) to allow for better system stability and performance.
  + Performed installation and configuration of over 300 JBoss application and Apache web servers to support Sprint.com.
* Composed an installation plan for team members, constructing multiple instances on Linux servers, for redundancy.
  + Completed JBoss and Apache server upgrades in compliance with industry standards, alleviating system vulnerabilities.
  + Scripted PL/SQL queries to retrieve application server node information controlling data flow distribution evenly, to avoid server overload and prevent servers from failing.
* Implemented ATG e-commerce in JBoss to allow the Sprint content team to perform ad hoc deployments, enhancing the personalization of the user experience.
  + Created scripts to generate email alerts to team members related to storage capacity and CPU utilization, thereby reducing potential for server overload.
  + Collaborated with internal and external teams regarding vendor links (Google Play Store) thus protecting up time.
  + Provided lead support site performance for multiple product (iPhone) promotions.

**MARK MITCHELL 3**

**Application Developer (**1999 – 2005)

Developed programs to assist teams with increasing productivity, substituting manual processes.

* Automated system for retrieval of toll free number information in Visual Basic, reducing cycle time from 15 minutes per application to 1.5 minutes.
* Wrote SQL queries for business teams detailing the number of customer order subscriptions hourly, daily and monthly, providing management with information to support better business decisions.
* Created SQL queries to retrieve specific call volume information, used to analyze switches and distributed call traffic equally.
* Completed data migrations from Access to SQL Server, improving performance.
* Designed the front end of a web application using HTML and CSS used to store employee projects, replacing a cumbersome Excel spreadsheet process.
* Conceived, constructed and, administered the folder structure for my team, using Visual Source Safe, creating a centralized code repository.
* Participated in monthly meetings with management, discussing the creation of tools that minimized manual process, improved efficiency and productivity, for business team members.

**EDUCATION**

**BS in Computer Information Systems -** DeVry University, Kansas City, MO

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| **Ford Avery** | |
| **Senior Analyst** | |
| **Mr. Ford R. Avery**   * Graduated *cum laude* from the College of William & Mary with a B.S. in Neuroscience. * Started at Attain as a Senior Analyst on the AMS COTS team at the SEC. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Monroe Scholar – The College of William & Mary | |
| ***Education, Certifications and Training*** | ***Associations*** |
| B.S. in Neuroscience, with Computer Science minor – The College of William & Mary | Competency Center of Excellence, Project Management |
| ***Professional Experience*** | |
| **Attain, LLC.**  Senior Analyst, Federal Services July 2017 - present  Joined the AMS team in support of the SEC’s COTS applications.  Took over as main contact for the application NoviSurvey, and coordinated efforts to fix a long-standing, previously unaddressed bug.  **United States Embassy in Rome, Italy**  Quality Assurance Intern, Information Systems Center Summer 2017  Worked directly with the lead developer of a large-scale application. Rigorously tested/troubleshot the application and wrote a full user manual. Helped to expedite the completion of a time-sensitive project. | |

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| **Dominic J.V. Carbone** | |
| **Senior Analyst, Education, Nonprofit, and Commercial Services** | |
| **Mr. Dominic J.V. Carbone**  Dominic joined Attain in September, 2018 after two years at EAB (formerly part of The Advisory Board Company). At EAB, Dominic conducted market research projects for clients seeking to improve existing or create new graduate-level program opportunities. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Departmental Honors in Political Science, Trinity College Webster Book Prize for Book Collecting, Trinity College Clinton Scholar, American University in Dubai | |
| ***Education, Certifications and Training*** | ***Associations/Committees*** |
| Bachelor of Arts Degree in Economics, Political Science, and Urban Studies; Trinity College (CT)  Liberal Arts Diploma, St. Mark’s School (MA) | Alumni Executive Committee, St. Mark’s School (MA) |
| ***Professional Experience*** | |
| **EAB (formerly part of The Advisory Board Company)**  Market Research Associate, Education Practice 2017-2018  Wrote client facing research reports accessing market viability of new and existing academic programs  Provided consultative expertise to clients on topics including program organizational structure, curriculum, accreditation, student recruitment, career services, student success, and marketing  Conducted qualitative market research interviews with college and university administrators Analyzed market demand for academic programs by combining primary and secondary research with quantitative analytics data from the Burning Glass Labor InsightTM Real-Time Market Data tool  **EAB (formerly part of The Advisory Board Company)**  Sales and Marketing Associate, Education Practice 2016-2017  Communicated with prospective clients regarding product offerings across the student success and  enrollment management consulting specialties  Developed new marketing strategies and campaigns to penetrate the small liberal arts college market Supported marketing director to achieve quarterly and annual business development goals  **St. Mark’s School**  Annual Fund Assistant, Advancement Office 2016-2017  Analyzed giving program attributes and made recommendations for improvement to colleagues  Researched and produced reports on the background and giving capacity of major gift prospects Processed charitable gifts from individual, foundation, and corporate donors | |



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| **Deepa Bedi, PMP** | |
| **Manager, Client Services** | |
| **Ms Deepa Bedi**, has been part of the Salesforce eco system for over 11 years and has successfully led and delivered more than 50 Salesforce CRM, Communities, and complex integration projects. She has worked closely with higher education, non-proit, association, foundation and healthcare clients to fully understand their needs, social mission, and strategic goals and ensure successful implementations.  Prior to that Ms Bedi worked as a consultant for over 10 years for nonproit and corporate organizations in various roles, doing business development, performing process design and gap analysis, and managing quality assurance programs.  **Specialties:** Fundraising, Case Management, Solution Architect Salesforce.com CRM, Solution Architect Communities, NPSP, roundCorner, Convio Common Ground and Convio Web Content Management Systems, Non-Proit Consulting, Higher Education Consulting, Systems Integration, Solution Engineering, Solution Design, Online Donation Tools, Business Development, Business Process Re-engineering. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| ADA Case Study [Link](https://www.attain.com/blog/2015/03/20/casestudy_ada) | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** |  |
| Master’s in Business Administration, Institute of Management Technology, Ghaziabad - India 1997-2000 Marketing ( Major), Finance ( Minor) -Silver Medal  Bachelors in History Honors, Miranda House College, Delhi University – India 1990-1993  Project Management Professional (PMP), 2007 Project Management Institute  Salesforce Certiications –   * Salesforce Administrator * Community Cloud Consultant * Service Cloud Consultant * Sales Cloud Consultant * Platform App Builder Certiication * Visibility and Sharing Designer * Data Architect and Management Designer * Lightning App Super Badge |  |
| ***Professional Experience*** | |
| **Attain**  **Manager, Client Services/ Specialist 1**  2017-2018  Led the Salesforce Communities Solution Architecture for various Salesforce projects  Supported internal Methodology improvement eforts under the Tiger Team  Implemented the following Salesforce projects  o 2017 and 2018   * Solution Architect: Anti-Defamation League – Donor Portal/ Community * Delivery Manager, New York Independent System Operator Application Management, Pardot Mass Email and Member Self Service Communities implementation * Delivery Manager, National Geographic Society Taxonomy and Communities * Support Projects:   + EHNAC Ongoing Support   + Solution Architect: Association for Talent Development, Opportunities Beneits Management   + Delivery Manager: NYISO 2017, 2018 Support   + Solution Architect: PMMI   **ACF Solutions** Delivery Manager 2011-2016 | |

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| **Deepa Bedi, PMP** |
| Led internal processes to setup the ACF Academy an internal knowledge management tool for fostering collaboration, sharing best practices and aligning individual’s development plan.  Supported the implementation of ACF Methodology for the BUILD work stream and supported others processes.  Led more than 30 Salesforce implementations and support projects. Listed below is a list of projects by year:  o 2016   * Delivery Manager, National Geographic Society Program Management, Taxonomy Custom Search and Salesforce Communities implementation * Solution Architect, Audubon Fundraising implementation with Non Proit Starter   Pack   * Solution Architect, GSUSA Case Management implementation * Solution Architect, International Justice Mission Fundraising , Classy and Donor Self Service (Communities) implementation * Solution Architect, Requirements and Solution Design, United Network of Organ   Transplant   * Interim Delivery Manager, ULI fundraising implementation * Support Projects:   + EHNAC Ongoing Support   + Brooklyn Public Library Ongoing Support   o 2015   * Delivery Manager, Allegheny Alumni Afairs Communities Implementation * Delivery Manager, Brooklyn Public Library Program and Case Management Implementation * Delivery Manager, Requirements and Design/ Columbia Alumni Communities and   Marketing Cloud   * Delivery Manager, Iowa State GSE Prospect Management and Marketing Cloud Implementation * Delivery Manager, Solution Design/Fundraising Products Comparison, Museum of   Modern Art   * Support Projects:   + ATD Support   + Emily’s List Support   + HopeChest Support   + EHNAC Support   + RTCS Data Cleanup Support   + UCB IPIRA   + MSB Support   + USC Marshall Support   o 2014   * Delivery Manager, ADA Call Center Implementation * Delivery Manager Knight Foundation Grants, Management and Fluxx Integration Implementation * Delivery Manager, AEI Fundraising implementation * Support Projects   + Emily’s List Support   + HopeChest Support   + EHNAC Support   + APA Support   + ATD Support   + USC Marshall Support   + RTCS Support   + MSB   o 2013   * Delivery Manager, EMILY’s List Political Database ( PAK) implementation * Delivery Manager, KaBoom Fundraising and Program Management |

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| **Deepa Bedi, PMP** |
| implementation   * Delivery Manager, RobinHood Fundraising, Custom Batch Entry Tool , Events Management implementation * Delivery Manager, Red Cross Problem and Incident Management implementation * Delivery Manager, SCAD Salesforce Assessment * Support Projects   + HopeChest Luminate Support   + EHNAC Support   + PSI Fundraising Support   + USC Marshall Support   + HCR Support   o 2012   * Delivery Manager, AAMC Case Management and Call Center implementation * Delivery Manager, AAMC First Group * Delivery Manager, USC Marshall Under Grand Admissions implementation * Delivery Manager, Ailias Case Management – Phase 2 Portal * Delivery Manager, LCV implementation * Delivery Manager, FreedomWorks Luminate implementation * Interim Delivery Manager, PFCC Fundraising * Delivery Manager, PSI Salesforce enhancements * Delivery Manager, Red Cross Preparedness Health Safety (PHSS) Implementation and Instance Consolidation * Delivery Manager, STRI Fundraising and Reporting implementation * Support Projects   + PIR Support   + EHNAC Support   + PSI Support   + Arts KC Support   o 2011   * Delivery Manager, Trinity Western University Fundraising implementation * Delivery Manager, Red Cross Problem and Incident ianagement * Delivery Manager, ArtsKC Luminate implementation and Support * Delivery Manager, Ailias Case Management implementation phase 1 * Support Projects   + Trisomy Support   + EHNAC Support   + MLF Support   + PIR Support   + Lupus Support   + HCRS Support   + FreedomWorks Support   + LCV Support   + Awana Support   + TWC Support   + The Washington Center Support   **ACF Solutions**  Senior Consultant |

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| **Deepa Bedi, PMP** |
| 2007-2010  Implemented and provided support to over 20 salesforce projects   * Harvard WW prospect management implementation * Harvard GSE prospect management * The Washington Center implementation * Haven Homes implementation * EHNAC Portal and Accreditation Management , Ballots, and Approval implementation * Columbia Client Services Case Management implementation * College Board Business Analysis Support * Smart Capital Choice – Five9 Call Center implementation * FreedomWorks Luminate Implementation * Institute of Integrative Nutrition prospect management implementation * EarthShare National fundraising implementation * Lupus Foundation fundraising implementation * RTCS approval processes implementation * American Solutions Fundraising implementation and data conversion * OCRF * Family Equality Council Common Ground implementation * MLF CommonGround Support * Trisomy 18 CommonGround Support * The Washington Center Application Management Portal Implementation * BP Reengineering , Uncommon Schools Fundraising implementation |

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| **Jafer Usmani** | |
| **Senior Manager** | |
| **Mr.** **Jafer** **Usmani** has spent the last 14+ years working in the consulting ield providing professional services to numerous high proile clients across a variety of industries. He has vast experience in managing medium to large scale engagements with both commercial and Federal clients. His strongest asset is the ability to forge sustaining client relationships through excellent verbal and written communication and harnessing his consulting experience to drive strategic direction and execution of Information Management related initiatives. Jafer has demonstrated a diverse set of skills that align well to a senior leadership position with a management consulting irm that is focused on technology advisory services. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Supported Clients*** |
| B.S.  Management Information Systems, George Mason University, 2003  Project Management Professional (PMP), 2012 | Federal – SEC, USITC, CSBS, FDIC, CMS, FDA, DHS, TSA, USDA, NNSA  Commercial – Target, Schering Plough, Capital One, Motorola, Shaw Industries, McAfee, DuPont, Phelps Dodge  State – CSBS, State of Alaska |
| ***Professional Experience*** | |

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| **Jafer Usmani** |
| **Attain LLC**  Senior Manager, Federal Services [2014 – Present]  Managed complex enterprise business intelligence program for  the SEC comprised of operations & maintenance (O&M), solution delivery, program/project Management, and dedicated development eforts resulting in over 70+ solutions completed in two years through consistent delivery of 2-month Agile sprints  Led multiple projects to deliver robust business intelligence  services for US International Trade Commission and Conference of State Bank Supervisors leveraging the MicroStrategy Analytics Platform  Implemented strategy, delivery methodologies, and governance  to drive exceptional program management and delivery of enterprise MicroStrategy BI professional services resulting in prestigious award for innovation and delivery excellence in IT; obtained excellent CPARS rating for 3 straight years |

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| **Jafer Usmani** |
| Leader of the Business Intelligence, Analytics, and Big Data  practice at Attain and managed Center of Excellence (COE); developed unique and diferentiating intellectual property, established standardized delivery methodologies, built internal solutions for business development, aligned strategic partnerships with vendors, set up training opportunities, and launched a go-to-market strategy  Led business/proposal development eforts on CIOSP3-SB  contract vehicle including capturing the opportunity with clients, establishing teaming agreements, generating pricing quotes, and leading the proposal response  **Deloitte Consulting LLP**  Manager, Federal/Technology/Information Management [2007 – 2014]  Led signiicant capture and business/proposal development,  created whitepapers, and managed internal initiatives to promote future growth of the Information Management service line |

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| **Jafer Usmani** |
| Managed and delivered highly rated small-, medium-, and large-  scaled programs and projects by tracking to budget and schedule, allocating resources eiciently and efectively, identifying risks and mitigation strategies, overseeing day to day activities and managing client relationships for multiple concurrent projects  Established and sustained positive client relationships as a  trusted professional services advisor to meet strategic and operational objectives and address customer pain points  Managed system development lifecycle (SDLC) implementations  using waterfall, Agile, Rational Uniied Process (RUP), and SCRUM methodologies |

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| **Jafer Usmani** |
| Assessed business processes and generated meaningful outputs. Conducted business process mapping and improvement activities to develop models, use cases, and business scenarios  Developed enterprise data strategies and roadmaps, identiied  and architected design for technology solutions, and developed current and future state assessments  Implemented data governance processes by developing  strategies that encompass people, process, and technology. Worked with stakeholders to efectively handle data in an organization through establishing accountable data stewards, designing data policies to manage data artifacts and business processes, and implementing control frameworks |

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| **Jafer Usmani** |
| Developed entity-relationship models, constructed DW and Operational Data Store (ODS) databases, and managing metadata for Oracle and SQL Server databases  **Aeon Nexus Corporation**  Program Manager, Solutions Services [2006 – 2006]  Demonstrated program and project management success related  to scope, schedule, budget, quality, risk mitigation, human resources, communications, and procurements.  Managed portfolio of projects through a sub-contracting  partnership with Ariba and interfaced with multiple clients spanning executive and operational levels |

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| **Jafer Usmani** |
| Drove high quality work products within expected timeframes and on budget by efectively monitoring progress, managing risk and ensuring key stakeholders were kept informed of progress/expected outcomes  Managed full SDLC implementations of the Ariba suite of  applications for spend management including applications for spending analysis, sourcing competitive agreements from a large supplier network, contract and project management, procurement of goods and services, and supplier management  Produced extensive documentation related to business  requirements deinition, design speciications, and testing/implementation across multiple technical environments and integration points |

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| **Jafer Usmani** |
| Demonstrated signiicant IM skills related to data modeling, data quality, data acquisition, data integration, and information delivery when installing, coniguring, and customizing Ariba suite of applications  Generated specialized metadata, developed entity-relationship  models, constructed transactional and DW databases and produced code in Java, PL/SQL, and SQL for custom back-end processes  Led and motivated teams with diverse skills and backgrounds by  providing constructive feedback on performance and efectively established team oriented work environments  **Ariba Incorporated**  Senior Consultant, Solution Delivery [2004 – 2006] |

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| **Jafer Usmani** |
| Led deployment of Ariba product solutions on-site with various high proile clients and provided comprehensive support in all aspects of a software development implementation  Produced gap analyses on clients’ current business processes  and assessed alternative solutions to improve spending visibility using Ariba products  Demonstrated technical skills in acquisition of data, integration of data, data modeling, consolidation of data, and creating metadata access layer for enhanced BI  capabilities using the Ariba Analysis product |

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| **Jafer Usmani** |
| Generated specialized metadata, developed entity-relationship models, constructed transactional and DW databases and produced code in Java, PL/SQL, and SQL for custom back-end processes |

***PRIOR EXPERIENCE AVAILABLE UPON REQUEST***

Anjana Acharya Springfield, VA 22152 [sharma\_anjana@hotmail.com](mailto:sharma_anjana@hotmail.com) 703-969-4921(Cell)

Accounting professional with approximately ten plus year of experiences at US Federal defense community contractors. Proficient in administration of federal contractual accounting procedures, subcontracts and agreements in support to projects/programs, meeting federal accounting requirements and objectives and company requirements.

**PROFESSIONAL EXPERIENCE:**

**Attain, LLC July 2015 - Present**

**McLean, VA 22102**

**Project Accountant**

* Set up projects in Deltek CostPoint. Responsible for project maintenance which includes:

entering modifications, updating POP, updating PLC’s etc.

* Manage employees, subcontractors, contractor’s work force.
* Manage cash and accounts receivables reconciliation process.
* Manage billing process and reconciliation of billing to unbilled AR.
* Brief PM’s about Billed and AR inquiries and Participate /Assist EAC’s with PM’s.
* Assist Controller with monthly closing.
* Prepare monthly, quarterly, and bi-weekly invoices such as T&M, CPFF, FFP in accordance with cost incurred in Cost Point.
* Complete accurate and complaint contract invoices in support of revenue and cash goals.
* Meet all invoice submission and distribution deadlines.
* T&M Bill rate and ACRN maintenance, Contract reconciliations, and Pre-Closeout support.
* Research project charges that have not been billed. Identify the reasons why the charges have not been billed, resolve any obstacles for billing.
* Maintain billing folders and contract documents for assigned projects.
* Work Closely with Contract Administrators, and Project Managers.
* Follow billing Policies and Procedures to ensure successful internal/external audits.
* Analyze payments for Accounts Receivable and apply to the correct accounts.
* Contact customers for payment inquiries/updates as needed.
* Research customer inquiries with limited or incomplete information including the billing and any outstanding obligation amounts.

**Computer Science Corporation Oct 2010 – July 2015 Falls Church, Virginia**

**Sr. Billing Lead Accountant**

* Billed customers in a timely and accurate manner. Ensured more complex bills are in compliance with appropriate contracts, guidelines and regulations. Identified issues, researches same and remedies as appropriate. Work with customers to refine invoicing process and individual invoices.
* Reconciled complex unbilled receivables on a scheduled basis
* Created, maintained, and updated financial funding spreadsheets.
* Reviewed and validated monthly invoices to ensure all charges are allowable per sub contract.
* Maintained appropriate records and documentation in support of internal/external audit requirements.
* Ensured that projects are setup properly in order to accommodate required billing on a project and that billings information complies to FAR ensured compliance with internal policies and procedures.
* Developed cost allocation methods for prorated projects. Maintained spreadsheets and reported that facilitate the allocation of costs that are prorated between projects
* Analyzed, reviewed, and reconciled vouchers, journal entries, accounting classifications, and other accounting/financial statements, records, and reports.
* Responsible for Accounts receivable and billing T&M, CPFF, CP, FFP types contract. Responsible for obtaining contractual billing provisions, maintaining documents for Audit Proposes.
* Researched project charges that have not been billed. Identified the reasons why the charges have not been billed, resolved any obstacles for billing.
* Worked on closeout request as received.
* Analyzed cost-based billing projects to determine the correct billing amount and ensure that all costs incurred on behalf of the projects are accounted for in an accurate manner within the proper fiscal year.
* Assisted the collection department when needed.
* Maintained current knowledge of relevant laws, regulations, policies, and procedures.
* Provided leadership and work guidance to less experienced personnel
* Made recommendations to the Manager and Billing Department regarding the most advantages courses of action and proposes changes to billing procedures.
* Navigated through Costpoint, Projects Accounts Receivable and Cognos and use database to compile billing data and statistical reports.

**Computer Science Corporation July 2007 - Oct 2010 Falls Church, Virginia**

**Sr. Billing Accountant**

* Prepared monthly, quarterly, and bi-weekly invoices such as T&M, CPFF, CP, FFP in accordance with cost incurred in Cost Point.
* Reviewed assigned invoices to ensure compliance with Billing Manual prior to forwarding to Lead / Supervisor for review and approval before entering it in the SLA.
* Submitted invoices for posting after PCO approval.
* Prepared detailed monthly unbilled analysis on all the Invoices billed for the month active and inactive invoice.
* Completed the Access Database Unbilled on a monthly basis within the establish deadline.
* Developed cost allocation methods for prorated projects. Maintained spreadsheets and reported that facilitate the allocation of costs that are prorated between projects
* Researched project charges that have not been billed. Identified the reasons why the charges have not been billed, resolved any obstacles for billing.
* Ensured SLA Client Invoice Tracking is accurate and updated according to established deadline.
* Analyzed cost-based billing projects to determine the correct billing amount and ensure that all costs incurred on behalf of the projects are accounted for in an accurate manner within the proper fiscal year.
* Successfully performed billing invoices within accounting cycle in accordance with billing instruction with minimum supervision.
* Prepared monthly unbilled analysis in Impromptu and completed the Access Database Unbilled within the established deadline.
* Updated SLA Client Invoice Tracking with accurate invoices information within established deadline.
* Successfully assisted new staff with Cost Point and other billing procedure.
* Navigated through Costpoint, Projects Accounts Receivable and Cognos and use database to compile billing data and statistical reports.
* Made recommendations to the Manager and Billing Department regarding the most advantages courses of action and proposes changes to billing procedures.

**EDUCATION:**

Strayer University, Associate Degree: Business Administration 2014

**LANGUAGE SKILLS:**

Nepali, Bengali, Hindi and Urdu

**COMPUTER SKILLS:**

Expert in Software: MS Office(Word, Excel, PowerPoint)

Expert in General Accepted Accounting Principles, and accounting software/databases ex: CostPoint 6.1, 7, Time and Expenses Cognos, Impromptu, Lotus Notes, WAWF, IPP System, MPO, and GSA.



KanakaDurga Addepalli, PhD



E Mail: [durgasristy@gmail.com](mailto:durgasristy@gmail.com) Cell #: 240-367-4973

**Professional Summary**

Highly skilled bioinformatics professional with experience in translational bioinformatics, mostly as a contractor with NIH/NCI. Excellent experience as business analyst and bioinformatics analyst handling high performance computing projects, working with PIs/ Scientists involving requirement gathering, large biological datasets, data collection, QC, analysis, interpretation and delivering results. Worked with cancer data dealing with NGS, microbiome, microarray, clinical and other kinds of complex biological data and sequencing technologies. A strong academic background with PhD in bioinformatics and computational biology developing machine learning models predicting mutational effects and diagnostic biomarkers from genomic data.

**STATUS** US Citizen

PROFESSIONAL EXPERIENCE

***Sr. Biomedical Informaticist/Specialist***

Attain LLC, Virginia, USA Dec 2015 - Present

* Working as a senior biomedical informatics specialist on NCI- Cancer Genomics Cloud Pilots, IRP evaluation. This involves evaluation of the three cancer genomics cloud pilots sponsored by the NCI and being built by the Seven Bridges Genomics, ISB and the Broad Institute. The evaluation includes systematic assessment of the research utility of the Cloud Pilots and an instrumental role in orchestrating, evaluating system set-up, automation, developing analysis workflows and pipelines, and implement and test these to analyze and solve real scientific problems. Responsibilities also include introducing the cloud platforms to the NCI intramural research community by offering educational and training opportunities to allow researchers perform complex and accelerated cancer research.
* Work involves building executing and assessing all possible bioinformatics analysis pipelines,

workflows and tools on and using cloud technologies (Amazon and Google), R, Python and the cancer genomics platforms.

***Sr. Bioinformatics Business Analyst***

SVG, Maryland, USA April 2015 – Nov 2015 Client: Leidos /CBIIT/NCI

* Working as senior bioinformatics business analyst performing business analysis, client meetings, requirements gathering, project documentation involving requirements documents, Use case documents, User manuals/guides, data dictionary etc. Business process modeling and designs. The project is the need to build a data management system for high performance computing data/Cancer big data, including NGS data, proteomics, imaging and clinical data. The management system includes metadata collection storage and data discovery. Tools exposure: iRODS.

***Bioinformatics Analyst II***

SAIC-Frederick, Maryland, USA Sept 2010 – Nov 2011

Client: NCI/ CCR [ National Cancer Institute-Center for Cancer Research]

* Analyzing high throughput sequencing data in various next generation sequencing(NGS) projects dealing with Microbiomes, Microarrays and other Cancer Bioinformatics projects at the NCI/CCR.
* Involved transferring, storing, testing integrity and quality and analyzing huge NGS datasets generated by different sequencing technologies like Illumina, SOLiD and PacBio etc.
* Data analysis performed involved Microarrays (Affy, Agilent), ChIp-seq, RNA-seq, Mutational analysis(SNP), Microbiome analysis.
* Tools Used:
  + QC tools: FastQC, FastX and NGSQC Toolkit
  + Next Generation Sequencing Analysis tools: Partek, CLCbio, GeneSpring, CisGenome, Genomatix, IPA, Galaxy, SAM tools, Qiime etc.
  + Other: MS Excel, SVN, Unix

***Bioinformatics Business Analyst***

SAIC, Maryland, USA June 2009 – August 2010 Client: CTIS / CTEP [Cancer Therapy Evaluation Program]

* Requirements lead for the clinical data project ‘IPAD’.
* IPAD is a consolidated and intuitive search tool to query and analyze data across multiple clinical information sources. It lets sponsors, regulators, and principal investigators obtain information about agents and compounds which are a part of the drug development lifecycle of studies including discovery, pre-clinical, and clinical trials, before entering the market. Provided ability for information mining related to clinical trial phase, diseases, agents, toxicity, protocols, adverse events etc.
* Responsibilities included gathering requirements from the clients and design a solution needed to

promote standardization, information exchange, and integration within the Cancer Therapy Evaluation Program - Enterprise System (CTEP-ESYS) to enhance the scientific and administrative aspects of cancer clinical trial development within the NCI.

* Designed the architecture and custom interfaces for customizable query parameters, information

searches using key terms/words; faster indexed searches within the CTEP-ESYS data warehouse, network files, NCI Enterprise Vocabulary Services (EVS), PubMed Central (PMC) and Physician Data Query (PDQ); auto display of relevant data and graphical and chart display and map integration.

* Maintaining requirements in Requisite Pro and mapping requirements to change requests from

development team.

* Creating domain specific documentation to support the requirements.
* Creating and Designing Wireframes, Storyboards, Navigational Maps, and Business Process Workflow for the project, use cases and UML diagrams based on the requirements, Meeting Agendas and generating client meeting minutes.
* CMMI level 3 certified.
* Tools Used:
  + Requirements Management Tools: Rational Software: Requisite Pro, Rational ClearQuest,

Rational Clear Case

* + MS Visio, Enterprise Architect, MS Excel

***Bioinformatics System Analyst***

SAIC, Maryland, USA Feb 2005 – June2009

Client: CBIIT / formerly NCICB [National Cancer Institute –Center for Bioinformatics]

* Worked as a QA Systems Analyst/Engineer.
* Responsibilities included performing QA tasks which include testing the software project according to product specified requirement, maintaining bug trackers, and creating test cases. Also including installations and configuration testing of the software.
* Projects worked on: CaArray, NCIA, CaNanolab, CaMod, EVS-Protege.

***Bioinformatics Executive***

Dr.Reddy’s Labs, India June 2001 - October 2001

*Responsibility: Establishing a Bioinformatics Set up*

* Started as the only Bioinformatics member of Corporate Business Development group at Dr.Reddy’s.
* Part of Strategy building team in the new venture of Dr.Reddy’s in the field of Drug Discovery- Aurigene.
* Worked on mining present and possible protein drug targets for Diabetes.

*Strategic Analysis*

* Gave weekly presentations on Market scenarios & new evolving technologies in Proteomics services, and Bioinformatics to identify best practices, establish structured knowledge and provided strategic recommendations.
* Developed a competitive landscape for Proteomics Services to analyze revenue structure, market size and technology growth.

***Bioinformatics Officer***

Rajco Infotech, Mumbai, India August 2000 – May 2001 Client: ForScience

*Project Management*

* Provided Bioinformatics guidance and support in designing the database structure for the integrated protein information database.
* Co-Developed tools and interfaces for the modules incorporated like Data Entry, Protein Home pages

and Graphical Visualization tools for Biological and Biochemical pathways by identifying the biological as well as the technical parameters required for the functionality of the modules.

* Mining and integrating protein data, from various public domain databases and designing analysis

modules.

* Worked with cross-functional teams in designing and creating a unified platform to store, query and analyze molecular information about proteins.
* Conducted primary research to analyze effectiveness of the functionality of the modules created.
* Involved in System Designing, Coding, Integration, & Testing the Bioinformatics Modules of the package, working with the programmers in establishing the biological functionality of the in-house softwares.
* Exposure: Servlets, Applets, Core Java, JavaScript, Oracle 8i
* Developed a platform for sequence analysis and data mining.

**EDUCATION**

**Ph.D. in Bioinformatics and Computational Biology**, May 2014 George Mason University, Virginia

Project: “Models Predicting Effects of Missense Mutations in Oncogenesis.”

* Built an Integrated Database of Human Cancer Missense Mutations – IDHCMM, to generate large training datasets of missense mutations for machine learning purposes with data integrated from TCGA, ICGC, COSMIC, BIC, IARC\_TP53 and Prostate and Sarcoma data from MSKCC projects. Integration with 3D structures from PDB and clinical information from all the sources. The database

was built using MySQL and the user interface using Java Scripts.

* Involved dealing with downloading, processing, cleaning, mapping, storing maintaining and updating huge amounts of genomic, sequencing and mutational data from TCGA, ICGC, COSMIC and other cancer databases.
* Generated machine learning models predicting the effects of missense mutations on function of proteins based on structural geometry methodology with a prediction accuracy of around 85%.
* Worked on generating a base for integrative analysis of mutational data with corresponding gene

expression data and tested the approach for predicting recurrence free survival in prostate cancer patients based on identified biomarkers from published literature and their gene expression profiles from GEO database.

* Work was presented on posters at ISMB -2014, VarI-SIG meeting.
* Publications getting ready for submission.
* Tools Used: Matlab, Pymol, Weka, Java API, Java Scripts, MySQL, SQL, MS Excel, CSS.

**Advanced Diploma in Bioinformatics**, May 2000 University of Pune, India

Project: “Streptococcus pneumonia Gene Annotation.” AstraZeneca India, Bangalore

**Masters in Biochemistry**, May 1999 University of Mumbai, India

Project: “Alterations In Topoisomerase Activity Following Whole Body Gamma Irradiation.” B.A.R.C

**Bachelors in Microbiology and Biotechnology,** May 1997 University of Mumbai, India

RESEARCH EXPERIENCE

**Graduate Research Assistant –** George Mason University, March 10 - June 9, 2012

* Created IDHCMM: An integrated database of human cancer missense mutations.

**Graduate Research Assistant –** George Mason University, May 2004 - June 2004

* Worked on OpenGeneX: A Toolkit for Open Source Gene Expression Informatics.

**Bioinformatics Lab Rotation -** George Mason University, Jan 2004 – May 2004

* A Comparative Analysis on Using Topological Score as a Measurement of Protein Structure Similarity.
* Tools Used: Primary Structure Analysis tools, Secondary Structure Prediction Tools

**Summer Internship -** George Mason University, May 2003

* Mapping MIAME concepts to GeneX.

**ACADEMIC PROJECTS**

Biological Sequence Analysis: Redesigning the work done by authors Amy M. Hauth and Deborah A. Joseph in the paper: Beyond Tandem Repeats: Complex patterns and Distant Regions of Similarity.

Microarray Methods and Analysis: Designing Probes for Multiple Antibiotic Resistance (mar locus) Genes in Escherichia coli K12

Protein Structure Analysis: Finding structural homologs of proteins across Genomes using perl programs.

Data Modeling for Bioinformatics: Data Model for HIV Reverse transcriptase and Protease Sequence Database: Enriched with Immunology Data

Structural Genomics: A Comparative Analysis on Using Topological Score as a Measurement of Protein Structure Similarity.

Research Ethics: Genetic Data Privacy - Polymorphous Concept with Vague Legal Status.

**TECHNICAL SKILLS**

Bioinformatics:

* Cancer Genomics Clouds, Google Genomics, FireCloud, BigQuery
* Partek, CLCbio, GeneSpring, CisGenome, Genomatix, IPA, Galaxy, SAM tools, Qiime
* Statistical Tools: R, Bioconductor, MatLab, Weka. Computer Skills:
* Container technologies: Docker, Singularity
* Knowledge of Cloud technologies: Amazon, Google
* Languages: C, Perl, Bioperl, Java, SQL, and HTML
* RDBMS: MySQL, PostgreSQL
* Operating Systems: Mac OSX, Linux/Unix, Windows.
* Other tools: MS Visio, Oracle designer, Toad, Dream weaver, SoapUI, iRODS

Professional Skills:

* Exceptional business analysis skills working simultaneously on multiple projects involving interdisciplinary teams of scientists, PIs and IT professionals.
* Strong drive and initiative to explore new technologies in data analytics and knowledge mining
* Knowledge of pre-clinical and clinical trials.
* Excellent attention to detail, ability to think analytically and independently with strong written and oral communication skills

**Other**

* Invited and served on the 2017 NIH IC Show and Tell Presenter Selection Committee
* Speaker and panelist at the 2017 HTS Computational Standards for Regulatory Science (BioComputing) workshop
* Recognized by CBIIT, NCI for invaluable contribution to Cancer Genomics Cloud Pilots.
* Mentored Summer Interns:
  + 2013 at GMU
  + 2017 at NCI/NIH
* Presentations and Posters at Conferences
  + BioIT world 2017
  + HTS COMPUTATIONAL STANDARDS FOR REGULATORY SCIENCES WORKSHOP 2017
  + CGC Cloud Pilots Workshops at NCI, NIH.
  + Hackathons, Seven Bridges Genomics April 2016
  + ISMB VarI-SIG meeting 2014

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| **Bradley D. Coop** |
| **Senior Consultant** |
| **Mr. Bradley D. Coop** works at the National Institute for Occupational Safety and Health (NIOSH) doing video production for the Web development team of EID’s IRDB. Responsible for videography, video editing, graphic animation, compression of video for viewing on the internet or intranet, and making specifications for captioning for 508 compliance. Expertise with the Adobe Creative Suite including Premiere, After Effects, Photoshop, Illustrator, Encoder  and Audition. |
| ***Education*** |
| **Bachelor's Degree – Telecommunications - Audio and Video Production**  College of Communication  Ohio University - Main Campus (June 1990) |
| ***Professional Experience*** |
| **CACI , I nc. / National I nstitute for Occupational Safety and Health ( NI OSH)**  Video Production Specialist, Lead (November 2015 – August 2016)  Video production for the Web development team. Responsible for videography, video editing, graphic animation, compression of video for viewing on t he int ernet or intranet, and making specifications for captioning for 508 compliance. Expertise with the Adobe Creative Suite including Premiere, After Effect s, Photoshop, I llustrator, Encoder and Audition.  **Freelance w ith On Location Multimedia & I ndependently** Cincinnati, Ohio Video Editor / Motion Graphic Artist / Media Designer  (August 2010 – November 2015)  Responsible for all phases of post-production in broadcast and high-end corporate video from creative concept through technical execution and distribution.  **On Location Multimedia, I nc.** Cincinnati, Ohio Senior Editor  (August 2005 – August 2010)  Broadcast and high-end corporate editing, motion graphics, compression, and DVD authoring.  **Curtis, I nc.** Cincinnati, Ohio Video Editor  (September 2001 – August 2005)  Editing of broadcast and corporate video for duplication and web based delivery.  **Freelance** Cincinnati, Ohio Video Editor  (February 2000 – September 2001)  Linear and nonlinear editing in addition to motion graphic design both onsite and offsite. |

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| **Paradigm Communication Group** Cincinnati, Ohio Video Editor  (March 1995 - January 2000)  Responsible for technical execution and creative direct ion of multiple broadcast, commercial, and corporate video, post-production projects.  **Mills/ James Productions** Columbus, Ohio Video Editor  (February 1993 - March 1995)  Responsible for creative packaging of video support for live staged events and satellite teleconferencing in addition to traditional broadcast and corporate video.  **Mills/ James Productions** Columbus, Ohio Tape Room Operator  (September 1990 - February 1993)  Duplication, edit assistance, and entry level editing responsibilities.  **Freelance at S.O.S. Productions** Columbus, Ohio Assistant Editor  (June 1990 - August 1990) |

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| **Patrick B Davis Jr.** | |
| **Sr Consultant** | |
| **Mr. Davis**  Information Technology Professional with six years of experience offering an impressive record of desktop support, information analysis and reporting, and Information Technology Security. Determined to deliver high quality and user-friendly service to the employer as quickly and efficiently as possible. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| ● | |
| ***Education, Certifications and Training*** | ***Associations*** |
| * University of Maryland University College * Fort Gordon Information Technology Center of Excellence * Security + * CEH | ● |
| ***Professional Experience*** | |
| **BAE SYSTEMS, FEDERAL EMERGENCY MANAGEMENT AGENCY - DEPARTMENT OF HOMELAND SECURITY**  August 2016 – Present  *Senior Incident Response Security Analyst*   * Utilize Sysinternals, ePolicy Orchestrator, Nessus, and Splunk to perform analysis on host machines, and servers in an enterprise network. * Performed Pcap (Packet Capture) and open source forensic analysis of malware and vulnerabilities on servers and workstations. * Generated reports for executive leadership in regards to security events and incidents within the network. * Create and Manage content rules using Mcafee ePO and Cisco Firewalls to prevent successful attacks on the enterprise network.   1. **ARMY MOBILIZATION, ACTIVE ARMY - DEPARTMENT OF DEFENCE**   July 2014 – August 2016  *Specialist, E-4/* CND analyst   * + - Junior physical security specialist     - Vulnerability analyst     - Trained on Burp Suite used in penetration testing and threat identification     - Utilize Kali Linux and Burp Suite to perform vulnerability assessments on public facing web servers     - Review public domain websites for OPSEC violations     - Title 10 status (Active duty while on orders)     - Perform Information Assurance support missions for US Army Organizations   **DATA PROCESSING UNIT, VIRGINIA ARMY NATIONAL GUARD - DEPARTMENT OF DEFENCE**  February 2012 - Current  *Specialist, E-4/ IT Level 2*   * + - Performed Information Assurance missions for U.S. Army Organizations | |

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| * Tier 2 desktop troubleshooting * Junior physical security expert * Conducted training on learning Linux   **RISING SUN COMPUTERS**  July 2010 to December 2011  *Desktop & Laptop Technician*   * Performed routine computer repairs and maintenance * Hardware and software installation |

**Vikram Shah**

7 Wateroaks Court, Durham, NC 27703 Phone: 973-980-9660 • [vickshah2003@yahoo.com](mailto:vickshah2003@yahoo.com)

***PROFESSIONAL SUMMARY:***

* A talented, dependable, well organized manager and leader bringing 15 years of combined Sales and Management experience in computer and networking, retail, hospitality, and the robotics industry with a successful record in customer satisfaction and retention. Fluency in both written and spoken English, Gujarati, Hindi and Sanskrit.
* Major strengths in managing large teams efficiently, analyzing reports, controlling costs, proficiency in several Microsoft Operating Systems including Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, Windows 2000, Windows ME, Windows 9X, Apple Operating Systems, Microsoft Office Suites and strong interpersonal skills with heavy customer service interaction. Knowledgeable in software development including SQL, OBIEE 10G/11G, QBASIC, Visual BASIC, C++ and Assembly language.

***PROFESSIONAL EXPERIENCE:***

**The National Institute of Environmental Health Sciences (via Attain)** Morrisville, NC

Senior Analyst 06/17 – Present

* Provide Tier II / III Service Desk support for staff by providing friendly, expert support to a high-profile

U.S. government customer.

* Identify and use the appropriate priority levels for logging incidents and requests to set criticality level and to engage the proper team(s) for resolution.
* Develop documentation for work instructions, processes, and reporting.

**Fujitsu (via VendorPass)** Durham, NC

Computer Systems Engineer 05/16 – 06/17

* Worked with a team of highly trained individuals to maintain computer systems, networks, and other infrastructure for 8,000+ employees.
* Provided successful solutions by adhering to Standard Operating Procedures (SOPs)
* Developed a systematic approach to solve complex computer and network issues.

**Firestone Inc.** Durham, NC

Customer Service Manager 07/15 – 05/16

* Ensured each customer was 100% satisfied upon leaving our facility.
* Trained new Sales Associates.
* Assisted with gaining additional cliental and increase store sales.

**Opobotics Inc.** Rocky Mount, NC

Information Technology Manager 01/14 – 07/15

* Managed and oversaw the company’s entire information management system.
* Maintained and supported the 80+ user local area network (LAN).
* Guided technicians in computer hardware and software installations.

**Hobby Lobby** Rocky Mount, NC

Assistant Store Manager 06/12 – 12/13

* Increased customer satisfaction by 25% through implementation of a new feedback tool.
* Controlled fixed expenditure by reducing variable costs through strategic means.
* Reorganized the entire stocks and inventory system thereby managing organization of space and time.

**Hospitality Services LLC** Rocky Mount, NC

Regional Sales and Marketing Manager 04/10 – 06/12

* Negotiated long-term agreements with local businesses leading to $400,000 increase in gross sales per year.
* Established sales objectives by creating a sales plan and quota for districts.
* Maintained and expanded customer base by providing professional development to sales representatives.

**The Home Depot** Rocky Mount, NC

Assistant Store Manager 09/06 – 03/10

* Oversaw daily operations including opening and closing.
* Worked with the Store Manager to increase store sales.
* Enforced policies and store safety procedures.

Department Manager 10/05 – 09/06

* Managed a team of Sales Associates.
* Provided training to Sales Associates.

**Sears Auto Center** Wayne, NJ

Customer Service Manager 04/02 – 10/05

* Elevated store’s customer satisfaction index from 75% to 92% within two years.
* Increased store sales by 12% in 2004.
* Expanded customer base including corporate accounts and individual customers.
* Maintained computer systems and networks.

***EDUCATION:***

**New Jersey Institute of Technology** Newark, NJ

* 1. in Engineering Technology (Telecommunications Management Technology) 09/04 – 12/06
     + Graduated Magna Cum Laude

**County College of Morris** Randolph, NJ

AAS in Engineering Technology (Telecommunications Management Systems) 09/02 - 08/04

* + - Graduated Cum Laude

***AWARDS RECEIVED:***

* + - Awarded Outstanding Performance from Hospitality Services LLC.
    - Awarded Employee of the Month from The Home Depot.
    - New Jersey Institute of Technology Dean’s List Spring 2006.
    - New Jersey Institute of Technology Dean’s List Fall 2006.
    - New Jersey Institute of Technology Dean’s List Spring 2005.
    - New Jersey Institute of Technology Dean’s List Fall 2005.
    - County College of Morris Dean’s List 2003.
    - Career Certificate in Networking & Routing (CISCO).
    - Selected recipient of R&D Council’s Technician Scholarship for 2003.

[**LinkedIn Profile**](https://www.linkedin.com/in/vikram-shah-52780795/)

U.S. Citizen – Eligible to work in the U.S.

**CHERRY MAE CABIAD**

843-475-8538 [cherrymae22@gmail.com](mailto:cherrymae22@gmail.com)

**SUMMARY**

* + - Highly focused individual.
    - Solution-oriented customer service professional.
    - Four years experience in the business industry.
    - Productive worker
    - Excellent verbal and written communication skills.
  + Ability to multi-task, and an enthusiastic learner.
  + Skilled in problem solving
  + Extensive customer service support.
  + Proficient with Word, Excel and, PowerPoint.
  + Extremely motivated with high work ethic

##### PROFESSIONAL EXPERIENCE

**MAXIM HEALTHCARE SERVICES** Columbia, MD

***Reimbursement Specialist II*** December 2016 – June 2018

* + - Processes and posts revenue, making changes as needed
    - Ensures sales have appropriate documentation such as nursing notes, worker timecards, authorization, purchase order, and other payer requirements as appropriate
    - Accurately generates claims and/or invoices of sales and bills a variety of payer sources via mail, fax, web portal or electronic clearinghouse
  + Researches and follows up on unpaid accounts after expected payment timeframe
  + Corrects, resubmits claims and/or appeals claim determinations as necessary to ensure payment
  + Provide great customer service for our office partners, patients, other departments and payers
  + Keeps Team Leader informed of problem accounts or potential impacts to cash collections and AR
  + Performs other duties as assigned

***Wellness Processor (temporary)*** October 2016 – December 2016

* + - Assisted with processing forms for National Flu Program
    - Billed corporate clinics and insurance claims in a timely manner
    - Collected corporate and insurance Accounts Receivable
    - Conducted daily audits of flu team processing to ensure minimal errors

**COASTAL PEDIATRIC ASSOCIATES** Mt. Pleasant, SC September 2013 – March 2015

***Medical Office Assistant***

* + - Provide extensive customer support to patients; face to face and outbound calls.
    - Provide flexibility and assist in the call center.
    - Manage and maintain patient accounts to ensure all medical information is accurate.
    - Proactively assist patients in filling out forms, scheduling appointments, and making payments.

**HUDSON CITY SAVINGS BANK** New Milford NJ January 2012 – June 2013

***Bank Teller***

* + - Provided exceptional customer service by greeting, assisting, and showing empathy to customers.
    - Performed duties as a Head Teller by overseeing and helping bank tellers when conflicts arise; resolved customer issues in a timely manner.
    - Crossed-sold bank products and services based on customer needs.
  + Received and processed checking and savings deposits: verified cash and endorsements, received proper identification for cash back, and issued receipts of deposit.
  + Examined checks deposited and determined proper funds availability based on regulation requirements.
  + Balanced drawer daily, including periodic batching of cashed checks.

**EDUCATION**

**Bachelor’s Degree, Accounting,** Ashford University November 2017 - Present

**High School Diploma,** North Charleston High School Graduated, June 2010

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| **Timothy M. Joseph** | |
| **Specialist 2/Network Team Lead** | |
| **Timothy M. Joseph** – 25 years of Information Technology experience in various areas of the field, including: software development, network design and operations, systems administration, security, and management. Recent experience in network operations management, IT Security Compliance & Assurance (C&A), security operations, network engineering, and network/compute virtualization (on-premises and Cloud Service Provider, i.e. Amazon AWS & Microsoft Azure,  environments) | |
| ***Education, Certifications and Training*** | ***Associations*** |
| J.D., West Virginia University  B.S. Computer Science, Wheeling Jesuit University  Certification: CISSP  Training: Tenable Security Center and Nessus Cloud Security Model for Microsoft Azure Microsoft Azure (FedRAMP)  Training: Cloud Security Certification & Accreditation (C&A) for Federal Systems Amazon AWS (FedRAMP)  Training: Automating Compliance: Architecting for FedRAMP High and NIST Workloads in AWS GovCloud US  Amazon AWS (FedRAMP)  Training: Cloud Fundamentals Training  Amazon AWS  Training: Cloud Security Fundamentals (SEC 524)  SANS Institute  Training: Cisco SISE: Implementing and Configuring Cisco Identity Services Engine Global Knowledge Vulnerability & Compliance Training  Training: Assured Compliance Assessment Solution (ACAS)  DoD DISA | ISC2 |
| ***Professional Experience*** | |
| **Attain/Federal Practice,** McClean, VA **Specialist 2 (Network Team Lead)** June 2018 – Present  Functional team lead for a multi-site, geographically-dispersed, network operations team for a large Federal customer  Oversee daily network operations, including capacity planning, resource allocation, and maintaining network service levels to support customer mission  **NTT Data Federal Services,** Clarksburg, WV  **Principle Delivery Consultant (Information System Security Officer [ISSO])**  May 2015 – June 2018  I support the mission of a large and highly respected Federal Agency and its parent Department as an ISSO. My responsibilities include:   * Providing Information Assurance capabilities and services * Manage day-to-day security operations of mission-critical and FISMA reportable information systems; | |



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| * Maintain operational security through review and analysis of system changes in an organizationally required configuration management process; * Provide security policy guidance to system owners, developers, and operations teams as they develop, implement, and maintain enterprise systems; * Draft and update security and FISMA required documentation; * Analyze risk impacts to network services and information systems and make recommendations to system owners and management on the overall threat to the systems and information on them; * Coordinate incident response planning, training, and testing efforts for assigned systems; report and coordinate remediation and reporting efforts for incidents that occur on assigned systems; * Coordinate contingency planning, training, and testing efforts for assigned systems; * Ensure all FISMA system requirements are met on time and within the required level of detail for assigned systems; and * Perform and review security assessments system compliance with NIST 800-53 Rev 4 controls (tailored for use by the agency as policy and selected for assigned systems as part of the Risk Management Framework life cycle adopted by the agency).   I also serve as a security subject matter expert in:   * Network communications (LAN, WAN, routing/switching) * Network security implementation * Security tools (i.e. Firewalls, web proxies, IDS/IPS, packet inspection, logging and auditing solutions, etc) * Virtualization platforms and tools (Network Function Virtualization, hypervisor OS products, converged virtualization platforms * Virtualization management and automation tools as well as computing architecture for:   + Microsoft Windows   + RedHat Enterprise Linux   + CentOS   I engineer and provide security solutions for partner organizations developing authorized connections to agency and Department systems.  I review the security posture of Commercial Off-the-Shelf Software (COTS) and open source products and services used by the agency and connected to assigned systems. I ensure systems are responsive and apply security and system patches and updates.  Collaterally, I actively participate as a member of the cloud engineering initiative for the entire organization. To that end, I:   * Provide security policy, requirements, recommendations, and analysis to engineering teams and system owners as they migrate intra-agency legacy systems and Department data centers into disparate Government Cloud Service Provider environments; * Ensure security compliance and interconnectivity policy requirements for a Department level Trusted Internet Connection (TIC) in multiple geographically dispersed facilities around the country; and * Collaborate with vendor architects, engineers, and technical support to determine security posture of products and services procured or proposed for use on assigned systems.   **Northrop Grumman Corporation,** Fairmont, WV  **Network Engineer**  May 2014 – May 2015  I supported a DoD mission-critical biometric information system that serves to protect U.S. military operations and defense assets around the globe.   * Responsible for network communications and security |

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| * Maintained high speed data links between key facilities * Maintained and managed Cisco ASA security appliances to establish secure enclave perimeter control/DMZ establishment and control/and VPN access * Monitored, configured, and conducted troubleshooting of a wide variety of disparate virtual infrastructure assets such as   + Thin client devices pulling Windows XP/7/8 virtual desktop instances   + VMware ESXi data center core servers with provisioned virtual machines running Linux RedHat v.6+ or MS Windows Server 2008/2012 * Performed network security & vulnerability scans using DoD DISA ACAS (a Tenable Nessus solution) * Controlled and monitored network security via   + Cisco ASA firewalls and security platform   + SourceFire intrusion prevention system   + Centralized log monitoring, aggregation and analytics package   + Various network traffic analysis tools including Splunk, NetScout, & SolarWinds * Monitored host based security via a DoD Government Off-The-Shelf (GOTS) product and Host Based Security System [HBSS], McAfee ePolicy Orchestrator Enterprise Suite * Performed a variety of system maintenance tasks, including regular patches and updates * Performed network security compliance and vulnerability management and assessment tasks in accordance with   + DoD DISA Security and Technical Information Guides (STIGs)   + Information Assurance Vulnerability Alert (IAVA) policies   + Information Assurance Vulnerability Management (IAVM) controls   + National Institute of Standards and Technology (NIST), NIST 800-53, Security & Privacy Controls for Federal Information Systems * Made remediation decisions through detailed analysis on a variety of biometric data file issues, application issues, system issues, network issues, and system component issues * Leveraged several tools and resources to complete day-to-day tasks and responsibilities:   + Network OS (RedHat Enterprise Linux v.6)   + Microsoft Windows Server 2008 R2 and 2012 R2   + Desktop OS (Microsoft Windows XP/7/8)   + Mobile OS (Android-Jelly Bean & Kit Kat)   + Domain & Directory Services Infrastructure     - MS Windows Active Directory & Domain Services     - Lightweight Directory Access Protocols [LDAP]   + Virtual Infrastructure (VMware vSphere ESXi & vCenter with operations management suite)   + Routers (Cisco 3845; Cisco 2901/11 G2)   + Data Center & Workgroup Switches (Cisco Nexus-4001i, 5010; Catalyst-2960, 3110, 3750)   + Firewall & Intrusion Prevention System (Cisco ASA 5525-X & SourceFire)   + Host-Based Security Compliance and Management (DoD DISA HBSS, a version of McAfee ePolicy Orchestrator)   + Database Management Systems (Oracle 11i; MS SQL Server 10)   + Network Monitoring & Management Tools (SolarWinds, NetScout, and Hyperic)   + Security & Log Monitoring Tools (Splunk) Script & Query Languages (Perl, Bash, SQL)   **Cyberdata Technologies, Inc.,** Herndon, VA **Senior Analyst – Security Operations Center** December 2012 – September 2013  As a Senior Security Analyst for the National Oceanic & Atmospheric Administration (NOAA) Security Operations  Center (SOC) team, I provided expertise and leadership to various analyst teams. These teams were responsible for monitoring security event data (raw uncorrelated events: 4-7 Billion per week) at the edge of a government Trusted |

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| Internet Connection (TIC) in a 24x7x365 environment. Events were aggregated from thousands of deployed systems and devices throughout the organization.   * Utilized ArcSight ESM and Logger products as the primary SIEM and security operations compliance tool * Developed and tuned event correlation rules, filters, lists, queries, and other operational content in ArcSight to improve effectiveness in detection of actionable security events and incidents * Correlated event and flow data from multiple intrusion detection (IDS) and prevention (IPS) systems with data from other sources such as firewalls, web proxies, servers, host systems, network devices, DNS logs, and other connected assets throughout NOAA's worldwide network * Translated security threat intelligence and specific malware threat indicators into Mandiant OpenIOC content for deployment as security scan filters on host systems * Worked within the defined communications protocols to classify, report, and escalate incidents through the security operations' response chain up to the Computer Incident Response Team (CIRT) * Upon discovery of security breaches and compromised systems, worked closely with the CIRT team to determine critical information about vector(s), threat migration, and breach impact * Independently made decisions on incident escalation in a fast-paced, high-availability requirement environment * Deployed, tested, and monitored production systems to determine operational status and validate functional requirement implementation integrity when new security devices and configuration changes were implemented within the monitored areas of the enterprise network. E.g., ensured rule application consistency when deployment of Bluecoat proxy appliances occurred on the network. * Provided technical expertise, training, and leadership to support junior and Level 1 analysts in daily security operations * Streamlined operational processes and tasks to maximize effective use of system resources * Maintained and established Incident Response and Handling procedures for specific security events * Maintained and enforced adherence to corporate and customer Security Operations Center policy, standards, processes, and procedures * Maintained proficiency and skills through relevant vendor training, research, and on-the-job training   **Fairmont State University/Pierpont CTC,** Fairmont, WV  **Program Coordinator & Assistant Professor**  August 2008 – May 2015  I was responsible for development and coordination of an Information Systems and Technology degree program, Associate of Applied Science in Information Systems that delivers skills-development opportunities to the 21st century workforce.   * Directed teams of students for tasks associated with Lab and Data Center build-out * Designed, built, and maintained technology labs to support up-to-date exposure to cutting edge technologies * Managed and trained adjunct faculty and technical support staff to ensure consistency and quality in training and instruction * Drafted and coordinated grants to support program development and ongoing technology upgrades * Managed program budgets to ensure funds are used effectively to support the mission of the program and student learning objectives * Integrated myself and participated in academic policy decisions and institution operations through committee engagements and served as a organizational representative on statewide technology projects and initiatives * Provided student instruction and training in the following subject matter areas:   + Systems Administration   + Information Systems |

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| * Enterprise Resource Planning Systems * Network Design & Administration (Routing/Switching) * Information Assurance & Network Security * Computing Hardware and Software * Operating Systems (Microsoft Windows XP/7/8+) * MS Windows Server (2008/2012) * RedHat Enterprise Linux/CentOS/Fedora and other open-source distributions   **Fairmont State University, Office of Information Technology,** Fairmont, WV  **Senior System Administrator**  August 2005 – August 2008  I served as the sole Learning Management System Administrator (LMSA) on staff. I was responsible for technical oversight and management of University-wide learning management and information systems (Blackboard/WebCT Vista), including hosted services for five smaller institutions within the state.   * Managed and maintained a 24x7x365 service to our campus community and to our hosted partner institutions * Provided engineering support for system infrastructure, including DBA support for Oracle 10g databases   + Database installation   + Performing system updates and patches   + Scheduling, maintaining, and configuring backups   + Database and server tuning   + Troubleshooting   + Data migration * Designed, built, and maintained core services on Linux Red Hat Enterprise Linux (RHEL) and Microsoft Windows 2003/2008 server platforms * Provided full life-cycle project management leadership for enterprise-level information system rollouts, system migrations, and infrastructure changes * Redesigned, engineered, developed and built the infrastructure for our Learning Management System into a high-availability clustered system on both the database core servers and application servers   + Leveraged F5 BigIP web and application proxy and clustering services * Designed and implemented SAN storage resources and collaborated with staff to provision and mount logical volumes in the database and application production core * Monitored systems for performance and security (identify misuse, malware, or unauthorized activity on monitored networks) * Automated common system administration tasks using scripting languages (BASH & Perl), Kickstart installation files, and XML for data migration * Implemented system health monitors and early warning alerts for operational systems using scripts, SNMP traps and alerts, and health monitoring tools such as WhatsUp Gold in support of meeting high-availability requirements * Developed reporting capabilities and content for all activities and incidents; day-to-day operational status; and identification of key trends to provide focus and situational awareness on all system outage and security issues * Provided analytical support to management on projects, system capabilities, and piloting of new systems and components * Maintained proficiency and skills through relevant training, conventions, conferences, and on-the-job training |

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| **Radiology Corp. of America - Radiological Physician Associates**, Fairmont, WV  **Director of Information Technology**  August 1997 – August 2001  Radiology Corp. of America - Radiological Physician Associates is a regional health care provider in North Central West Virginia and Western Pennsylvania. I served and supported this organization as the Director of Information Technology and IT Technician.   * Collaborated directly with the General Manager/Vice President of the organization to maintain a critical network of technical services and communications between approximately ten to fifteen partner facilities in the region   + Developed project plans   + Managed project tasks associated with building network infrastructure in all remote locations   + Coordinated and delegated tasks to external communications companies and internal organizations   + Designed topology and provided guidance and oversight for remote location implementation * Responsible for included maintenance and oversight of all core technologies and communications infrastructure within the practice * Maintained system continuity and availability of critical life-saving diagnostic systems throughout the regional wide area network * Provided full lifecycle IT project budget analysis, project planning, and technical project management within the corporate offices, billing service, and onsite at our partner health care facilities * Performed 24x7x365 network and mission-critical services support in multiple sites within the regional service network   + Hardware and software installation, support, and maintenance   + Point-of-Contact for IT service support * Monitored and maintained compliance with policies and regulations as they pertained to patient information and IT services within the organization   + Heath Insurance Portability and Accountability Act [HIPAA] – in part, a patient health and personal information privacy law, which establishes requirements for protecting electronic medical information * Monitored physical and network access to co-located IT systems and devices * Generated reports and developed metrics for executive management * Worked closely with senior management and IT staff at partner facilities to build, maintain, and integrate networks and communications between their enterprise networks and our company-owned and managed networks on their premises * Collaborated on physical and electronic access, end-user privileges, and use policies * Maintained relevant knowledge and skills through conferences, workshops, research, and on-the-job training   **HGO Technology, Inc**., Wheeling, WV S**oftware Developer/Analyst**  June 1994 – August 1997  I supported the mission of Centers for Disease Control and Prevention (CDC) and National Institute for Occupational Safety and Health (NIOSH) as a software developer and system analyst. In those roles, I was the primary architect and developer of a Government Off-The-Shelf (GOTS) product, Pundit, which served as a standalone software-based search engine for a collection of electronic documents stored on distributable media. |

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| Pundit and its associated data collection library was delivered to researchers and businesses around the world through the National Institute of Educational Development (NIED). In addition to the successfully GOTS product, I worked on several development teams to produce integrated information systems for CDC and NIOSH projects:   * Successfully developed and implemented computer based training (CBT) systems, client-server applications, and multi-media applications for the agencies * Established and maintained positive client and vendor relations as the lead developer on the project through weekly and monthly status meetings, requirements meetings, and product demonstrations. I kept the lines of communication open and often acted as a liaison between the organization, clients, and vendors. * Managed IT Staff and support staff through full life-cycle software and systems development projects * Drafted technical sections of successful bid and re-bid proposals for the company   **Science Applications International Corporation (SAIC),** McLean, VA  **Programmer/Analyst**  June 1993 - June 1994  I developed software and database applications for the Department of Defense (DoD), Naval Sea Systems Command (NAVSEA), which formed the basis of shipboard and shipyard document storage and retrieval systems.   * Developed software functions and code as part of a larger code base for the overall system * Developed and tested database transaction logic for the core relational database systems * Designed and tested research and development software applications for proof-of-concept projects * Responsible for configuration management procedures for teams of software developers   **OTHER WORK EXPERIENCE**  **Robinson & McElwee, PLLC**, Clarksburg, WV  **Associate Attorney**  June 2004 - June 2005  Robinson & McElwee, PLLC is a large-defense, civil litigation firm in WV. I served this organization as a practicing, associate attorney.   * Researched complex legal issues * Prepared legal briefs and other official documents to submit on behalf of clients in active cases * Synthesized information and evidence in preparation for trial and hearings * Communicated with clients to gather critical information or to explain case status, strategy, and possible outcomes of litigated matters * Prepared contracts, settlement agreements, and other legally binding documents on behalf of clients to preserve their rights and bargaining position in business transactions and other negotiated matters * Gained knowledge and perspective on common legal tactics, strategy, and the rule of law * Analyzed issues, facts, and the law to formulate arguments and develop legal strategy   **WVU Research Corporation**, Morgantown, WV  **Student Legal Counsel and Business Development Analyst**  May 2003 – May 2004  I served as a legal analyst and as a business development analyst for the WVU Research Corporation, a nationally respected, non-profit research corporation, associated with West Virginia University (Level I research institution). |

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| * Coordinated and interfaced with the Office of Technology Transfer (OTT) to assist University researchers, professors, and department staff to protect University-created intellectual property (IP) * Collaborated with engineers, attorneys, companies, and a myriad of support professionals to prepare and prosecute design and utility patents through the United States Patent & Trademark Office (USPTO) * Interviewed inventors to gather patent claim information, engineering details, and timing information for filing patent applications * Reviewed engineering drawings, patent laws, USPTO filing requirements, and a myriad of other documentation in preparation for filing * Coordinated and collaborated with outside attorneys and WVURC leadership to formulate filing strategies and commercial potential for inventions * Developed licensing agreements to define rights to use University-IP and fair compensation for its use * Assisted “budding” startup companies admitted into the WVU Business Incubator to startup and operate businesses in WV and beyond its borders by providing business development and legal support to these businesses   **WVU College of Law - Clinical Law Program**, Morgantown, WV  **Student Attorney**  September 2003 – May 2004  I was a merit-based selection to join the WVU Clinical Law program tax team. Through this position, I:   * Served as a federal tax advocate in federal tax matters before the U.S. Internal Revenue Service * Negotiated tax settlements and re-calculations based on application of appropriate tax laws * Served as a litigation attorney for clients with active family law matters in a WV Family Court *(under supervision in a student capacity supervised student with special privileges to practice in the state of WV)* * Successfully litigated a child custody and support matter to conclusion * Performed legal research and analysis * Drafted legal briefs, pleadings, and official documents * Developed litigation strategy, and successfully negotiated a settlement between litigants   **Flaherty, Sensabaugh, & Bonasso, PLLC**, Morgantown, WV  **Summer Associate**  June 2002 – August 2003  Flaherty, Sensabaugh, & Bonasso, PLLC is a large-defense, civil litigation firm in WV. Through this organization, I performed the duties of an unlicensed summer associate   * Researched legal issues * Drafted legal briefs, official letters, documents * Reviewed case files * Drafted pleadings and motions * Assisted partners with client interviews and depositions * Practice Areas:   + Business Law & Transactions   + Common Tort Law   + Property Law |

**Chad E. Rowan** Morgantown, WV 26501  304.288.9635 [chad.rowan@yahoo.com](mailto:chad.rowan@yahoo.com)

**Data/Project Manager with Emphasis on Geospatial Data**

*15+ years’ success applying expertise in Geographical Information Systems and data management to achieve project objectives*

Motivated, results-oriented, and dynamic professional with proven talent for gathering and synthesizing research data both in- field and at research facilities in accurate and timely manner. Skilled communicator able to collaborate with cross-functional peers, engage teams, and translate complex technical information for translation to general audiences. Analytical and organized as well as highly adaptable and proactive in approach to problem solving while collaborating with multi-organizational and cross- discipline research teams.

* + - Project Management
    - Data Management
    - Customer Support
    - Data Collection & Analysis
    - Dataset Assembly
    - Data Review
    - Geospatial Analysis

Highlights of Expertise

* + - Quality Control & Assurance
    - Team Leadership & Training
    - Mapping & Vectorization
    - Statistical Modeling
    - Tool/App Development
    - Multi-organizational Collaboration
    - Technical Documentation
    - Website creation and management
    - Content Management

**EDUCATION**

* **Master of Arts in Geography**, May 2005, West Virginia University, Morgantown, WV
* **Bachelor of Arts in Geography**, May 2003, West Virginia University, Morgantown, WV

**TECHNICAL SKILLS**

* Microsoft Office, MAC OS, ESRI Arc View 3.x, ESRI ArcGis 8.x, ESRI Arc 9.x, ESRI Arc 10.x, ESRI ArcGIS Pro, ESRI ArcGIS Online, ArcInfo, ArcEditor, ArcTools, Bentley’s Microstation, AutoCAD, ERDAS Imagine, Geo-Tiff, Adobe Acrobat Professional, Adobe Photoshop, HTML, WordPress, Energy Data eXchange,

PROFESSIONAL EXPERIENCE

**OST Inc., Morgantown, West Virginia November 2012 – Present EDX Operations Manager**

* Provides customer support services for EDX including communications between the EDX application developers and the NETL-provided IT infrastructure
* Manages daily operations of the EDX System to include account management, public data vetting, general user training, system demonstrations, and Help Desk support
* Works closely with the EDX development team and key stakeholders to facilitate continual improvements for workflows and administrative protocols, processes, and procedures
* Daily assists geologic and fossil energy researchers at NETL and various multi-organizational teams
* Creates key technical documentation including EDX user manuals, help documentation, weekly and monthly reports
* Assists in the development of numerous tools and applications to advance NETL Research (GeoCube, GeoWell, Blosom, EDX Wiki, Natcarb Viewer, VGM, and KMD)
* Creates and manages web content for EDX Portfolios using WordPress (Offshore, Unconventional Resources, Rare Earth Elements, Carbon Storage, NRAP, Radically Engineered Modular Systems, and MEC Systems)

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**Chad E. Rowan**

**SRA International, Morgantown, West Virginia January 2012 – November 2012 Data Analyst**

* Data team lead for the Department of Energy’s Energy Data eXchange (EDX)
* Subject Matter Expert and key member of the design implementation team for EDX
* Technical liaison between the customer and researchers for all energy related data for EDX
* Assisted in the development and documentation of data architecture for EDX
* Managed the development of Attributes, Characteristics, and Keywords (ACKs) to enhance searching and querying functionality of EDX
* Conducted a data categorization exercise with NETL Researchers to accurately define energy related data categories
* Created the Quality Control document for EDX Data Reviewers
* Responsible for assisting and training ORISE student interns on ingestion of energy related data to EDX

**IBM, Fairmont, WV October 2005 – September 2011**

**GIS Project Manager**

* Managed a team of 6 GIS Professionals, provided geospatial training, and developed a geospatial training handbook for new employees
* Communicated with clients, obtained their requirements and transferred requirements into processes and solutions
* Provided technical assistance to the customer, assisted with problem resolution, and was the focal point of contact between the customer and company
* Responsible for the management and the control of funds and resources of an established GIS effort involving the georeferencing and vectorization of topographic shoreline manuscripts (T-Sheets)
* Managed the development of the updated North American Datum Conversion (NADCON) software
* Managed the development of the new NOAA Shoreline Data Explorer web site incorporating ArcIMS, ArcSDE, and Oracle
* Responsible for the development and project management of a new multi-year task with NGS which included the georeferencing of approximately 600,000 historical aerial photographs

**West Virginia University Department of Geology and Geography, Morgantown, WV August 2004 – August 2005 Graduate Research Assistant**

* Created the GeoPop procedures document for FEMA Flood Insurance Rate Maps (FIRMs)
* Georeferenced FEMA FIRM Panels to DOQQs and SAMB Aerial Photography
* Formatted Geodatabases for digital conversion of FIRM panels
* Attribution and QC of FEMA Flood Maps
* Spatial Adjustment of line work
* Conversion of line work to polygons

**WV GIS Technical Center Morgantown, WV August 2003 – August 2004 Lead GIS Technician Intern**

* Raster to Vector Conversion and attribution of 7.5 quadrangle hypsography
* Digitizing and attribution of FEMA Flood Maps for Counties in West Virginia
* Metadata creation for On-Line source material
* Supervision of student interns
* QA/QC of all work

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| **MARYBETH PETERS, PMP** | |
| **[Project Manager/Senior Consultant]** | |
| **Ms. Marybeth Peters** Delivering results, achieving trust, and providing outstanding strategic planning, project management and IT consultation for over ten years | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| 2013-14 Outstanding service awards – Peniel Solutions, LLC  2010 Development/implementation of database to track  schedules/deliverables – MELE Associates | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Bachelo r’s Degree, Trinity University | Project Management Institute (PMI) |

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| **MARYBETH PETERS, PMP** | |
| Associate Degree, Mass Bay Comm College  Project Management Professional  CSM,  CMMI and ITIL training | Defense Acquisition University (DAU)  Cheverly Woman’s Club |
| ***Professional Experience*** | |
| **Attain**  Senior Consultant/Project Manager, Fraud Detection – Non-ID Processing, United States Census Bureau 2018 – Present | |

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| **MARYBETH PETERS, PMP** |
| Provide project management support to 2020 Decennial Census Research & Testing  Interface with all stakeholders, including end users, computer services and client services  Engage in scope development, requirements gathering and monitoring  Engage in Agile Methodology to deliver software to Decennial Census Management Division |

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| **MARYBETH PETERS, PMP** |
| Collaborate with Technical Analysis Working Group; contribute to testing, research, and report preparation  Perform change, coniguration, release management and coordinate with development teams  Manage integration of vendor tasks, track/review vendor deliverables, provide analysis/ consultation/recommendations and ensure adherence to quality standards  Develop detailed work plans, schedules, project estimates, |

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| **MARYBETH PETERS, PMP** |
| resource plans and status reports  Facilitate risk identiication, mitigation strategy development, contingency planning and reporting  Identify and implement process improvement where needed  Monitor administratively restricted SharePoint and membership  for Fraud Detection  Responsible for all aspects of development and implementation of assigned projects and provide single point of contact; provide support from original concept |

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| **MARYBETH PETERS, PMP** |
| through inal implementation  **Eden Consulting Group (ECG)**  Consultant/Project Manager, Fraud Detection – Non-ID Processing, United States Census Bureau 2016 – 2018  Provided project management support to 2020 Decennial Census  Research & Testing Phases  Collaborated on strategic planning/support-requirements gathering and scope deinition (Fraud Detection)  Developed Solution Development Lifecycle documentation/provide tracking to Authority to Operate |

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| **MARYBETH PETERS, PMP** |
| Contributed to project schedule development, schedule tracking, and status reporting  Engaged in Agile Methodology to deliver software to Decennial Census Management Division  Facilitated risk identiication, mitigation strategy development, contingency planning, and reporting  Collaborated on Technical Analysis Working Group, testing, research, and provide report preparation |

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| **MARYBETH PETERS, PMP** |
| Interfaced with all Stakeholders and provided technical and analytical guidance to the project team  Identiied and implemented process improvement where needed  Performed change, coniguration, release management and  coordinate with development teams  Provided analysis and consultation/recommendations on deliverables and key milestones |

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| **MARYBETH PETERS, PMP** |
| Responsible for all aspects of development and implementation of assigned projects and provide single point of contact; provide support from original concept through inal implementation  **Peniel Solutions, LLC**  Consultant/Project Manager, In-House Business Solutions and Oice of Customer Relationship and Performance (OCRPM)-Enterprise Program Management Division, United States Department of Housing and Urban Development  2013 – 2016  Provided IT project management services to the Oice of the Chief Information Oicer, Chief Technology Oicer, and collaborated with stakeholders across the enterprise  Provided research, strategic planning, consultation-governance,  technical and analytical guidance |

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| **MARYBETH PETERS, PMP** |
| Facilitated workshops for requirements gathering and scope deinition to establish Program Management Oice, Risk & Quality, and IT Management Framework  Built Program Management Oice by creating standard  framework, processes, and procedures  Built IT Performance-Risk-Quality Project Health Assessment and trained analysts  Provided program management oversight Consultation/Training on Project Planning and Management (PPM) and provided updates to framework to include Agile |

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| **MARYBETH PETERS, PMP** |
| Management Practices  Engaged in SharePoint development, Website Design, and IT Tool recommendations  Provided customer service training, PPM open house, and help desk for Solution Development Lifecycle documentation  Provided ongoing performance monitoring/reporting on resources, budget, schedule, scope, tasks/deliverables and quality  Provided consultation/strategic planning for Information Resource |

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| **MARYBETH PETERS, PMP** |
| Management reporting  Engaged in consultation/event planning for Open Government activities along with report writing  **Internal Peniel Solutions, LLC**   * Provided research, writing and strategic planning as part of senior leadership * Provided evaluation and recommendations on IT products and services * Engaged with business Development Team on sales (Cloud Services, IT Asset Management, Content/Document Management, and Business Intelligence) * Developed Enterprise Program Management Oice Framework – ePMO Flex * Collaborated on proposal research and writing * Collaborated on SharePoint and Website Design/Functionality   **Decypher Technologies**  Portfolio Manager/Project Manager/Team Lead, Air Force Medical Support Agency – Surgeon General – Research & Development – Operational Medicine Thrust Area  2012 – 2013  Led team and managed 32 research/development projects in Operational Medicine worth $70 million |

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| **MARYBETH PETERS, PMP** |
| Facilitated requirements workshops; Developed strategic business/execution plans; Aligned analysis of requirements/costing with business operating strategy; Developed processes and support tools  Reviewed new technology and system support services, made  recommendations as to price, government requirements, hardware, and software functionality and vendor ability to perform the necessary action to produce desired results  Reviewed deliverables, assessed presentations/research  proposals, and provided recommendations  Trained on oversight of human research activities and reviewed |

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| **MARYBETH PETERS, PMP** |
| human and animal research protocols for compliance  Conducted ongoing performance monitoring, analysis, reporting on resources, budget, schedule, scope, tasks/deliverables and quality assurance  **MELE Associates**  Project Manager, Air Force Medical Support Agency – Surgeon General – Research & Development – Congressional Special Interest Projects – Directed Energy, Force Protection, Aeromedical, Operational Medicine Thrust Areas  2008 – 2011  Managed four research and development projects (Directed Energy, Force Health Protection, Aeromedical, Operational Medicine) worth $10 million  Monitored contracts/cooperative agreements in various locations across the country, conducted analysis and provided reporting on cost, schedule and  performance |

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| **MARYBETH PETERS, PMP** |
| Reviewed human/animal research protocols and amendments for compliance  Prepared brieing materials, responses for Congress, Department of Defense and Air Force leadership  **MELE Associates**  Project Coordinator, Air Force Medical Support Agency – Surgeon General – Research & Development – Congressional Special Interest Projects – Directed Energy, Force Protection, Aeromedical, Operational Medicine Thrust Areas  2006 – 2008  Advised on potential beneits/uses of automation to improve eiciency of administrative support or program operations |

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| **MARYBETH PETERS, PMP** |
| Evaluated and advised on organization, methods, and procedures for providing administrative support systems such as records, communications, directives, forms, iles and documentation  Identiied data required for use in the management and direction  of projects and programs  Coordinated communications, training, travel, deliverables and proposal reviews  Developed / submitted reports, presentations and brieing |

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| **MARYBETH PETERS, PMP** |
| packages for senior leadership |

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| **Vinod Jasti PMP, MBA** | |
| **Program Manager** | |
| **Mr. Vinod Jasti**  Accomplished IT operations leader and program manager with hands-on experience of over **Ten years -** spanning Portfolio, Program, Project, PMO and team management. Consistently improved delivery times and services levels while reducing costs. Excelled in strategic planning, building high-performance teams, implementing best practice methodologies and continuous improvement of programs. Proven expertise in working with commercial and Federal clients.  Excellent understanding of Software Development Lifecycle (SDLC) and Software Testing Life Cycle (STLC). Oversaw programs in both Waterfall and Agile methodologies. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| [Degree, University]  [Certiication] | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Execuiv e MBA, University of Maryland – Robert | [Associations] |

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| **Vinod Jasti PMP, MBA** | |
| H. Smith School of Business  Bachelo rs in Computer Science, India  PMP, CSM ITIL v3  CMMI  Level 3 |  |
| ***Professional Experience*** | |
| **Atain** **Tysons,** **VA** **01/17** **–** **Pr**  ***Program Manager (DoD/DHA)***   * Over seeing DoD CMS (case management system) and interoperability with the VA using Java, Oracle, Weblogic, Jboss, JIRA | |

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**11/16**

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| **Vinod Jasti PMP, MBA** |
| **ICF** **Internaional**  **Rockville,** **MD** **02/16** **–**  ***Senior Manager HRSA(HHS) PMO Support***   * Over seeing muliple development and modernizaion (DME) projects for HRSA EHBs Grants management system using ASP.Net, Perl, Java, Oracle, JIRA, TFS, Salesforce and SQL Server. Helping the client establish a PMO and implement PMO best pracices.   + Support HRSA to evaluate projects based on Capital Planning and Investment Control (CPIC) which is the primary Informaion Technology (IT) governance and management methodology.   + Following EPLC framework to help establish project management and accountability environment where HRSA IT projects achieve consistently successful outcomes.   + Over seeing projects in both Agile/Waterfall methodologies. Involved in EPLC gate reviews.   + Using Salesforce, JIRA and TFS for defect tracking and change management   + Managing muliple sub-contractors working on diferent DME projects.   + Having regular communicaion with the contracing oice (CO), COR/COTR and task order manager (TOM) to sort out any issues and make sure all the projects are on track.   + Over seeing transiion of $16 million O&M contract from incumbent to the new vendor.   + Involved in conducing UAT on most of the projects.   + Involved in drating RFP’s. Experience with diferent federal contracts like Firm ixed-price (FFP), Time & material, IDIQ and BPA.   **BroadSot**  **Gaithersburg,** **MD** **05/15** **–**  ***Program Manager***   * Managed muliple projects with muliple clients. Worked closely with the senior leadership team to implement PMO best pracices.   + Prepare and present brieings to business teams, senior leaders, internal and external customers.   + Idenify and evaluate the risks associated with program aciviies and take appropriate acion to control the risks. Developed agreed upon SLA’s and KPI’s.   + Having regular communicaion with the customer’s contracing oice (CO), COR/COTR and task order manager (TOM) to sort out any issues and make sure all the projects are on track.   + Used Salesforce to track all the business opportuniies, invoices, PO’s. Used JIRA for defect tracking.   + Managing Scope, Schedule, budget for all the projects. Managing projects in waterfall and Agile (Scrum).   + Liaison between various stakeholders in various business units and the development teams.   **Ciber** **IT** **Strategy** **Pracice**  **Washington,** **D.C.** **12/14** **–** |

**12/15**

**05/15**

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| **Vinod Jasti PMP, MBA** |
| ***Program Manager***   * Spearheaded managed services for Pew and Mylan. Managed muliple cloud projects with muliple Agile teams in US, Poland and India. Consising of PM’s, BA’s, QA’s, developers and integraion teams.   + Managed a SaaS applicaion (QlikView, MS Dynamics on Azure plaform) development team. Responsible for the stakeholder management of the enire project. As part of the coordinated efort, communicated and negoiated requirements with VP of Ciber and Washington State and city oicials (future client).   + Had challenges to align VP’s vision of the product to the requirements of one of the key future customers. Negoiated the scope with the VP as well as the Washington State and city oicials (future client) and worked out a viable soluion (managed triple constraint accordingly).   + Presented project roadmap imelines, budgets, risks, status, and schedule updates to senior execuives. Ideniied risks and implemented risk miigaion strategies.   **US Patent & Trademark OCIO (SwainTechs)**  **Alexandria, VA** **03/14 –**  ***Program Manager***   * Program/Project Management for Corporate, Patent and Trademark IV&V projects with a budget of $3 million using ASP.Net, Perl, Java, Oracle, JIRA and SQL Server. Projects were executed using both Waterfall and Agile methodologies. Worked closely with the senior managers to implement automaion tesing tools to reduce costs.   + Responsible for Project scoping, deining project requirements and speciicaion and preparing project plans for execuion.   + Idenify and evaluate the risks associated with program aciviies and take appropriate acion to control the risks. Developed agreed upon SLA’s and KPI’s.   + Having regular communicaion with the customer’s contracing oice (CO), COR/COTR and task order manager (TOM) to sort out any issues and make sure all the projects are on track.   + Created a scope baseline and scope management plan to avoid scope creep. Ensured that all the changes were processed through the change control board.   + Developed resource management plan, generated EV reports, resource leveling. Assigned key resources to criical path.   + Other challenges include resource constraints from the customer. Developed resource usage spreadsheet to show the customer on the shortage of resources.   **NCR**  **Rockville, MD 2000 –**  **While engaged as a Program Manager from 2005 – 03/2014**  ***Program Manager*** *–* For a leading provider of POS equipment/sotware, managed strategic projects. |

**12/14**

**2014**

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| **Vinod Jasti PMP, MBA** |
| * Spearheaded the PMO associated projects with an annual budget of $10 million. Managed several development projects in Java, .Net to produce and implement various applicaions. Used Salesforce for Tier1 and Tier 2 incidents.   + Guided business leaders, providing soluions to business needs across all the projects   + For a federal client, developed strategy through technical assessments and cost-beneit models. * Managed a team of 100+, with a budget of $40 million for a federal client.   + Involved in the business process anlysis, interviewed key process paricipants, conducted group interviews and brain storming sessions. Documented high level requirements.   + Involved in creaing scope statement, scope baseline, cost and scheduled base lines for the project.   + Managed the deployment of hardware and sotware for 30,000 post oices, 100,000+ terminals.   + Involved in analyzing the data and suggesing USPS on generaing new growth areas. * Galvanized the PM team and the execuives to reduce costs and improve customer saisfacion. Created strategy for **operaional** **efeciveness** **&** **cost** **reducion** to implement Agile (Scrum) methodologies.   + Increased customer saisfacion from 65% to 90%.   + Devised and implemented of-shoring strategy through efecive buy-in from IT and business stakeholders; strategy to ofshore select projects reduced irm costs by $2M+ annually. * Managed a Matrix project team of 50+, with a budget of $12million for **ERP (Oracle inancials)** Implementaion strategy for NCR. Consising of PM’s, BA’s, QA’s, developers, system owners and integraion teams.   + Presented project roadmap imelines, budgets, risks, status, and schedule updates to senior execuives. Performed variance analysis of schedule and cost and present them to senior management (EVMS).   **While engaged as a Project Manager from 2002 – 2005**  ***Project*** ***Manager*** *–* Developed a COTS product with a budget of $5 million. Helped the organizaion achieve CMMI level 3. Managed scope, cost, schedule, and quality, while idenifying and miigaing underlying risks.  **While engaged as a QA Manager from 2000 – 2002**  ***QA Manager*** *-* Directed enterprise-wide Quality Division under Centralized Shared Services with QA budget of $5M+. Led a team of 50+ personnel including in-house, onshore and ofshore teams. |

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| **[Name]** | |
| **[Role/Title]** | |
| **Mr. Andre L. Stratton**  SQL Server DBA with over 19 years of IT experience, including more than 16 years of database design and database administrator achievements. Possess strong communication, leadership and problem solving skills developed through a variety of wide ranging projects | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Rising Star Recipient from Vistronix Inc. | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Bachelor of Science – Sociology/Criminal Justice, Bowie State University | [Associations] |
| ***Professional Experience*** | |
| **Attain – Contractor to the EPA/Chesapeake Bay Program Office (CBPO) Annapolis, MD**  **Vistronix Inc., TreCom Systems Group Inc., Veridyne Inc.,**  Database Architect November 2005 – Present  Serve as the Lead for Database Admin/Design Team  Responsible for the installation and configuration of all SQL Server Enterprise databases on Amazons AWS EC2 Cloud servers  Continuously monitor and manage all database servers which include but not limited to (re-indexing of keys, testing of backup/restoration process, archiving of old backups and Truncation of log files  Lead member of the database migration team for moving all SQL Server 2008R2 databases to a SQL Server 2014 Enterprise environment. This includes moving from servers that will be decommissioned to new Windows 2012 Servers  Responsible for database documentation which includes process flow diagrams, relational diagrams and data dictionaries  Tasked to develop complex solutions for meeting business rules pertaining to both front facing web applications and in house applications that need stored procedure scripts written to accomplish specific goals for CBPO  Create multiple publications covering a wide range of document types that support CBPO’s database  infrastructure  Server as an acting member of the CBPO’s Release Planning Board which is responsible for setting yearly,  monthly and weekly deployment tasks  Responsible for dispersing database/sprint task among team members  Work with Applications Design team in planning our ETL solutions for data that needs to collected and  dispersed among CBPO’s many systems and end users  Research and develop new innovative ways in both storing and delivering Deployment manager for pushing all versioned controlled data objects using GIT  **Carefirst Blue Cross Blue Shield Washington, DC**  SQL Server DBA  Feb 2000 – Feb 2004  Was the primary database designer for all SQL Server related applications  Create the SQL Server 2000 Backup and Restoration Plan | |

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| Used Veritas Backup and Recovery tool for managing all SQL Server backups  Developed an Asset Management database with a heavy use of stored procedures and triggers Worked closely with the web designers in the development of the Asset Management tool  Designed and implemented a number of Data Transformation Services (DTS) packages for the purpose of bulk inserting and the movement of data between file types  Was responsible for all documentation for each database structure and schemas  Member of the network team and provided evening and weekend support for all non-database related helpdesk calls  Member of the Configuration and Integration team for all new servers for both the testing and production environments  Configured and designed the database testing environment  **QSS Group Inc. – Contractor to NASA Greenbelt, MD**  **MS Access/SQL Server DBA**  August 1998 – February 2000  Part of a team that was responsible for the development of a custom ERPS system using both MS Access 97 and SQL Server 7  Prototyped the purchasing database component for NASA’s ERP system using MS Access 97 Spear headed the migration effort from using MS access 97 to SQL Server 7  Used Gant Charts in the update and scheduling of deliverables  Presented several component functions through the use of MS Power Point presentations Attended multiple training classes at Learning Tree in the preparation of migrating to SQL Server 7 |



DANIEL J. THUN

3900 Grapevine Mills Pkwy #3112

Grapevine, Texas 76051

Phone: 817-537-2433

Fax: 817-527-8296 Cellular: 512-567-2282

Email: [dthun@ibarra-thun.com](mailto:dthun@ibarra-thun.com)

June 17, 2014

Bill Menzies Attain, Inc.

NARA Contract Program Manager Mr. Menzies,

Please accept this resume outlining my qualifications related to my current position as ZENworks Team Lead on the NARA contract. I request and appreciate your consideration in retaining my services going forward on the new contract.

I have over 20 years experience in information technology and business management. I received a Bachelor of Computer Science degree from Texas A&M University Central Texas in Killeen, Texas, as well as an Associate of Applied Science degree in computer science from Central Texas College in Killeen. I maintained a 4.0 grade point average while pursuing both degrees and graduated with highest honors from both institutions. I am a Novell Certified Engineer and Novell Certified ZENworks Administrator. From 1999 to 2012 I owned and managed a computer network solutions corporation that I co-founded.

In my career I have enjoyed the opportunity to work with a diverse demographic mix of people in varying IT environments. I am skilled in all tasks inherent in running an IT business, including recruiting, directing employees, project management, and customer relations. I have successfully managed projects with over 60,000 network users and 35,000 network nodes. I also maintain reseller partnerships with many top tier software and hardware manufacturers including Novell, Microsoft, Hewlett Packard, VMWare, Kaspersky Labs, Astaro Corporation, SEP Software, Sophos Corporation, McAffee, and GWAVA Technologies.

Novell ZENworks Desktop Management and Novell ZENworks Configuration Management were a mainstay of my service offerings as a small business owner. I have personally handled installation and deployment projects for multiple customers including upgrades from earlier versions of ZENworks to the most recent ZCM releases. My experience includes creation and deployment of application packages, policies, and hardware images along with hands-on installation and administration of ZENworks inventory services and patch management.

I have been successful in positions requiring teamwork and collaboration. I am a self-starter equally comfortable with minimal supervision. I am highly competent with several operating system platforms and software packages including Novell Netware, Microsoft Windows, and SUSE Linux. I have extensive project management experience with Novell and Microsoft products, having designed, implemented, and administered Novell eDirectory and Microsoft Active Directory networks.

In my current position working on the NARA contract, I am responsible for directing all levels of ZENworks administration for an implementation encompassing more than 5000 workstations and 140 servers. I report directly to the program manager and coordinate the work of several employees shared between my team and the FOSA team. Under my leadership, the NARA ZCM implementation has been refined and is running at top levels of performance, particularly in regard to security patch implementation.

My experience along with my honors performance at the college level, as evidenced by my **4.0 CGPA**, demonstrate that I will be a valuable asset to your organization. Please contact me at the address and phone number above if you have further questions for me. Thank you for your time and consideration.

Sincerely, Daniel J. Thun

3900 Grapevine Mills Pkwy #3112 • Grapevine, Texas 76051 • Phone (817) 537-2433 • Fax (817) 527-8296 Email: [dthun@ibarra-thun.com](mailto:dthun@ibarra-thun.com)

DANIEL J. THUN

**OBJECTIVE**

To continue in my current position as ZENworks Team Lead for the NARA contract while continuing to further expand my experience and knowledge.

**EXPERIENCE**

2012 – Present Capstone Corporation, Alexandria, VA

*Device Management Systems Engineer*

% ZENworks Administration Team Lead for National Archives and Records Administration

% Monitor and maintain 5000+ Windows workstations and 140+ Windows servers

% Administer Novell ZENworks Configuration Management implementation for NARA

% Directly maintain deployment of critical patches to systems per security team requirements

% Oversee development and delivery of required quarterly images for workstations

% Oversee development and deployment of application bundles to workstations

% Oversee development and deployment of policy bundles to workstations and servers

% Serve on Novell Team as peer adviser

% Plan, test, and deploy all ZCM upgrades for NARA system

% Participate in weekly technical review and change management meetings

% Participate in weekly security meetings to insure compliance with customer security standards

% Hold weekly ZEN Team meetings and provide weekly team activity reports to management

% Handle help desk tickets related to ZENworks Configuration Management issues.

2009 – 2012 Pflugerville Independent School District, Pflugerville, TX

*Sr. Systems Administrator*

% Monitor and maintain 80+ Suse Linux and Windows 2008 servers running on VMWare

% Administer Novell and Microsoft network user and email accounts for 23,000 users

% Administer Novell ZENworks Configuration Management desktop security and management

% Administer smart-phone/email synchronization solution

% Troubleshoot network file storage and email access issues

% Secure network data and maintain availability

% Manage email backup and archive software

% Participate in IT planning and implementation of network upgrades

% Resolution of help desk tickets for network users

% Perform other duties as necessary to insure functionality and availability of network resources

% Research new technologies and make recommendations to management

1999 -- 2012 Ibarra-Thun Networking Services, Inc., Pflugerville, TX

*President / Senior Systems Engineer*

% Co-founder of company

% Executive management

% Provided project management, network administration, monitoring, and upgrade services to customers

% Specialized in Novell software support including ZENworks, GroupWise, BorderManager, Identity Manager, NetWare, Open Enterprise Server, SUSE Linux, Storage Manager, and other applications

% Provided hardware and installation services as an authorized reseller for Hewlett Packard

% Trained my employees to install and support Novell and Microsoft products, and offered training classes to my customers

% Set up and maintained reseller relationships with Novell, Microsoft, GWAVA Technologies, Network Associates (McAfee), Hewlett Packard, Kaspersky Labs, Astaro Corporation, VMWare, SEP, and Sophos

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DANIEL J. THUN

% Handled duties as company financial officer

% Served on company board of directors as Chairman and Secretary

% Served in sales capacity as a Certified Novell Salesperson and Director of Marketing.

1995 --1999 TECS, Inc., Austin, TX

*IS / Technical Services Director*

% Reported to and advised company president on all technical matters

% Responsible for project management and providing project status feedback to corporate officers

% Designed, installed, and maintained internal corporate network

% Provided technical advice and support to LAN networking sales people

% Supported installation of proprietary software packages on AIX and NT platforms and advised software engineers on network related issues

% Support legacy installations of proprietary software on AS/400 and System 36 platforms and advised software engineers on network related issues

% Trained and managed technology staff employees

% Researched new products that complemented our line of solutions and recommended additions to our product and service offerings to corporate management

% Designed and installed Internet and intranet solutions for end customers

1994-1995 PRC, Inc., West Fort Hood, TX

*Sr. LAN Administrator*

% Supported Novell / IBM 370 hybrid WAN with 3500+ nodes spread across 5 states

% Served as assistant help desk manager

% Evaluated new network software

% Trained other support personnel

**Additional employment dates and information available on request**.

**EDUCATION**

1993-1995 Texas A&M University, Central Texas Killeen, TX

% **B.S., Computer Science**

% **GPA: 4.0**

% Graduated with Highest Honors

1990-1992 Central Texas College Killeen, TX

% **A.A.S., Computer Science**

% **GPA: 4.0**

% Graduated with Highest Honors

**PROFESSIONAL CERTIFICATIONS**

% **Novell Certified ZENworks Administrator**

% **Novell Netware 6 CNE**

% **Novell Authorized Partner**

% **HP Authorized Reseller**

% **Astaro/Sophos Authorized Reseller**

% **Microsoft Education Reseller**

% **GWAVA Authorized Partner**

% **Kaspersky Labs Authorized Partner**

% **VMWare Austhorized Reseller**

% **Cisco Registered Partner**

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DANIEL J. THUN

**ACTIVITIES**

Epsilon Delta Pi

% Computer science honor society. Minimum GPA required 3.5.

Phi Theta Kappa

% National junior college honor society for all majors. Minimum GPA required 3.8.

National Dean's List Member

% Graduated with Highest Honors.

**REFERENCES**

% Available upon request

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| **Name, Proposed LCAT** | | **Qualifications** |
| **Name:** | Dawn Bontempo | * 23 years of IT sector management experience including environmental IT programs * Results-oriented leader in federal transformaional IT, organizaional change, and resource management * Program Manager for complex, muli-project IT programs including current EPA OW porfolio with 17 acive projects ranging in size and complexity with annual budgets from   $20K to $5M   * Led $1B enterprise-wide, IT transformaion program for the Veterans Beneits Management System (VBMS) * Success leading IT support teams numbering from 60 to 600 with a history of on-ime, on-budget projects and high customer saisfacion |
| **Proposed LCAT:** | Program Manager |
| **Educational Degrees, Relevant Certifications, and Professional Memberships** | | |
| * **Educaion**: Master of Science in Civil/Environmental Engineering, University of South Carolina; Bachelor of Science in Civil Engineering, Penn State University * **Professional** **Ceriicaions**: Professional Engineer (PE), North Carolina, 23981; PMP® Ceriied; DHS Level II Acquisiion Ceriied; Ceriied Salesforce Administrator; Ceriied Salesforce Sales Cloud Consultant | | |
| **Work Experience Relevant to Statement of Work** | | |
| **Attain, LLC** **05/2016 to Presen** | | |
| **Environmental Protection Agency**  **Office of Water and CBPO Information Technology Portfolio Support Services** | | |
| *Senior Program Manager* *01/2017 to*  *Present*   * Provides leadership and oversight for all program aciviies for $57M contract supporing the EPA Oice of Water (OW), Program Management Oice * Guides project and porfolio management of 17 OW acive projects with annual budgets ranging from $20K to $5M * Leads a 60 member, 8 subcontractor team in IT porfolio support and governance including project management, data management and data analysis, sotware development and O&M services, web content management, informaion architecture services, and scieniic IT systems training   **Key Accomplishments**   * Delivering Safe Drinking Water Informaion System (SDWIS) to primacy agencies and EPA through a process of prototyping, extensive user feedback and user tesing, and Agile methodology * Delivered web-based applicaions in support of Oice of Water mission and communicaion requirements | | |
| **Attain/ACF Solutions** | | |
| *Delivery Manager (non-profit clients)* *05/2016 to*  *01/2017*   * Delivered Salesforce technology soluions and related applicaions to non-proit customers * Worked closely with clients to fully understand their mission and business requirements to ensure | | |

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| **Name, Proposed LCAT** | **Qualifications** |
| successful implementaions  **Key Accomplishments**   * Delivered Salesforce technology to USO to transform check-in process from paper-based to electronic check-in | |
| **United States Department of Veteran Affairs** **05/2011 to**  **05/2016** | |
| **Veterans Benefits Management System** | |
| *Senior Executive* *03/2013 to*  *05/2016*   * Managed a $1B budget and led a team of over 600 people through agile sotware development/quarterly deployments to bring the VA’s largest technology component, VBMS, from an applicaion with a few hundred users to a comprehensive sotware applicaion supporing a paperless environment and automated business rules to serve over 25,000 users and process more than 2 million disability claims * Provided status brieings to White House, Congress, and OMB * Rapidly promoted from Acing Deputy Director to Acing Director to Senior Execuive in 2 years based on proven record of building strong stakeholder relaionships, gathering and documening complex requirements, and success in organizaional change management   **Key Accomplishments**   * Developed and delivered transformaional VBMS sotware to 56 Regional Oices and 144 medical faciliies in less than 15 months, six months ahead of schedule * Worked with key community stakeholders, governance boards, and staf to lead development of a VA VBMS   strategic vision and to establish business planning goals to support development and execuion of strategic and tacical acion plans as a foundaion for program success | |
| **Stakeholder and Organizational Change Management, VBMS** | |
| *Assistant Director* *05/2011 to*  *03/2013*   * Provided leadership and oversight for all change management, training, and communicaion aciviies * Led the reinvenion of organizaional change management for sotware development for the program through a customer service methodology.   **Key Accomplishments**   * Implemented transformaional change management strategy * Built a train-the-trainer program for 800 ield professionals through 100 remote training sessions resuling in training to 22,000 users in 15 months * Published extensive web-based training modules and close to 100 simulaions – the irst of their kind in the organizaion | |
| **Department of Homeland Security, United States Government** **02/2009 to 05/2011** | |
| **Resource Management Transformation** | |
| *Deputy Director*   * Provided leadership and oversight for all informaion technology programs within the Oice of the Chief Financial Oicer. * Led the department-wide deployment of the on-line travel system to over 150,000 users | |

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| **Name, Proposed LCAT** | **Qualifications** |
| **Key Accomplishments**   * Delivered a department-wide online travel management service to over 150,000 users * Developed a business intelligence (BI) capability - the irst of its kind in DHS | |
| **United States Marine Corps** **06/1997 to**  **02/2009** | |
| *Civilian Environmental Engineer*   * Led numerous environmental engineering/environmental programs including resource management, the Marine Corps environmental construcion program, drinking water, stormwater and wastewater programs, and environmental informaion technology programs   **Key Accomplishments**   * Formulated, jusiied, and executed $143 million annual budget * Led the team analyzing the hazardous material management business process reengineering and technology soluion * Led the team of over 100 contractors and government personnel idenifying over 18,000 environmental liability units. This was in stark contrast to the less than 800 ideniied previously * Completed the vulnerability assessments and emergency response plans for 45 drinking water systems | |

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| **Richard J. Roberts** | |
| **Partner/Chief Financial Officer** | |
| **Mr. Roberts** is a Partner and Chief Financial Officer (CFO) at Attain. He previously served as Director of Human Resources and President Federal Services at Attain, Chief Operating Officer and Chairman and Executive Vice President of Global Public Services of BearingPoint, Inc. Mr. Roberts has more than 35 years of experience in the areas of management improvement, information systems, financial modeling, cost-benefit analysis, organizational analysis, and development of accounting and organizational policies and procedures. He has extensive hands-on experience in various organizational and process improvement initiatives in both government and industry. Prior to joining KPMG in 1978 and KPMG Consulting the unit spun off as BearingPoint, Mr. Roberts served as an officer in the United States Army. | |
| ***Education*** | ***Certifications*** |
| MS, Computer Science, Texas A&M University (Formerly American Technological University) BBA, Management, University of Miami | Certified Public Accountant in Virginia Certified Public Accountant in The District of Columbia |
| ***Professional Experience*** | |
| **Attain, LLC**  Partner/Chief Financial Officer [2010 - Present]  As CFO responsible for accounting, finance, treasury, asset/liability management, human resources, facilities,  contracts, taxes, maintaining operating budgets, ensuring adequate cash flow, and monitoring financial activities.  **BearingPoint/KPMG Consulting**  COO, Chairman and Executive Vice President Public Services [2000 - 2009]  As Chief Operating Officer, led day-to-day operations for all global BearingPoint businesses; Public Services,  Financial Services, Commercial Services, EMEA, Latin America, and Asia Pacific. Grew global revenues from 2005 to 2007 to over $3.4 billion with over 18,000 employees.  Improved profitability though better efficiencies, reengineered business processes, instilled urgency for financial discipline, and returned BearingPoint to timely and current SEC filings. Built strong management teams, identified, recruited, and hired executive staff, sales, and support management.  Transformed company by identifying and correcting critical back office problems; reduced and streamlined overhead expenses; and improved operating processes and systems. Reduced the operating infrastructure budget from $800M to $650M.  As Chairman and Executive Vice President Public Services grew Public Services business to over $1.4 billion in revenues with over 5,000 employees in North America. Strengthened BearingPoint’s Healthcare and Education practices and expanded all Federal Government businesses.  Initiated and launched key client programs, which resulted in profitable turnaround of various engagements, significant profit improvements and stronger client relationships that have provided opportunities for additional contracts and business growth. | |

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| **KPMG/Peat Marwick Mitchell & Co.** Partner/National Industry Director Federal Services [1978 - 2000]  Leveraged expertise in both auditing and consulting to lead overall strategic direction and performance management of both consulting and audit services provided to the Federal Government by KPMG. Expanded footprint of services provided by KPMG to the Federal Government through improved coordination between audit and consulting and through better cross utilization of staff, resulting in improved profitability. Achieved a profitable double digit organic growth rate growing the business from $750M to over $1 Billion in three years. Consistently delivered on client commitments based on technical expertise and business and industry knowledge.  **United States Army**  Officer  [1974 - 1978]  While assigned in the office of the comptroller, was responsible for the design, development and implementation of an automated obligation accounting system for the U.S. Army. Led internal audit teams in organizational improvement reviews, resulting in process improvements and cost savings. Recipient of the Army Commendation Medal. |



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| **Olivera Teodorovic** | |
| **Senior Analyst / Graphic Illustrator (UI)** | |
| **Ms. Olivera Teodorovic**  Graphic Illustrator with a focus on visual design as well as a growing focus on user experience design. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| * Vice President’s List - Highline Community College, Fall 2007 * Published artwork in Arcturus, Highline Community College 2008 | |
| ***Education, Certifications and Training*** | ***Associations*** |
| * BA in Interdisciplinary Visual Arts, University of Washington School of Art * Associate of Arts, Highline Community College * 3D Game Design Certificate, Seattle Central College * Front-End Web Development coursework, Highline College | * Women in Science & Engineering, Highline College |
| ***Professional Experience*** | |
| **Attain**  Graphic Illustrator, National Center for Telehealth & Technology 2016 - Present   * Design concept and paper prototype for new web activity and site update for Military Kids Connect, including visual design and user experience design, and designed for responsive web * Event and staff photography for 2015 T2 Annual Report * User research involving target audience research, user persona and journey development, and some user testing   **Ener-G Foods, Inc.**  Web & Graphic Design Coordinator 2015 - 2016   * Maintained and updated Magento-based e-commerce site, as well as all social media accounts * Created all new company graphics, from updated package designs to advertisements (both web and print), as well as product photography | |

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| **Wilson B. Ndeh** | |
| **Digital Forensic Analyst/Senior Consultant** | |
| **Mr. Wilson B. NDEH**  Is a dynamic IT/Informaion Assurance and Cybersecurity professional with history maximizing quality, reliability, and value of mission-criical infrastructures and technologies supporing 1,000s of users in dispersed locaions on muliple plaforms.   * Align technology with business needs, spearheading strategic analysis, plans, and projects. * Safeguard vital information assets, developing robust security measures, tools, and protocols. * Avert time and cost-consuming downtime, uncovering and resolving undetected issues. * Technology Analysis, IT Strategic Planning, Multi-Site IT Enterprise Management * IT Project Management, Solution Development, Problem Solving and Service Quality Optimization * Customer & User Support, Team Building, Training & Mentoring   Held position that executed responsibilities of safeguarding mission critical systems in cyberspace with specific emphasis on the identification and analysis of malicious code, digital media and forensic analysis, computer and network incident response, intrusion detection prevention and prevention.  Recent Responsibilities include:   * Digital Media Collections & Forensic Analysis * eDiscovery, Computer Networks and Incident Response * IT Vulnerability Assessment, Malware Detection and Analysis * RAID Reconstruction and Data Recovery Key Skills:   Digital Media Collections & Forensic Analysis •Computer Incident Response •IT Vulnerability Assessment   * + Malware Analysis •Technology Analysis • Strategic & Technical Planning • Multi-Site IT Enterprise Management Project Management • Solution Development • Problem Solving •Service Quality Optimization • Customer & User Support •Team Building • Training & Mentoring | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
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| ***Education,*** ***Certiications*** ***and*** ***Training*** |  |
| **Master of Science in Cybersecurity**  **Graduate Certiicate in Information Assurance**  **Master of Science in Technology Management (Concentration: Technology Systems)** Graduate School of Management & Technology, University of Maryland University College, Adelphi, MD  **Bachelor of Science in Electrical Engineering**  University of the District of Columbia, Washington, DC  **Certiications**  CISSP •CompTIA Security+ •DoD Certified Digital Media Forensic Examiner (EnCase/FTK) •DoD Certified Digital Media Collector • Computer Hacker Forensic Investigator • Certified BlackLight Forensic Examiner •Infrastructure Library (ITIL) V3 Foundation  **Older Achieved Certifications:** Cisco CCNA/CCNP • Novell CNE/MCNE • Microsoft MCSE.  **Professional Training** |  |

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| **Wilson B. Ndeh** | |
| * EnCase Advanced Internet Examinations, 2016 * EnCase eDiscovery v5, 2016 * EnCase v7 EnCE Prep, 2016 * EnCase Advanced Internet Examinations, 2016 * Host Intrusion Methodology and Investigation, 2016 * EnCase Examinations of NTFS course, 2016 * EnCase Incident Investigation Course, 2016 * EnCase Computer Forensics I course, 2015 * EnCase Computer Forensics II course, 2015 * Data Recovery Course, 2015 * Computer Incident Responders Course (CIRC), 2013 * Windows Forensic Examinations – Forensic Toolkit (WFE-FTK), 2014 * Windows Forensic Examinations – EnCase (WFE-E), 2014 * Introduction to Networks and Computer Hardware (INCH), 2013 * Network Monitoring Course, 2014. * Introduction to malware analysis, 2013 * Wireless Technologies (WT), 2013 * Intermediate Cybersecurity for Industrial Control Systems (201), 2013 * Intelligence Analysis 101, 2013 * Federal Executive Cybersecurity, 2014 * Safeguarding NSI: Your Responsibilities, 2013 * ICD 705 Physical Security Course: Lifecycle of A SClF, 2013 * Continuous Monitoring: Software Risk Assessment & Management, 2013 * Introduction to Cybersecurity for Industrial Control Systems (ICS) (101), 2013 * ICS Cyber-Physical Critical Infrastructure Analyst Framework Training, 2014 * Understanding Derivative Classification & Marking, 2013 * Digital Forensics Basics (AWR-139-W), 2013 * Cyber Incident Analysis and Response (AWR-169-W), 2013 * Risk Management for the Security Professional: Control Fundamentals and Security Threats, 2013 * The Quadrennial Homeland Security Review (QHSR), 2013 * Foundation of Team Leadership - Courageous Follower Class, 2013 * Emerging Leaders Class, 2013 * High-Impact Coaching & Feedback, 2005 * Essentials of High-Impact Leadership, 2005 * Time and Organizational Management, 2005 * IT Project Plus, 04, 2003 |  |
| ***Professional Experience*** | |
| **Principal Cybersecurity Forensic Analyst**. **2014 – Present Knowledge Consulting Group (KCG)/ManTech International Transportation Security Administration - Arlington, Virginia.**  Position responsible for protecting critical systems by performing digital forensic analysis, Internal Investigations, eDiscovery, Cyber Incident Response, Malware Detection/Analysis and Data Recovery. Daily responsibilities include:   * Maintain requests for services received by the forensic laboratory within the Case Management System from intake through examination and case reporting; Manage/coordinate and provide reports for VOIP/Cell DATA for FOIA and eDiscovery requests. * Perform advanced forensics collection techniques using Encase, FTK Tools, Tableau Devices, live boot | |

**Wilson B. Ndeh**

systems like Deft 8.2, Helix3 and Paladin Edge for Forensic Acquisition for analysis

* + Respond to and analyzing network incidents as requested by identifying witness devices; read and analyze packet traces and raw log dumps to support email and network forensic investigations.
  + Perform digital forensic data acquisitions to support all investigations and audits and conduct forensic

analysis to support electronic discovery and FOIA cases.

* + Maintain a biweekly log of forensic activities that show the Forensic Team’s accomplishments and goals are being met and maintaining a proper chain of custody for all evidence items.
  + Perform data recovery on computers systems; reconstruct RAIDs with software and hardware systems

and recover data.

* + Perform behavioral analysis for malware on electronic devices looking for possible embedded cyber threat activities when attached to a system.
  + As Evidence Custodian, maintain and manage the chain of custody for all evidence; Performing data

collections from internal applications, servers, desktop systems, emails using Splunk, NUIX and other tools to support internal investigations and other matters.

**Information Technology Specialist (INFOSEC)**. 2012 **– 2014 Department of Homeland Security - Arlington, Virginia.**

**Rotations: NPPD - US-CERT (Digital Analytics Branch); Customs & Border Protection (SOC); Homeland Security Investigations (Cyber Crimes Center Forensics Operations).**

Position executed responsibilities that supported DHS Mission of safeguarding and securing cyberspace with specific emphasis on the identification and analysis of malicious code, digital media and forensic analysis, computer and network incident response, intrusion detection and prevention, software assurance, oversight in compliance, and other cyber related developments.

* Perform static and dynamic malware analysis using various analysis tools to determine malware

behavior and possible intrusion artifacts left behind on compromised systems.

* Acquire and perform digital media forensic examinations with EnCase, FTKTools and other open source tools to find evidence and malicious content, intrusion artifacts and provide reports on intrusions activities. Provide possible countermeasures to increase the security posture of systems and the users. Participate in peer review of findings of forensic examinations and Digital Media Analysis Reports for publication or reports sent to the customers.
* Research and identify of technologies, analytical tools and methodologies that could be incorporated

into existing forensics and malware analysis environments to increase efficiency and effectiveness of malware analysis.

* Determine and extract relevant network, hosts, applications and e-mail indicators from cyber threat

intelligence to provide to the CBP SOC Security Engineering Team to build and apply pertinent signatures to protect against network intrusions and attacks on systems.

* Participated in an advanced forensics response and analysis of a network compromise using computer

forensic techniques of acquisition preparation and network reconnaissance of suspect infrastructure, Windows live response, network traffic and log analysis, memory analysis, and forensic analysis of Windows disk artifacts.

**Cyber Security CO−OP Intern.** 2011 **– 2012 CACI International Inc. Rockville, Maryland**

* Actively participates in special projects in developing unique cyber security solutions and capabilities to improve on the company’s competitiveness in the cyber security market.
* Research and evaluate current information assurance and cyber security market products, services

and solutions and provide feedback to serve as input to determine company capabilities and assist in developing new cyber security strategy and offerings to customers.

* Perform research on security operations center offerings and provide recommendations on how to

develop effective training for security analyst on incident handling, response and Security Operations

Management.

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**Technology Manager. 2002 – 2006; IT Manager. 2006 – 2009**

**CHILD & FAMILY SERVICES AGENCY (CFSA), District of Columbia Washington, DC. 2002 – 2009**

12K-employee public agency protecting child victims, and at-risk, abused, and/or neglected children. Coordinated and led all aspects of 24x7 network, IT services, and mission-critical technology center operations, Child Information Systems Administration (CISA); CISA provides services for CFSA’s Metropolitan Area Network, and monitors and supports District of Columbia’s Statewide Automated Child Welfare System (SACWIS). Formulated and executed strategic technology roadmap with CIO with $8.6M annual IT budget. Researched, recommended, and directed planning and implementation of technology solutions for agency-wide users and decision makers. Managed vendor relationships, IT supervisors, systems analysts, database administrators, and 25 back- and *Wilson B. Ndeh Page 3 of 5*

front-end network and IT system engineers. Provided indirect management for Help Desk. Reviewed employee performance evaluations. Recommended promotions. Advised on courses for employees’ personal and professional development.

**Achievements:**

* Transformed chaotic underperforming IT organization into high-performance entity, implementing ITIL best practices through creation of Change Control Board (CCB), coordinating with CIO to secure budget to overhaul entire IT infrastructure, standardizing hardware, and initiating cross-training.
* Maximized IT business value for CFSA, directing analysis, design, configuration, implementation,

testing, and proactive maintenance of all systems, applications, databases, and network equipment.

* Increased efficiency of child welfare case management, designing and managing total LAN/WAN infrastructure renovation project interconnecting 12 collaborative NGO child welfare support sites.
* Lauded by managers and engineers of Office of CTO of Washington, DC for cultivating and

maintaining #1 network team, and providing superior customer support.

* Honored with Certificate of Award for hard work and dedicated service in support of DC children and families in the District of Columbia.
* Provided rapid response and reporting by heading the Agency's IT Incident Response Team (IRT)

directing investigations for network security breaches. Fielded court ordered requests for information. Utilized AccessData FTK Imager, Forensic Tool kit and ProDiscover to acquire evidence and performed media analysis for employees suspected of violating agency computer or network policies.

* Designed and managed the implementation of eight wireless networks for CFSA employees collocated

at partner (Collaborative) with Cisco Aironet 1200 series Access Points, connected to a VPN switch tunneling encrypted and secure network traffic back to CFSA's network. With this solution, Social worker laptops were configured for wireless access and authentication via a radius server to see and access all network services as users at the home office.

**IT Enhancements:**

* Raised network and systems reliability to 99.99%, and reduced unscheduled downtime to nearly 0%, initiating and managing disciplined change control process based on best practices for support staff.
* Minimized recurring hardware problems while increasing response time, introducing and managing

standardization of desktops and servers for database systems and internet applications.

* Ensured all core and critical applications would be functional and available for access within 2 hours in case of outage at primary site, creating robust IT Continuity Plan.
* Accelerated recovery time for machine rebuilds, maintaining standard desktop configurations, and

ensuring licensing and use of Novell ZENWorks Configuration Management Suite.

* Protected critical agency information, evaluating, recommending, and managing implementation of CREDANT Mobile Guardian (CMG) encryption solution securing ~700 laptops and media devices.
* Utilized the Microsoft Security Development Lifecycle (SDL) threat modeling tool to do a risk

assessment of the agency network and develop countermeasures to secure computers and network

assets.

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* Shielded and isolated Novell servers with the application of McAfee GroupShield and GWAVA 3.6

Content Filtering Solution as mail gateways and filters as first level of virus protection and SPAM filtration.

**Agency Enhancements:**

* Provided worldwide access for ~700 agency users to CISA and key applications, while increasing productivity and eliminating 40% of DC case backlogs, implementing Sprint Mobile Broadband.
* Simplified mobility and access to network from any location for CFSA employees at collocated partner

sites, co-designing and managing implementation of 8 wireless networks.

* Decreased cost and number of traditional fax hardware and paper, procuring and managing seamless deployment and integration of Captaris RightFax automated document delivery solution.
* Led Assistive Technology (AT) project providing hearing and visually impaired employees with cutting

edge alternative technology solutions; adhered to American Disabilities Act (ADA) Sec. 508.

**Additional Projects:**

Utilized PMP project management principles/processes and executed many IT projects using Microsoft project 2003, 2007 and other tools. Among those projects, I

* Played key role in agency-wide Business Impact Analysis; results used for greater overall Business Continuity Plan.
* Served as project manager and liaison with Office of CTO for District’s engineering, enterprise security,

application, directory services, and messaging teams on DC Switch Modernization Project.

* Planned and flawlessly managed execution of total network migration from Novell eDirectory to MS Active Directory, and ~1,500 email accounts from GroupWise to DC’s Enterprise MS Exchange.
* Guided planning, procurement, and testing, and co-managed complex transition from legacy client-

server SACWIS to CFSA-developed web-based SACWIS system.

* Managed the installation and implementation of McAfee ePolicy Orchestrator (ePO) to provide end- point security protecting Agency computer from viruses, hackers, spyware and adware programs.

**Senior Network Engineer**

**LOCKHEED MARTIN INFORMATION TECHNOLOGY (LMIT), Largo, Maryland. 2001 – 2002**

* Acted as project manager and lead engineer on Prince George’s Microsoft network infrastructure and MS Exchange messaging system design, implementation, and support; oversaw 3 engineers.
* Averted potential crisis of impending failure of entire county-wide mail system, proactively migrating

senior executives’ accounts to smaller server to ensure continuity of business.

* Resolved complex invasion of viruses entering network, desktops, and backend systems, identifying entry points with engineers, and installing and managing 3 tier anti-virus and content filtering strategy using McAfee GroupShield, NetShield and WebShield SMTP Software.; eliminated 99.99% of virus problems, increased responsiveness of servers, and minimized downtime.
* Enabled critical access to network and specific applications at corporate headquarters, setting up DSL

Broadband internet access, NetScreen VPN and Firewall equipment, and secure VPN tunnel.

* Shielded and isolated Microsoft Exchange enterprise servers with the application of WebShield SMTP as mail gateways and filters as first level of virus protection and SPAM filtration.
* Increased user computer literacy, self-sufficiency, and productivity, identifying, developing, and

implementing training programs.

**Senior Network Engineer**

**OAO CORPORATION, Greenbelt, Maryland. 1996 – 2001**

* Designed and implemented variety of computer and information networks, evaluated and tested network systems, designed network and security measure and controls, and researched and recommended communications technology for OAO, acquired companies, and subsidiaries.

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* Setup, upgraded, interconnected, integrated, and launched diverse email systems and databases of multitude of acquired nationwide IT companies, connecting all offices with unified system.
* Scaled rapid company growth, playing active role in reengineering of entire corporate network with

minimal business attrition; co-designed, acquired, and implemented fiber backbone at headquarters.

* Performed complex migration of network from Netware to Windows NT, while supporting and managing 15 staff at remote Robotics Lab with no current Internet Service Provider (ISP); setup small MS Exchange server, and configured Exchange SMTP for remote automatic dial-up.
* Handpicked and trusted to autonomously negotiate contracts with ISPs, obtain optimal connectivity

solution, link corporate network, and integrate all computer systems and network with corporate.

**Network Engineer & Trainer**

* 1. **YSTEMS INTEGRATION & TRAINING, INC., Alexandria, Virginia. 1994 – 1996**
     + Prepared and directed training for networking professionals focused on professional development, certifications, and various personalized training to enable achievement of specific job requirements.
     + Installed, administered and maintained computer stations and software for company training programs,

and provided additional support as needed.

* + - Provided network consulting for small-to-medium-sized businesses; included designing and implementing customized end-to-end LAN network and email solutions.
    - Cultivated talents of numerous students who then went on to become successful and high-achieving

network and system engineers and administrators; provided post-training follow-up and aid.

**SKILLS SUMMARY**

**Clifford C. Robinson**

1709 Woodsdale Dr. Durham, NC 27703

(951) 675-5059

[Probinson1us@yahoo.com](mailto:Probinson1us@yahoo.com)

* + Active DOD Secret security clearance
  + Comp-Tia Security + Certification
  + Extensive knowledge of account creation and configuration within an Active Directory environment, Lync Management Console and Exchange Management Console
  + 10 years of experience in leadership and management roles with Powertek, WHS, The

U.S. Army and AT&T

* + 18 years of experience in the installation, configuration, and maintenance of PC’s, switches, hubs and wireless networks
  + Strong background in providing a high level of customer service in civilian, military and federal environments.
  + Strong background in wire tracing, signal troubleshooting, local area network configuration, and operating systems (Windows XP, 2000, Vista, Windows 7 and Windows 8)
  + Excellent skill-set in the installation and troubleshooting PC workstations, hardware, software and peripherals

**EXPERIENCE**

**Department of Veterans Affairs 8/2012- 3/2018**

IT Specialist/E-Messaging, Deskside Support and Microsoft Office Support

* Provide superior customer service directly to the Secretary of Veterans Affairs, Secretary of the Veterans Health Administration and numerous other top ranking officials within the Veterans Affairs organizational structure
* Responsible for primary Active Directory account creation and domain rights management
* Played a vital role in the enterprise-wide rollout of Microsoft Lync Messenger
* Responsible for being a the primary point of contact while working with vendors for Lync messenger, Autonomy EAS archive system and Microsoft
* Tasked with taking on some of the most challenging technical and customer service related issues within our scope of responsibilities
* Used superior problem solving skills during the planning, coordination and execution of the region-wide Windows 7 upgrade
* Display attention to detail on a daily basis when addressing issues pertaining to Active Directory and Microsoft Office troubleshooting
* Superior use of oral communication skills, while relaying vital, time sensitive information to customers, supervisors and other support groups, on a daily basis
* Shown a willingness to work nights and weekends, to go the extra mile, while assisting other technicians and teams to accomplish goals set out by management
* Maintain clear and accurate notes within the CA Service Desk ticketing system

**WHS/Advanced Systems Development/Powertek 6/2010- 8/2012**

Service Desk Lead

* Responsible for daily operations of the Washington Headquarters Service/Information Technology Management Directorate IT helpdesk.
* Played a leading role in the IT services contract transition, involving Washington Headquarters Service, Office of the Secretary of Defense and Pentagon Force Protection Agency
* Played a vital role in transitioning the Pentagon Force Protection Agency IT helpdesk, into the WHS environment.
* Play a vital role in the merger of the WHS and OSD Service Desk operations.
* Responsible for managing 40 technicians
* Handle all ticket queue management responsibilities
* Trained over 50 helpdesk technicians on the operations, procedures and responsibilities of the WHS helpdesk.
* Show attention to detail when properly creating and configuring user and asset profiles within Active Directory
* Set the standard for customer service within the service desk setting
* Consistently show strong problem solving skills, while supervising a constantly changing environment
* Display strong oral communication skills, while working with high level government and contracting officials
* Constantly providing guidance and information to techs on technical and internal procedural issues.
* Work in conjunction with Project Managers and Government officials, to develop innovative, more efficient ways to approach the completion of tasks.
* Instrumental in developing a system for the gathering of information from customers, to successfully complete tasks such as service requests and equipment deployments.
* Used multiple resources to streamline daily operational procedures, to include PC imaging procedures, laptop deployment procedures and software installation scheduling.
* Played a vital role in making remarkable progress on an extensive back log of software installations.
* Utilize great analytical problem solving skills to resolve all tasks from remote locations.
* Work with high ranking Military and Civilian officials, in high pressure situations, to resolve their issues in a professional and efficient manner.
* High knowledge level of remote VPN and Citrix connections.
* Maintain very diligent ticket notes within the Remedy 7.0 and 7.6 ticketing systems.
* Work daily with various HP laptops and desktops, as well as Dell laptops and desktops.
* Install and replace internal hardware for laptop and desktop PC’s.

**EDS/ Naval Marine Corps Intranet 12/2008- 6/2010**

Desktop Support Consultant/ PC Technician

* Appointed to single-handedly support one thousand users on NMCI network in the Office of Naval Research
* Interact and provide service for high ranking military and civilian officials on a daily basis
* Administrator Tier 2 Support/Tier 3 Rights for Navy/Marine Corps Intranet.
* Implemented, maintained and managed Windows XP Professional and 2000 workstations.
* Employed Active Directory to reset administrative passwords, associate user rights and associate programs to customer workstations.
* Used Active Directory to check the associations currently assigned to workstation in order to ensure proper functioning equipment.
* Resolved escalated tickets from Tier I; over the telephone, via email or other communication modes within a wide area of product functionalities.
* Experience working with peer-to-peer LAN networking systems and client/server LAN networking systems.
* Interconnected networking interfaces & internet-working devices with appropriate cables.
* Ability to resolve customer issues remotely using tools specified on the NMCI Network (i.e. Netmeeting)
* Configured wide range of laptops for High Speed Wireless service using VPN and Verizon air cards
* Ability to build, rebuild or upgrade personal computers and monitor operations of hardware components and associated software.
* Experienced installation of software for maintenance & support.
* Ability to recognize and/or diagnose software and hardware dysfunction.
* Worked successfully in the troubleshooting of various Dell and HP desktop and laptop models.
* Experienced installation and troubleshooting of network printers, including Xerox Phaser 6200, 4500, 6250, 6350 and 6360 models
* Interconnect networking interfaces & internet-working devices with appropriate cables.
* Professional experience installing, configuring, troubleshooting, testing and resolving problems for a wide range of blackberry models including the 7250 to 8830 models
* Extensive knowledge of receiving, tracking, updating, resolving, and closing tickets with the Remedy ticketing system.
* Used Remedy system for tracking and managing resolution of software, hardware, and network deficiencies on customer’s behalf
* Setup user profiles and mapped customer to various printers
* Managed the deployment of assets. Was responsible for inventory and asset disposition for old machines.
* Experience with Cisco VOIP phones. Handle a wide variety of troubleshooting issues daily.

**K-Force/ Lockheed 10/2008- 12/2008**

V.I.P. PC Deployment Technician

* Install full PC workstations for V.I.P. Users on a controlled D.O.D. Network
* Configure user outlook accounts using Microsoft Exchange server
* Backup and restore vital user PST archive files
* Selected to perform quality checks on installations done by other technicians
* Work with each individual user to configure their profiles, desktops, account settings and hard drive partitions
* Map PC's to network printers and load drivers for local printers
* Backup and restore files on network and external drives
* Manually rename and add computers to a specific domain
* Perform imaging procedures on PC's
* Take calls on specific troubleshooting and configuration questions from users and other technicians
* Configure PC settings to accommodate dual monitor setup
* Connect and troubleshoot all PC peripherals

**Apex Systems Inc./ Dell 8/2008-10/2008**

PC Deployment Technician

* Play in integral role in the PC refresh project for the Army Corps of Engineers, consisting of over 250 workstations.
* Install Dell Latitude D620 and Dell Latitude 830 notebooks along with the Dell OptiPlex 755, Dell OptiPlex 740 and HP Compaq DC 5850 PC models
* Proficiency in application installation using a Netapp server
* Work independently with minimum supervision
* Extensive experience in installation of complete PC workstations, including desktops and laptops with docking stations
* Proficient in trouble shooting techniques for power, connectivity, hardware, software and application issues
* Knowledgeable of multiple data transfer methods, including USB drive, network drive backup, hard drive to PC data transfer device, crossover cable and PC to PC data migration
* Install user specific applications and local printers
* Proficient in renaming PC user accounts as well as PC domains
* Perform hard drive removal and installation
* Extensive knowledge in connecting PC accessories and peripherals
* Maintain detailed records of workstation diagnostics
* Mapping network drives and network printers

**Universal Hi-Tech Development 5/2008-11/2009**

Directory Assistance and Switchboard Operator

* Provide directory assistance and morale call assistance for soldiers and Department of Defense civilians.
* Use Secret security clearance to handle high pressure, classified calls intended for Pentagon officials.
* Use the internet and other reference sources to resolve sensitive issues for customers quickly and efficiently.
* Use CAOS and NOSS switchboard systems to rout calls and find directory listings

**At&t Uverse 8/2007-5/2008**

Premise Installation Technician

* Led in a shop of 26 personnel, in having the least repairs performed on installations that I completed.
* Handle and resolve complex customer problems and complaints.
* Help other technicians to learn troubleshooting methods within the system.
* Proficient in the operation and configuration of various operating systems: Windows 95/98, NT, XP and 2000 and Vista
* Properly prepared coaxial cable, cat3 and cat5 cables by using rj-11, rj-45, rg-6 and rg-59 connectors.
* Advanced understanding of home and business, phone and data wiring systems.
* Show an advanced understanding of signal flow and troubleshooting wiring systems.
* Organize, monitor, and control activity during outages including identifying the problem and initiating disaster recovery procedures.
* Identify and troubleshoot customer problems covering such areas as routing, failed circuits and performance issues.
* Join bridges and conference calls to resolve complex customer issues.
* Train and assist new team members to exceed standards and quickly become productive team members
* Updated and maintained all required documentation on trouble tickets.

**Medley Communications 4/2007-8/2007**

Cable Installation Technician

* Establish a strong background in working with cat3, cat5 and coaxial cable.
* Finished my training earlier than expected, to quickly become a productive part of the team.
* Established myself as being the standard in customer service.

**U.S. Army 7/2000-5/2006**

Network System Switch Operator/Supervisor

* Was responsible for the performance and well being of 16 soldiers over four years and two deployments to Iraq.
* Supervised over 1.5 million dollars worth of equipment over three years and two 12 month deployments to Iraq
* Six years of network switch operation and maintenance experience.
* Established and maintained a secure Mobil Subscriber Equipment (MSE) network providing VOIP, DSN, SIPR, NIPR, and DNVT services for various units over two deployments
* Kept accurate, detailed maintenance and accountability logs for equipment and sensitive items.
* Excelled in the ability to effectively work with and supervise people from all regions, beliefs and backgrounds, to exceed all goals and standards of the team

**EDUCATI**O**N**

**Comp Tia Security+ Certification November 30th, 2010**

**General Dynamics Network System Switch Operator Certificati**o**n**

Ft. Gordon Signal School, Ft. Gordon, GA October 2000 to April 2001

**Primary Leadership Development Cour**s**e**

Grafenwohr, Germany June 2004 to July 2004

**Customer Service Training**

Conducted by the Bryant Consulting Group, LLC

**REFERENC**ES: Available upon request

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| **[Name]** | |
| **[Role/Title]** | |
| **Ms. Honi Smith** | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
|  | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Bachelor of Science in Humanities, United States Air Force Academy  Leadership Development Seminar  Introduction to Special Access Programs  Introduction to Information Operations  Advanced Survival Training (SV-91) (Joint Personnel Recovery Agency)  Advanced Cryptologic Course (CY-500)  Sensitive Operations Training Course (SS-209) |  |
| ***Professional Experience*** | |

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| **[Name]** |
| **CACI, Inc.**  Senior Policy Analyst for Department of Defense, Office of the Chief Information Officer 2017-2018  Planned and facilitated forum for senior DoD and Defense Industry leaders to engage on DoD  Information Technology vulnerabilities. Resulted in ground breaking open dialogue that paved the way for trailblazing solutions.  Drafted and staffed policies, processes and guidance to implement Deputy Secretary of Defense decisions for increased security and improved performance for DoD Special Access Program Information Technology.  **Office of the Under Secretary of Defense for Intelligence**  Chief of Staff, Director of Defense Intelligence for Technical Collection and Special Programs 2016-2017  Coordinated and managed staffing of all actions, related operations and activities of the office of the Director for Defense Intelligence and subordinate organizations. Conducted oversight of management and resources, and formulated and revised governance policies across the Clandestine Technical Operations portfolio.  **Office of the Under Secretary of Defense for Intelligence**  Chief, Clandestine Operations and Global Access Division 2014-2015  Developed close networks with staff counterparts in the USD(I) front office, other OSD offices, and the Joint Staff to ensure operations and activities were synchronized, coordinated and deconflicted; rapidly improved DoD leadership awareness of complex compartmented activities, achieved operational approvals in record time, and improved leadership oversight of sensitive activities. |
|  |

##### Ira R. Arbus / Key

Proposed Position/Role:

**CIO-SP3 SB Labor Category:**

**Security Clearance:** Public Trust Clearable – SF85P April, 2014

Mr. Arbus, PMP® is a PMI Certified Program Manager with experience in in software and infrastructure delivery following ITIL V3.0 compliant processes. He has more than 20 years of IT management experience, during which he built industry leading best practices and project management disciplines within an ITIL framework. He has applied his deep understanding of Project Management principles and practices to improve IT performance in government, financial, and industrial domains.

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| **Mr. Arbus’ Education:** | MBA, Information Systems and Marketing BS, Operations Management & Accounting  Northern Illinois University, DeKalb, IL |
| **General Experience Minimum:** | 12 to 15 years of experience in IT  4+ years of experience leading ITIL implementations |
| **Mr. Arbus’ Experience** | 24 years of experience in IT  18 years of IT management experience including Operations &  Maintenance and full lifecycle software development which included CMMI, PMBOK and ITIL implementations |
| **Certifications:** | PMI Certified  Certified Senior Program Executive, IBM Corporation Certified Consultant, IBM Corporation  IBM Rational Team Concert V3  CMMI (Capability Maturity Model Integration) BMC Remedy Foundation (IT Service Management) ITIL V3.0 Foundation  Software Requirements Management IBM Rational ClearCase & ClearQuest |

**Program Experience**

Securities and Exchange Commission (SEC) (12/13- present)

As a prime contractor to the SEC AMS, Mr. Arbus, as the Program Manager is responsible for managing 55+ enterprise applications and the EDGAR system that receive 1.2 million+ financial submissions per year and supports 541,000 filers through 641 financial forms while maintaining 99.9% availability. In addition, Mr. Arbus is responsible for monitoring and providing technical support through a tier-three help desk; maintaining operational status for supported applications (e.g., monitoring batch load processes from external hosts and providing data fixes); and providing maintenance activities, including carrying out periodic releases of SEC applications to correct defects, resolving security vulnerabilities, and providing bug fixes.

Mr. Arbus’ team perform software development and enhancement, testing, change management, release management and Tier III support for the broad suit of OIT enterprise applications and consolidated operations from four separate contractors and implemented a common disciplined Agile based methodology versus the previous diverse methods employed. Mr. Arbus successfully completed transition to Attain within two weeks versus the original timeframe of six week. The team under Mr. Arbus’

direction respond to approximately 2,500 Tier III incidents per month and have been successful in implementing a number of improvements where OIT is now realizing substantial reduction in as the average days open for a ticket and have implemented a more responsive operating model through cross training of our developers and testers to better support surge requirements. Responsibilities also include the management of multiple Help Desks supporting the Financial Filing Community. This external outward facing team supports more than 200,000+ Filers who are required to submit SEC Filings to the Financial Community.

**Program Executive (IBM Corporation) (04/98-07/13)**

**(Department of Labor and Industry, Commonwealth of Pennsylvania) (01/12-07/13)**

The DLI Unemployment Compensation Management System (UCMS) was a 6 year initiative to improve systems and processes DLI to better serve their customers. This initiative involves the replacement of all legacy applications. Mr. Arbus was brought onto this program to enhance program processes, instill a greater customer confidence and move the program towards a successful implementation. Mr. Arbus’ deep experience with financial, insurance, operational and benefit processing, and his aptitude for successful delivery with strong technical skills allowed him to initiate key managerial and programmatic processes to deliver critical key program initiatives. Mr. Arbus’ responsibility also included building of strong customer relationships. To accomplish this, he instilled disciplined management and customer relationship processes and transformed the way that the customer operated that integrated with the IBM team. As a result of this effort, the Team was able to successfully implement key program functionality under tight timeframes and a very challenging environment.

**(Department of Homeland Security, United States Citizenship and Immigration Services (USCIS) (01/09-01/12)**

Mr. Arbus lead the program as the O&M and Infrastructure Director, which was responsible for the business and technical transformation of United States Citizenship and Immigration Services (USCIS). This responsibility included all management aspects involved with the design, development and implementation of the infrastructure across multiple diverse locations. Mr. Arbus was also responsible for the architecture and build of an ITIL based O&M organization in support of the Business Software activities. This included building an organization utilizing industry leading practices, project management disciplines and CMMI supported disciplines within an ITIL framework. Implementation of these initiatives was supported by leading a successful definition of Roles/Responsibilities between the government and IBM and other program stakeholders. Under his leadership, the program was able to successfully deliver program functionality to USCIS and its customers.

**(Federal Deposit Insurance Corporation (FDIC) (06/05-12/08)**

Mr. Arbus successfully directed the FDIC in the first 4 years in a 10 year task order providing operations and maintenance support and enhancements to more than 360 of FDIC’s Closed Bank Applications and their entire portfolio of Internet Services. Under his direction, the team of 130 staff including 11 subcontracting organizations, successfully transitioned these applications from incumbent resources to IBM on schedule and posted more than 7,300 publications to the Internet with less than 3 defects. This task order was far ahead of schedule on its CMMI quality objectives. Additionally, this task order also included aspects of large scale development which were successfully managed from product inception through implementation.

**(Office of Personnel Management (OPM) (03/02-06/05)**

Through Mr. Arbus’ restructuring of multiple projects and implementing best practices in project management and software development, OPM achieved their Systems Modernization strategic business objectives. He led this large scale custom application development by driving the technical solution, process enhancements (within the approved scope of the program), operations and maintenance management, development, and delivery by proactively managing all aspects of this development effort. He implemented rigorous project controls (for example, scope management, risk and issues management, scope control, project management disciplines) and industry defined best practices including EVM and operational process management. The applications delivered supported strategy and planning initiatives for the entire Federal Government.

**(US Bank (previously Firstar Bank)) (01/97-03/02)**

Mr. Arbus lead a team of more than 40 resources with the focus on strategically merging, consolidating, developing, and converting the Operational, Infrastructure and Application Environment of two distinct institutions as a result of a merger. This project involved the Re-engineering and Transformation of two different organizations from an Operational and Maintenance. To achieve the goals of this project, Mr. Arbus facilitated, presented and led the Analysis, Design and Implementation and Testing Phases of the Methodology while managing Application, Operational and Management Personnel from multiple organizations.

Mr. Arbus led a team of 50+ members with the focus on strategically building and executing a Quality Assurance and Service Level Agreement initiative. This project involved the activities such as definition of Change, Project and Service Management Procedures, definition of Service Level Measures, and the implementation of a phased Automated Approach to fulfill the requirements of the Project. These initiatives (and others) contributed to the design of improving the availability and optimization of key service delivery channels.

Mr. Arbus directed a team of 60+ members in the successful lifecycle design and strategic execution of multiple systems development initiatives. In this effort, he implemented strategic initiatives for a Testing and Development Organization as well as managed resource allocations, managed to budget while maintaining an excellent client relationship. As a significant part of this effort, Mr. Arbus instituted several initiatives to ensure delivery of a quality product which also included the design and development of Quality Assurance Processes that have been utilized throughout the organization.

**(McMaster-Carr Supply Company) (03/88-01/97)**

For a major industrial supply company, Mr. Arbus managed a team of 60+ people re-engineering and transforming critical Inventory, Accounting, HR and Reporting Subsystems as well as the ERP installation of the Financial Applications. This included the successful installation of PeopleSoft software. Mr. Arbus demonstrated the ability to analyze complex business entities, relationships and rules to create physical and logical models. In this role, he was responsible for directing and leading JAD and Full Development Lifecycle sessions with all levels of senior management. This design included several Client Server Applications. These complex efforts were managed to both time and budget goals.

**WILSON AMOAKO PMP, ITIL, MCP**

12623 Granite Rock Rd • Clarksburg, MD 20871 301.408.8661 • [wil89@ymail.com](mailto:wil89@ymail.com)

**CORE COMPETENCIES**

Proficient in Project scheduling and coordination, tracking, reporting, and Earned Value Management. Experienced in developing and managing complex IT schedules with both waterfall and Agile methodologies. Excellent communication and interpersonal skills.

**PROFESSIONAL EXPERIENCE ATTAIN LLC, [FEDERAL CONTRACTOR] MCLEAN VA**

**IT SPECIALIST, 5/2016 TO PRESENT**

* Developed and maintained multiple complex IT project schedules throughout SDLC using MS Project in Project Server environment
* Created weekly earned value (EV) worksheets and reports using MS Project and Excel
* QCd schedules and EV Worksheets weekly per IT PMO guidelines
* Reviewed schedules and made recommendations to IT PMO prior to baseline
* Participated in weekly project update & monthly risk review meetings
* Participated in developing SharePoint training materials for IT PMO
* Supported PMs in creating project documents such as the Charter, Risk Log, communication plans, & Lessons Learned report
* Created project sites in PWA for newly assigned projects
* Performed other duties as assigned by management

**WINNERS WORLD, INC. WASHINGTON DC IT CONSULTANT, 4/2013 TO 5/2016**

* Developed and maintained project schedules using MS Project 2013
* Maintained scheduling best practice standards per GAO requirements
* Delivered weekly and monthly tracking reports in PowerPoint for management review
* Performed Critical Path Analysis and made recommendations to management
* Participated in design and scoping of assigned projects
* Performed schedule/Critical Path analysis and advised management on preventive actions
* Ensured adherence to scope, schedule, and change management procedures
* Performed other duties as assigned by management

**PHYSICIANS TECHNOLOGY PARTNERS, Beavercreek, Ohio IT CONSULTANT/PROJECT SCHEDULER, 3/2012 TO 4/2013**

* Developed and maintained project schedules using MS Project 2010

*Continued...*

**WILSON AMOAKO PMP, ITIL, MCP**

* Supported PMs with resource loading and assignment
* Presented EPIC & Dragon 360 Medical trainings to sessions of 8-12 Providers
* Worked with the project team and contractors to receive and distribute schedule updates
* Produced weekly tracking reports in PowerPoint for management review
* Performed schedule reviews, determine change impact, and advised management on work-around
* Perform other duties as assigned by management

**OASIS INTERNATIONAL, Washington, DC PROJECT COORDINATOR, 2/2008 to 3/2012**

* Developed and maintained project schedules using Excel and MS Project 2007
* Applied leads/lags during network analysis to bring project activities into alignment with the plan
* Used Critical path method to identify tasks that are critical and Trend analysis to measure project performance over time
* Participated in status meetings and communicated schedule changes and concerns to team

members.

* Updated schedules weekly with new data from project team members
* Monitored and updated start and end dates, durations, milestones, and dependencies
* Monitored schedule deviations and variances and assisted in developing corrective actions
* Assisted with GAP & IMPACT analysis to determine alternate action on slipped tasks
* Managed multiple project schedules simultaneously
* Performed other duties as assigned by management

**EDUCATION, CREDENTIALS & AFFILIATIONS**

Bachelor of Arts in Social Sciences Project Management Professional (PMP) ITIL Foundation

Microsoft Certified Professional (MCP) – MS Project 2013 Microsoft Specialist (MS)

Scrum Master Certified (SMC)

**PROFESSIONAL AFFILIATION:**

Project Management Institute (PMI) Member since 2013

**TECHNICAL PROFICIENCY**

Microsoft Project, Microsoft Office Suite, SharePoint, Windows, Citrix, EPIC, Dragon Medical 360

*Continued...*

## Pooja Sangwan, PMP, ITILv3, CSM

**Email:** [**poojasangwan@hotmail.com**](mailto:poojasangwan@hotmail.com)

**Education & Certifications**

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| --- | --- |
| **Project Management Professional (PMP)** | **2015** |
| PMI Certified Project Management Professional |  |
| **ITIL v3 Foundation Certificate in IT Services**  APM Group | **2015** |
| **Certified Scrum Master (CSM)**  Scrum Alliance | **2015** |
| **Completed Ph.D. Coursework**  Health Services Organization and Research Department of Health Administration Virginia Commonwealth University, VA | **2013** |
| **Masters of Business Administration,** International Business/Management San Diego State University, San Diego, CA | **2006-2007** |
| **Bachelors of Engineering**, Information Technology Maharishi Dayanand University, Rohtak, India | **2001-2005** |

**Skill Set**

* + As a resourceful team leader, I have a track record of mentoring top-performing, cross-functional, client-focused teams in fast-paced environments with competing priorities while achieving organizational, business development and customer objectives.
  + **Portfolio and IT Project Management,** Engagement Management, Public Sector Consulting, Product

Management, **Release Management,** Client Relations, **Enterprise Business Architecture**, Requirements Analysis, Cost Analysis, Earned Value Management (EVM), Business Development, Management Consulting, Web Application Development, and Business Planning.

* + Experience in the **Federal Domain** and working with **Centers for Medicare & Medicaid Services (CMS) and**

**Center of Clinical Standards and Quality (CCSQ)**.

* + Certified Allscripts Healthcare MyWay Electronic Health Record (EHR) professional.
  + Knowledgeable in research methodology and practices, proposal development and Section 508 compliance.
  + Excellent communication, analytical, interpersonal, and presentation skills.

**Pooja Sangwan, PMP, ITILv3, CSM**

**Email:** [**poojasangwan@hotmail.com**](mailto:poojasangwan@hotmail.com)

**Work Experience**

**Asurion, Columbia MD** **02/2017- Present**

**Program Manager**

* + Program Manager for ServiceBench’s Global Homeserve Accounts. Managing active Program Management functions for the US and UK.
  + Responsible for leading all the Project Management functions from Project Initiation to Closing for the custom

implementation of the ServiceBench Product in an AWS Environment.

**CSRA (Formerly CSC North American Public Sector), Columbia MD** **10/2014- 02/2017 Portfolio Lead/Sr. IT Project Manager, Enterprise Services/Architecture (ES/EA) Team**

**Development Effort Consolidation Contract (DECC) Center of Clinical Standards and Quality (CCSQ) Centers for Medicare & Medicaid Services (CMS)**

* + Portfolio Lead for DECC’s Enterprise Architecture’s Data Exchange (DE) and PSVA (Pre-Submission Validation

Application) portfolios.

* + Project management, business and system architecture for the next generation of Health IT systems to support the replacement and consolidation of the legacy Health Care Quality Information Systems (HCQIS) that collect information on hospitals, dialysis facilities and providers into a consolidated Service Oriented Approach (SOA) based Target Enterprise Architecture (TEA) System compliant with the CMS Technical Reference Architecture (TRA).
  + Responsible for system design, system architecture, project scheduling and management, creating and managing

SDLC documents in accordance with the CMS Expedited Life Cycle (xLC) in an agile environment, requirements management and presenting system designs to CMS Technical Review Board (TRB) and Technical Compliance Board (TCB).

* + Develop and manage the roll out schedules, implementation plans and activities across all technical and functional

groups involved in the release.

* + Responsible for Control Account Manager (CAM), Earned Value Management (EVM) scheduling, status and variance reports.
  + Recipient of the **DECC-CMS Excellence Award** for superior performance in support of DECC and CMS.

DECC is a **CMMI Level 4** contract. The enterprise services and applications were implemented using Oracle Fusion Middleware 11g. JDeveloper , Oracle ADF , JAX-WS WebServices, WebCenter Portal, Oracle BPM & Oracle BPEL Technologies, OBIEE, Service Bus, Oracle Database and Axway Secure File Transfer CoTS.

**CSC, Columbia MD** **10/2013-10/2014**

**Deputy Delivery Manager, Enterprise Services/Architecture (ES/EA) Team Development Effort Consolidation Contract (DECC)**

**Center of Clinical Standards and Quality (CCSQ) Centers for Medicare & Medicaid Services (CMS)**

* + Assisted in the overall project planning, execution, monitoring and resource balancing for the QualityNet Authorization and Role Management (QARM) portfolio. QARM portfolio supports the CMS requirement to migrate all CCSQ users to the CMS Enterprise Identity Management System (EIDM).
  + Demonstrated abilities to manage a project through its complete lifecycle: Initiation, Planning and Design,

Execution, Monitoring and Controlling and Closing.

**Pooja Sangwan, PMP, ITILv3, CSM**

**Email:** [**poojasangwan@hotmail.com**](mailto:poojasangwan@hotmail.com)

* + Assisted in the planning, development, coordination, software release activities and business architecture.
  + Develop and manage the roll out schedules, implementation plans and activities across all functional groups involved in the release.
  + Tracked any additions, deletions or changes in scope on the published release plan to minimize scope creep.
  + Responsible for continually improving the change/release processes to mitigate risks (cost and schedule).

DECC is a **CMMI Level 4** contract. The enterprise services and applications were implemented using Oracle Fusion Middleware 11g. JDeveloper , Oracle ADF , JAX-WS WebServices, WebCenter Portal, Oracle BPM & Oracle BPEL Technologies, OBIEE, Service Bus, Oracle Database and Axway Secure File Transfer CoTS.

**VCU Department of Health Administration, Virginia VA** **08/2011 – 07/2013 Graduate Assistant/PhD. Student**

* + Graduate Assistant for the VCU Center for Clinical and Translational Research**.**
  + Worked on multiple Health Administration projects developing publication and research material for the department’s faculty.

Worked on the following research articles (publication pending)

* + Unraveling the link between Hospital Electronic Medical Records (EMRs) and pay-for-performance program success: Insights from Data Envelopment Analysis (DEA).
  + Analyzing Hospital Value Based Purchasing performance through an organization’s structure lens.

**WOW Global Corporation, Pittsburgh, PA** **04/2009 – 12/2010 Healthcare IT Director**

* + Handled 6 public sector accounts of the company for contract negotiations, resource support & maintenance.
  + Lead cross functional teams on research, analyses, facilitation, and implementation of EHR Solutions, clinical systems & business flow solutions.
  + Translated business requirements into actionable project steps for implementation consultants.
  + Worked closely with the team to translate clinical requirements into technical specifications for System Integration.
  + Lead cross-functional teams as the SME to evaluate, plan, implement, support and manage the deployment of EMR systems & create technical/functional user documentation.
  + Participated in developing and documenting systems specifications, process flow, test plans and conversion

strategies.

* + Provided input as a trainer to the sales team on frequently encountered problems & ongoing technical support and guidance to users.
  + Handled clinical systems maintenance, documentation requirements & customizations as per specifications.
  + Provided functional training (EDI, HIPAA (4010-5010), ICD (9-10) Codes, and HITECH) and first level support on the Healthcare IT systems, EHR’s, Practice Management Systems & Voice Recognition Systems.

**Kadoink, San Francisco, CA** **06/2008 – 03/2009**

**Lead Project Analyst/Manager**

* + Interpreted systems specifications to develop, maintain & support business documents using MS VISIO.
  + Performed gap analysis and worked with the technical team for translating business requirements into technical specifications.
  + Provided Account Management support to clients like AP, FOX and CBS as a SME.
  + Lead the daily SCRUMS (standup meetings) and facilitated engineering design reviews.

**Pooja Sangwan, PMP, ITILv3, CSM**

**Email:** [**poojasangwan@hotmail.com**](mailto:poojasangwan@hotmail.com)

* + Resolved escalation report queries, authored release feature reports and project schedules for the technical team (onshore and offshore).
  + Worked cohesively with the QA team in creating test plans, test cases and finally reporting and assigning product bugs through JIRA.
  + Provided Release Review notes to the Management and spearhead User Acceptance Testing (UAT), Change

Management Controls & training to clients.

* + Supervised two technical consultants on day-to-day project and implementation activities.

**WOW Global Corporation, Pittsburgh, PA** **03/2008 – 05/2008 Project Analyst**

* + Responsible for collecting and understanding business requirements for several healthcare projects, and translating them into Functional Requirement Documents (FRD’s)**.**
  + Created project requirements, timelines and project schedules with cross-functional teams.
  + Provided technical expertise in identifying, evaluating and developing procedures and protocols for hospital implementation projects.

**Epic Cycle Interactive, San Diego, CA** **06/2007 – 12/2007**

**Products Specialist**

* + Was involved in requirement gathering, system change requirements & technical roadmaps for multiple product releases.
  + Performed GAP analysis by identifying and researching existing capabilities of similar technologies, analyzing

client feedback and by evaluating the bug tracking system (MANTIS).

* + Created, updated and maintained a Training Guide on the Company’s CMS & Web Analytic Tool.
  + Trained business clients & employees on the software platform.

**Honors & Activities**

* + DECC-CMS Excellence Award Recipient for superior performance in support of DECC and CMS **2014**
  + A.D. Williams Scholarship Recipient, Virginia Commonwealth University **2011 – 2012**
  + Virginia Network Conference Scholarship Recipient **2012**
  + Advisory Board Member for the Tompkins-McCaw Library Student Advisory Committee, VCU **2011 – 2012**
  + Poster presenter at the Academy Health Annual Research Meeting (Baltimore, MD) on the relationship between Pay-for-Performance (P4P) programs and Hospital organizational structures **2013**
  + Featured Speaker at Pennsylvania Medical Society (PAMS) accredited Continuing Medical Education event on

EHR Selections, ICD10, and HIPAA 5010. **2010**

* + Speaker at the Healthcare Financial Management Association (Western Pennsylvania) accredited Continuing Medical Education event. **2010**
  + Volunteer at the Veteran Affairs Healthcare System; Pittsburgh, PA.
  + Volunteer at the UPMC Urgent Care; Pittsburgh, PA.

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| **Jennifer Hertz** |
| **Senior Analyst** |
| ***Education, Certifications and Training*** |
| Master of Business Administration (MBA) - University of Massachusetts-Amherst (3.8 GPA) Master of Arts (MA) - Communication Studies, University of Montana (3.9 GPA) |
| ***Professional Experience*** |
| **GE / General Electric**  Reconstructed Operations Analyst, GE Capital April 2016-January 2018  Operations team member supporting GE Capital divestiture activities  Facilitated trailing asset administration including 1200+ portfolio service requests Transitioned 10 processes from Cedar Rapids, IA to Jacksonville, FL  Serviced $2.5B Corporate Aircraft portfolio including $4M in accounts payable disbursements Performed daily, weekly and monthly audits to reconcile outsourced client invoicing Researched accounts for operations, legal, tax and risk leadership  Continued to support core Communications Analyst deliverables (previous role)  Communications Analyst, GE Capital October 2012-March 2016  Communications Lead for the Collateral Center of Excellence (200 FTE operations center)  Designed a communications strategy to enhance the visibility of center initiatives with key stakeholders including business partners, employees, community organizations and media outlets  Created communicative toolkits for GE leadership including business updates, presentations and talk tracks Curated content for all-employee meetings, business updates, digital signage and press releases  Implemented an employee engagement program delivering lifts in 85% of Employee Opinion Survey categories with 10+ point increases in Strategy, Simplification, Compliance, Immediate Manager and Globalization Authored the center’s Employee Handbook detailing guidelines, programs and benefits  Managed the center’s employee engagement budget ($150K/annually) Continued to support core Center Coordinator deliverables (previous role)  Center Coordinator, GE Capital February 2012-October 2012  Communications Lead for the Collateral Center of Excellence (200 FTE operations center)  Executive Assistant to the Site Leader and Human Resources Manager (HRM)  Provided HR support including benefits enrollment, federal I-9 verification, state employment reporting, organizational charts & security badge processing  Created a standardized new-hire onboarding process Managed sourcing requests & accounts payable (2M/annually)  **State of Montana**  IT Trainer, Department of Health & Human Services January 2011- February 2012  Communications Lead for the Collateral Center of Excellence (200 FTE operations center)  Delivered technological training to 1,000 imMTrax users Authored the imMTrax User Guide  Lead monthly webinars for user troubleshooting & continuing education  Promoted imMTrax at community events including the Montana Public Health Association Conference (presenter) & Montana Immunization Program workshops (trainer) |

**Mariam Bhatti**

**9060 Maria Way, Manassas Park, VA 20111 571-451-5023**[**bhattimariam94@gmail.com**](mailto:bhattimariam94@gmail.com)

**Objective**

To continue building experience in analysis-based program improvement and data-driven evaluations; to gain experience that advances my technical knowledge and leverages my strong interpersonal skills and academic background.

**Education**

* 1. **., Information Systems Virginia Commonwealth University**

May 2016

**Experience**

Aug 2016- Current **Attain, LLC** Washington DC

**COTS Transition Lead**

* + - Create Daily, Weekly, and Monthly Status Reports for clients
    - Lead knowledge transfer meeting with stakeholders to gather information on new applications to gain under Attain support
    - Create deliverables by set deadlines for Client and project close outs
    - Update upper management on status of pending/in progress projects

**Senior Analyst/COTS Engineer**

* + - System Administrator for ImageNow, Managed File Transfer Tool (MFT) and USAccess applications
    - Provide technical support for a wide variety of COTS (Commercial Off-The Shelf software) applications for the SEC
    - Experienced in providing quick and immediate resolution steps, in case of an Outage for any application, by providing the trouble shooting steps
    - Worked closely with different teams including the UNIX admin, Windows admin, Network Engineering, Storage and, Project management teams
    - Experienced in using the UNIX commands, for reading the log files and troubleshooting the issues
    - Analyze application problems from a technical and functional perspective and take accountability for the provided solution, and responsible for providing the root cause analysis
    - Responsible for assessing the scope and characteristics of each application that the COTS Team would take on
    - Facilitate meetings with SEC Clients to understand the requirements and needs for taking on new applications
    - Had the opportunity to manage applications’ operations, support, and maintenance for critical Federal

Gov't applications

* + - Supported the Disaster Recovery activities, including the applications validations and, NFS mounts validations
    - Involved in Unix/Windows patching activities, including the applications validations and, NFS mounts validations
    - Was introduced as the Project Manager for multiple applications
    - Involved in training/mentoring the new team members and providing guidance as necessary in resolving the issues
    - Incorporated business and technology to support the full SDLC life cycle

May 2015- Aug 2015 **LEIDOS** Mclean, VA

**Operations and Information Systems Analyst**

* + - Supported creation of data-driven performance metrics to analyze performance of advanced transportation operations projects, including partial-automation and vehicle connectivity applications;
    - Created custom marketing and outreach material to highlight key research milestones and promote development of new federal transportation policies;
    - Supported senior staff at VDOT and FHWA to conduct roadway experiments to test Connected Vehicle applications using cellular and 5.9GHz (DSRC) communication; and,
    - Mastered use of software (VISSIM) for visual simulation and evaluation of traffic operations strategies.

Feb 2012 – Dec 2014 **MINNELAND DAYCARE** Centreville, VA

**Daycare Teacher**

* + - Established customer trust and satisfaction through one-on-one meetings with parents;
    - Led organization of team members to efficiently manage staff resources; and,
    - Exceeded standards for a clean and comfortable environment to promote health and wellness of children, ages one to five.

Nov 2010 – Sep 2011 **SAFEWAY** Fairfax, VA

**Cashier**

* + - Guaranteed customer satisfaction and handled monetary transactions; and
    - Proficient with customer service and problem solving.

**Skills**

* + - Languages: C#, C++, Java, HTML, Visual Basic, UNIX
    - Proficient with Microsoft Word, PPT, Excel
    - Visio, Project Plan, VISSIM, Tableau
    - Problem solving and team leadership
    - Customer relations, marketing and outreach
    - Exceptional interpersonal, organizational and communication skills
    - ImageNow, USAccess, and Managed File Transfer tool Administrator
    - Experienced with ServiceNow

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| **Susan Callis** | |
| **Program Manager** | |
| I have over 20 years experience as a Program/Project Manager working in both science and Information Technology (IT) disciplines. I have worked as both a civil servant and as a contractor. My customers have been: Department of Commerce (DOC), National Oceanic and Atmospheric Administration (NOAA), U.S. Patent and Trademark Office (USPTO), Federal Aviation Administration (FAA), National Aeronautics and Space Administration (NASA), and the Department of Defense (DoD)--U. S. Air Force, Navy, and Army. I have supervised as many as 80 people at one time. As a federal employee, I served as a Program Manager and an Acquisition Manager for two major NOAA National Weather Service (NWS) (weather system) modernization programs, a CIO and Chief of Staff to CIOs in the DOC, and an IT Security Program Manager. As a contractor, I have served as a Program Manager, Project Manager, Enterprise Architect, Communications Manager, and Systems Engineer. My specialties are “fixing” programs with issues, leading/motivating people, and developing relationships both in teams and among parties with the same goals and interests. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Book Published on Living Emotional Intelligence | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Masters degree, University of Missouri-Columbia |  |

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| **Susan Callis** | |
| PMP]  Masters Certificate in Project Management, George  Washington University |  |
| ***Professional Experience*** | |
| **Project Manager**  May 1, 2018-Present, Atain Same duies as below  **Project Manager**  September 2016-April 30, 2018, **Amdex** **Corporaion,** **Inc.**  I am the Project Manager for two systems vital to the decennial census in 2020. I lead the two teams to develop, review, and provide input to: SDLC documents, project schedules, system requirements, and Business Process Models. I coordinate with decennial representaives and the project team and advise the system sponsors. I also regularly advise my government manager on project issues. For the one system, I worked with the Acquisiions Oice to prepare for an acquisiion and contract award for the expansion of the current logisics management system in operaion. The other system is a plaform for disseminaing census data collected and prepared by Program Areas. I support the program in the capacity of a Deputy Program Manager, preparing IT investment documentaion and spreadsheets that the Census Bureau provides the Department of Commerce, developing program documentaion such as Service Level Agreements and Governance documents, analyzing requirements and preparing staisics, preparing a Contractor Orientaion Manual, etc..  **Project Manager**  March 2015-July 2015, **Innovaive** **Management** **Concepts** **(IMC),** **Inc.**  I was hired to turn around a failing task at the VA. The previous Program Manager managed to anger the | |

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| **Susan Callis** |
| customer and no deliverables had been completed in 9 months. I oversaw the revision  of the PWS on an aggressive schedule and exceeded customer expectaions. My duies were: managed a task of three contractors which supported the Department of Veteran Afairs’ Veterans Relaionship Management (VRM) Program Oice Common Services efort; led an acivity to analyze requirements for a new beneits service system; ideniied Services for a Service-Oriented Architecture (SOA), producing illustraions of data low for each Service, and idenifying elements used by each Service; produced weekly and monthly reports and submited to the customer.  **Program Manager**  September 2014-February 2015, **Syneren** **Technologies** **Corporaion**  I was hired to replace a deparing Program Manager in a small company with litle resources on an LPTA contract. Managed 19 tasks under an IDIQ contract (OpsTech) with the NWS. My most notable accomplishment was turning around two tasks that were problemaic before I assumed the posiion of PM. One task supported NWS IT Security Authenicaion &Authorizaion process and documentaion. I served as Project Manager for that task and oversaw the process of creaing and ediing security documentaion to present to the CIO’s representaives. My group conducted vulnerability tesing and worked with the customer to decide how to resolve the resuling vulnerabiliies. I organized work aciviies and wrote Government agreements and reports in support of the Task Manager. The other task was an operaional task supporing NWS weather informaion disseminaion. I replaced the Project Manager and supported the task by reviewing and wriing white papers. Supervised 56 contractors. Set up processes, procedures, and management tools to facilitate management of the tasks and personnel.  **Program Manager**  June-August 2014, **CyberData Technologies, Inc.**  I was hired in an efort to please a diicult customer with frequently changing requirements. I set up processes, procedures, and management tools for a task for NOAA/NWS/Naional Center for Environmental Predicion (NCEP)/NCEP Central Operaions (NCO) to assist the Program Manager. Served as project manager for a task of three contractors to resolve IT Security vulnerabiliies in NCEP websites. Ater a federal worker conducted vulnerability tesing on each of the websites, my team and I parsed the vulnerabiliies into types or groups for resoluion. We met with the owners of each of the websites to review vulnerabiliies, reach agreement on resoluion, and develop a schedule. Supervised 35 contractors.  **Consultant**  April-June 2014, for several client companies  Provided consuling services including proposal wriing and program management. Wrote proposal for NOAA Acquisiion Oice support for Integral Consuling Services. Assisted in wriing a proposal for Ininity, LLC.  Started up new management posiion and organized management documentaion for a NOAA/Naional Weather Service Oice for CyberData, Inc.  **IT Project Manager/Program Manager/Systems Engineer**  June 2012-April 2014, **STC, Inc.**, Hampton, VA  I was hired in a new posiion (Systems Engineer) funded by one organizaion to represent another organizaion. Once in that posiion, my job scope and duies expanded to other NOAA organizaions and projects. Served as Project Manager for a very visible NOAA sotware development project using Agile  Method and PMI Project Management pracices. A key accomplishment was staring up the project, |

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| **Susan Callis** |
| forming the team I managed, and coordinaing with the customer to deine requirements. Managed a team of ive for NOAA and coordinated with a USGS team with like counterparts and developed project documentaion. Served as technical liaison for the NOAA/Naional Weather Service to the Joint Polar Satellite System (JPSS) Program. Reviewed technical documents, including ground requirements and control documents and advised my customer of Government issues and changes. Collaborated with IT Security federal employees to ensure that the system my Team was developing would be compliant with NOAA IT Security regulaions. Assisted in coordinaion and documentaion of the JPSS ground system, data low and communicaions, satellite instruments, simulators, and requirements to ensure NWS interests were considered. Managed a total of four tasks for NOAA customers.  **Program Manager**  August 2010-June 2012, **Earth Resources Technology, Inc.**, 6100 Frost Place, Suite A, Laurel, Maryland 20707  I was hired on overhead to serve in muliple capaciies for the company. Served as Program Manager for numerous contracts and tasks awarded to ERT by NOAA, NASA, and USGS. Managed budgets, expenditures, human resources, and task administraion. Led project to deine requirements, design, and implement a knowledge management system for the corporaion and for managing company contracts/tasks. My most signiicant accomplishment was rescuing a start-up project for NASA Langley by establishing an on-line training program for new consultants joining the project. I served as Deputy Program Manager on this contract and contributed to accomplishing contractual goals in a imely manner. Another important contribuion was serving as Communicaions Manager for the NOAALink task to transiion NOAA email to Google. I also served as Deputy Program Manager and iniiated much of the project documentaion. I collaborated with IT Security federal employees to ensure that required IT Security documentaion was developed and compliant with NOAA IT security regulaions.  **Program Manager**  July 2007-August 2010, **I.M. Systems Group**, 206 Tower Oaks Blvd., Suite 300, Rockville, Maryland 20852 Served as Program Manager of the NOAA/NESDIS/STAR Science/Technology (SciTech) Program. The SciTech Program is a contract by which my company provided scienists and analysts to support STAR’s scieniic and technical work to accomplish NOAA’s mission (around 100 tasks with around 100 people). Managed the budget, human resources, and performance on all tasks. My most signiicant accomplishment was working with the Contracing Oicer’s Technical Representaive (COTR) and developing and implemening an Operaions Manual to ensure all task-related operaions ran smoothly. I successfully managed task funding so that there was a minimum of dollars let for the Government on the task at the end date. |

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| **Bruce R Grubb** |
| **Senior Manager** |
| Thirty years of solid experience in the Informaion Technology ield including twenty-three in contracing for Federal Government clients.  Program Management - Serving Federal Government clients  IT Service Management - Migrating IT organizations into IT  Service Delivery organizations in-line with the ITIL framework  Service Desk Management – Strong background in Service Desk Management |

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| **Bruce R Grubb** |
| Clearance – Current active Top Secret Clearance  Business Development-Writing proposals and growing the scope  of existing projects  Project Management – Infrastructure and software projects  Leadership – Successfully mentored junior level IT professionals  **PROGRAM MANAGEMENT EXPERIENCE** |

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| **Bruce R Grubb** |
| Experience organizing, directing and managing contract O&M operations support functions and multi-faceted, complex and inter-related IT projects with a combined scope of over 1,000 users and 400 sites in WAN\LAN environments  Experience managing teams of contract support personnel with diverse IT Skill sets at multiply locations  Experience maintaining and managing client interface at senior levels across multiple client organizations  Experience in overseeing and formulating project management support documents and plans, and assisting federal managers, project managers, and/or project |

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| **Bruce R Grubb** |
| management support staf in coordinating formulation of such  Experienced partnering with process owners to develop processes, establish governance, and implement service improvement opportunities  Direct hands-on experience with all ITSM life-cycle process areas, especially:  Service Transition / Service Operation  Event Management, Incident Management, Problem Management  and Identity Management |

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| **Bruce R Grubb** | |
| Continual Service Improvement | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| *Trouble Call Reduction as a Goal for IT Help Desk*’, Help Desk Institute white paper. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Bachelo r of Arts in Philosophy, University of Maryland – Catonsville, MD 1984 | Project Management Institute |

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| **Bruce R Grubb** | |
| Master of science in Management, University of Maryland University College – Adelphi, MD 2001  Certiied Help Desk Manager, Help Desk Institute  ITIL  v3 ,Foundations Help Desk Institute  Project |  |

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| **Bruce R Grubb** | |
| Management Professional (PMP), Project Management Institute |  |
| ***Professional Experience*** | |
| **Maximus Federal**  Senior Program Manager / Department of Labor 2017 - 2018  Served as Senior Program Manager on MAXIMUS' contract with  the Department of Labor.  This is a consolidaion contract whereas we successfully consolidated the IT operaions of seven subordinate agencies into the DOL’s OCIO organizaion.  Aciviies included co-locaing staf, adoping standard operaing procedures and conducing many technology / service consolidaion projects such as Network re-  fresh/consolidaion, Acive Directory consolidaion, data center consolidaion, various operaing system and data base upgrades and migraions. | |

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| **Bruce R Grubb** |
| With the excepion of Service Desk, my 190 person strong team provides all aspects of IT Service Delivery to over 18,000 end users uilizing a wide range of technologies.  **Actionet, Inc.**  Deputy Program Manager / Department of Energy 2014 - 2017  Provided managerial, technical and administraive support to help  the Program Manager operate a program with over 300 full ime staf supporing the Department of Energy  Responsibiliies included staing, budget, human resources issues,  developing SOWs and responding to RFQs. |

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| **Bruce R Grubb** |
| Led an iniiaive to document all major process areas to serve as a basis for coninual improvement  **General Dynamics IT, Inc.**  Program Manager / National Archives and Records Administration 2012 - 2014  Serving as GDIT’s Program Manager and as IT Operaions Manager  on the program Supporing the Naional Archives and Records Administraion  Successfully managed the prime contractor / sub-contractor relaionship |

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| **Bruce R Grubb** |
| Supported GDIT’s business development aciviies, bids and proposals  Worked collaboraively with government staf, contract staf and other stakeholders to develop the enterprise into a mature process driven IT Service Delivery organizaion  **VMD Systems Integrators, Inc.**  Program Manager / Federal Aviation Administration 2011 - 2012  Managed a project to convert 37,000 PCs from the Windows XP  operaing system to Windows 7 operaing system for the Federal Aviaion Administraion’s Air Traic Control Organizaion, ATO |

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| **Bruce R Grubb** |
| Worked with a diverse group of stakeholders to provide the overall project management including the schedule and all project documents |

43830 Grantner Place ▪ Ashburn, VA 20147 617.910.6680 ▪ [hhom72@yahoo.com](mailto:hhom72@yahoo.com)

**Henry Hom**

**SUMMARY**

An experienced Software Engineer with over 20 years of experience in Agile and full life cycle software development. A detailed oriented team player striving to deliver quality software product and deployments. Has excellent communication, problem solving, and project management skills.

**TECHNICAL COMPETENCIES**

Languages/Technologies/Tools: Java, C/C++, Javascript, SQL, Shell Scripting, Python, Perl, C#, Oracle Business Intelligence, Tomcat, WebLogic, Databases (Oracle, MySQL, Postgres, SQLServer), J2EE, HTML, XML, JNI, Spring/Struts, Hibernate, CORBA, HTTP, SSL, LDAP, Eclipse, GIT, JIRA, Confluence, Agile/Scrum

Platforms: RedHat, CentOs, Solaris, Windows, HP/UX

**PROFESSIONAL EXPERIENCE**

**Charter Communications, Inc. (formerly Time Warner Cable, Inc.)** – Herndon, Virginia Lead/Senior Software Engineer*,* September 2007 – Present

Technical lead for the Operations Systems Development and Cloud Services group to provide data management solutions and application management for enterprise customers

* + Designed and implemented Budgeting and Auditing web applications in Java/JSP/Javascript using Spring/Hibernate framework on Tomcat application server
  + Developed custom ETL and automation in Shell/Python scripting from various data sources to targeted environments (Oracle, SQLServer, MySQL, HBase, and OpenTSDB)
  + Developed, analyzed and optimized data models that support report development
  + Provided architecture, deployment and administration of Oracle Business Intelligence application environment for operations and reporting development teams
  + Provided architecture, deployment, and administration of CTERA’s Cloud File services product in an OpenStack environment. Developed a Python based SFTP service layer on top of cloud drive environment via RESTful APIs.
  + Specified JIRA process workflow for management and operations
  + Provided mentoring to staff members

**Digitas, Inc.** – Boston, Massachusetts

Senior Software Engineer, September 2005 – September 2007

Designed and implemented technical solutions for client portals to run digital marketing campaigns

* + Implemented technologies in Java/JSP using Struts framework
  + Integrated with client back-end systems using web services
  + Acted as team lead for projects and provided mentoring to junior staff members
  + Managed project deadlines with clients and various internal teams, maintaining a consistent focus on quality
  + Performed code reviews; adhere to coding standards

**UCHow, Inc.** – Watertown, Massachusetts

Senior Software Engineer*,* November 2000 – May 2002, January 2005 – September 2005

Managed, designed and implemented CollabBiz on Windows and Solaris platforms in Java. CollabBiz: a real-time distributed multi-tier secure collaboration application that combines file sharing, instant messaging/conferencing, site navigation, white boarding and application sharing.

* + Integrated third party tools with CollabBiz product suite on Windows in Java
  + Performance tuned the CollabBiz product suite
  + Developed multi-threaded client-server chat and file-sharing using proprietary protocol, client and administrative graphical user interfaces using Java/Swing
  + Implemented proxy client compliant with SOCKS 4/4a/5, HTTP(S) Proxy Servers
  + Assessed and adjusted product security, scalability, and performance as needed
  + Advised on product definition and direction according to business and technical requirements
  + Assessed emerging technologies for potential, feasibility, and risk
  + Planned and defined software life-cycle process

Henry Hom, Page 2 of 2

**Bank of America Corporation** – Boston, Massachusetts Senior Application Developer, May 2003 – December 2004

Implemented and supported a Derivatives J2EE application in WebLogic. Responsibility included developing JSP/Struts user interface, EJB and infrastructure objects.

* + Designed, developed, and tested custom solutions in Java/JNI, C++, and CORBA for Summit and Derivatives Partner applications within the Derivatives Technology
  + Developed Java Swing GUI to interface with core libraries using JNI
  + Ported legacy C++ framework to new Orbix platform
  + Created custom reports and tools using in-house developed framework
  + Created Perl and shell scripts for runtime and batch processing
  + Tested, maintained and supported derivatives applications to maximize uptime

**Digital Self Corp.** – Cambridge, Massachusetts

Senior Software Engineer*,* November 2002 – April 2003

Developed tools for ExpertSeek, an expertise location web service that uses information from knowledge repositories to find relevant experts based on queries.

* + Integrated software with the iManage document management system
  + Successfully customized and deployed product to clients

**Concept Five Technologies, Inc.** – Burlington, Massachusetts Senior Software Engineer, July 1996 – November 2000

Lead engineer for CORBA Security Service software under Hitachi’s TPBroker and Visigenic’s Visibroker for Java/C++.

* + Designed, implemented, and integrated Privilege Attribute Certificate, ASN.1 encoder/decoder, Token and Delegation protocols into product suite. This allowed client credentials to be passed securely to target objects.
  + Designed and implemented Non-Repudiation service which leverages existing security framework to provide signed evidence used to repudiate discrepancies
  + Designed, developed and tested a distributed system for single sign-on authentication and providing authorization data to a web-based application using Java and JavaScript.

System Engineer*,* January 1996 – June 1996

Lead developer/consultant for the US Postal Service national help desk system that supported 37,000 sites.

**The MITRE Corp.** – Bedford, Massachusetts

Network and Distributed System Engineer*,* January 1995 – December 1995

Developed proof of concepts with Remedy’s Action Request System to support an integrated SunNet Manager and Tivoli Management Environment with automated tracking of network and configuration problems.

**Xyplex, Inc.** – Littleton, Massachusetts

Assistant Network Engineer, April 1993 – September 1994

**General Electric Co., Aircraft Engines** – Lynn, Massachusetts Assistant Engineer, January 1992 – January 1993

**EDUCATION**

**Boston University** – Boston, Massachusetts Master of Science in Computer Science, 2004

**Northeastern University** – Boston, Massachusetts Bachelor of Science in Electrical Engineering, 1995

***Michael John Spotz***

***CPCM, M.B.A, Notary Public Virginia***

**904 N. Irving Street Arlington, Virginia 22201**

**Phone: 703-819-7482**

[**mjspotz@gmail.com**](mailto:mjspotz@gmail.com)

***PROFILE***

Mr. Spotz is an experienced National Contract Management Association Certified Professional Contracts Manager (CPCM) and project manager with 22 years of progressive experience in the government contracting profession. He brings diversified business expertise in: contracts and program management; all phases of the acquisition life cycle; government and commercial acquisition regulations and practices; related policy and procedure development and implementation; business process analysis and development; team building; and working within multiple-legal-entities. Excellent analytical, interpersonal and communication skills. Experienced in providing contracts management and administrative support to multi-million dollar IDIQ, CPFF, FFP and T&M contracts. Experienced in reading and interpreting government requests for proposals and in proposal preparation and submittal. Experienced working with GSA Schedules and GWAC’s. Experienced in working on site at government agencies and interacting and meeting with government representatives of all managerial and staff levels.

***EXPERIENCE***

***Attain LLC.*** *McLean, Virginia*

***Contracts Manager;*** *July 2017 – Present*

Contracts Manager in Attain’s corporate office supporting Attain’s Federal Services, Education, Nonprofits, and Commercial Services business lines. Contracts support is provided for headquarters office as well as Attain satellite offices throughout the country. Provide cradle to grave contracts management and administration support and contracts proposal support.

Contract support includes FFP, T&M, and CPFF contracts both as Attain being the prime contractor and Attain as a subcontractor. I perform proposal review, proposal data calls, and contract administration functions that include preparing and negotiating teaming agreements, non-disclosure agreements, subcontract agreements, independent contractor agreements, consulting agreements, contract awards, contract modifications, and contract close out. I review commercial contracts and corporate agreements as well. Am responsible for annual reporting related to prime contract functions.

***Whitney, Bradley, & Brown Inc.;*** *Reston, Virginia*

***Sr. Contracts Manager;*** *June 2016 – July 2017*

Sr. Contracts Manager supporting Whitney, Bradley, & Brown’s (WBB) Federal Civilian and Health business division and WBB’s Navy business division. I am the sole contracts employee supporting both divisions providing both cradle to grave contracts management and administration support and contracts proposal support. Currently supporting customers to include DHS, CBP, VA, USCG, DHA, BUMED, USSS, FPS, OPM, Navy, Naval Air Warfare Center, NAWCAD, DSS, and others. Provide contracts support to Reston, VA, and Pax River offices.

Contract support includes multimillion dollar FFP, T&M, and CPFF contracts both as WBB being the prime contractor and WBB as a subcontractor. Responsible for all facets of contracts management and administration for both divisions. I perform cost volume development, proposal development and submittal, all contractual related proposal data calls, negotiations, and contract administration functions that include preparing and negotiating teaming agreements, non-

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disclosure agreements, subcontract agreements, consulting agreements, contract awards, contract modifications, invoice reconciliation, contract close out, and initiating contract briefs and project set-up forms for input into Deltek CostPoint and CRM along with hosting internal contract kickoff meetings. Am responsible for annual reporting related to prime contract functions.

***Altamira Technologies Corporation;*** *McLean, Virginia*

***Sr. Contracts Manager;*** *March 2015 – June 2016*

Sr. Contracts Manager supporting Altamira Technologies Corporation’s National Security and Intelligence Customers. Currently supporting customers to include CIA, NSA, NRO, NGA, DIA, Air Force, and Army. Provide contracts support to McLean, VA, and Annapolis Junction offices.

Responsible for all facets of contracts, pricing, and subcontract administration for the Army Intelligence and Security Command (INSCOM) Global Intelligence $5.4B IDIQ prime contract with over 60 subcontractors. I perform proposal pricing, proposal development and submittal, all contractual related proposal data calls, negotiations, and contract administration functions that include preparing and negotiating teaming agreements, non-disclosure agreements, subcontract agreements, consulting agreements, contract awards, contract modifications, invoice reconciliation, contract close out, and initiating contract briefs and project set-up forms for input into Deltek CostPoint and CRM along with hosting internal contract kickoff meetings. I also serve as the subcontracts and procurement administrator for all subcontractors under my purview. Am responsible for annual reporting related to prime contract functions as well as subcontract functions. I have signature authority for all Teaming Agreements, Non-Disclosure Agreements, Contracts, Subcontracts, Contract modifications and proposal submissions. Review company vendor agreements including human resources staffing agreements.

***Vencore Services and Solutions Inc. (formerly QinetiQ North America);*** *Arlington, Virginia*

***Sr. Contracts Manager;*** *July 2014 – March 2015*

Sr. Contracts Manager supporting Vencore Services and Solutions (VSS) Defense and Civilian Group. Supervisor of two direct reports located in office locations in Richmond, Virginia and Charleston, SC. Supported two Special Access Programs (SAP) and provided contracts support to Arlington, VA, Campbell, CA, and San Diego, CA offices. VSS supports multiple facets of the US Government from AMCOM, AMRDEC, Marines, Navy, SPAWAR Atlantic and Pacific, US Army and many Prime Contractors. Some of the contract vehicles supported were Seaport-e, ENCORE 2, GSA Alliant, AMCOM Express, SETAC 10, multiple IDIQ’s out of Charleston, and Office of Naval Research (ONR), along with AEGIS Ballistic Missile and Basic Ordering Agreement for Tomahawk Command and Control (TC2S) Products just to name a few. Experienced working within a merger/acquisition environment that includes multiple legal corporate entities. Performed proposal pricing, proposal development and submittal, all contractual related proposal data calls, negotiations, and contract administration functions that include preparing and negotiating teaming agreements, non-disclosure agreements, subcontract agreements, contract awards, contract modifications, invoice reconciliation, contract close out, and initiating contract briefs and project set-up forms for input into CostPoint along with hosting internal contract kickoff meetings. I had signature authority for all Teaming Agreements, Non-Disclosure Agreements, Contracts, Subcontracts, Contract modifications and proposal submissions.

***QinetiQ North America;*** *Arlington, Virginia*

***Contracts Manager;*** *October 2006 – July 2014*

Contracts Manager supporting QinetiQ North America’s (QNA) Services and Solutions Group that includes multiple business units and office locations all across the United States. Supervisor of two direct reports located in office locations in Stafford and Reston Virginia. Experienced in working with all kinds of contracts types and contracts vehicles including GSA Alliant and other GSA schedules, ENCORE II, and Seaport-e. Experience managing contracts as the prime or as a subcontractor. Experience in proposal preparation and submittal to include all pre-award documents that may be required. Experience working with separate multiple legal corporate

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entities to include QinetiQ North America, LEADS Corporation, ITS Corporation, Apogen Technologies, ITS Services Inc., Noesis Corporation, 3H Technologies, Com Global, Analex, and OSEC, and many other companies. I perform proposal pricing, proposal development and submittal, all contractual related proposal data calls, negotiations, and contract administration functions that include preparing and negotiating teaming agreements, non-disclosure agreements, subcontract agreements, contract awards, contract modifications, invoice reconciliation, contract close out, and initiating contract briefs and project set-up forms for input into CostPoint along with hosting internal contract kickoff meetings. Experience using various government web sites and systems including GSA Assist portal, Seaport-e portal, CPARS, SAMS, and EDA among others.

***QinetiQ North America (formerly LEADS Corp/ITS Corp);*** *Arlington, Virginia*

***Contracts Manager;*** *February 2001 - October 2006*

Contracts Manager at LEADS Corporation office and Project Manager that provided on site acquisition, procurement, and contracting support to the Federal Communications Commission (FCC) Contracts and Purchasing Center (CPC). Served as LEADS Corporation project manager and managed all ongoing tasks at the FCC. Managed and supervised a staff of five to twelve people. Responsible for screening, interviewing, and hiring all new employees, consultants, and temporary staffing at the FCC. Responsible for business development and account expansion at the FCC. Responsible for negotiating salaries and contract rates and labor categories. Provided direct support as a budget analyst for a multi-million dollar budget for the Office of Human Resources Management at the FCC. Supported multiple projects including implementation of better program and project management procedures, implementation of an earned value management system, implementation of a pilot program for earned value software, procurement forecasting, COTR program, and direct support to the FCC Contracts and Purchasing Center.

Develop project plans and As-Is To-Be process definition, develop solicitation provisions, clauses, and proposal instructions for earned value. Establish working groups and review groups of FCC managers and staff of all levels and met regularly to review progress and get input for new initiatives.

***SRA International;*** *Arlington, Virginia*

***Contracts/Subcontracts/Closeout Administrator;*** *March 1999 – January 2001*

Responsible for the administration of contracts and subcontracts under prime contracts with the Federal Aviation Administration Broad Information Technology Services (FAA BITS) contract, the General Services Administration (GSA) Federal Systems Integration and Management (FEDSIM) contract, the Internal Revenue Service (IRS) Treasury Information Processing Support Services (TIPSS) contract and its follow-on TIPSS-2 contract. These contracts were multi-million dollar IDIQ CPFF, FFP and T&M contracts. Interfaced with program/project managers, contract managers and business operations personnel, the majority of which were not physically located in the Arlington office. Prepare task order proposals, issue task orders and modifications. Review task order proposals to ensure all information requested is received. Negotiate rates for CPFF and T&M contracts and subcontracts. Assist Project Managers with writing more defined Statements of Work to subcontractors. Prepare subcontract and consulting agreements. Review subcontractor and consultant's exceptions to subcontract terms and conditions and make recommendations for alternative language. Negotiate the approved clauses with the subcontractor or consultant.

***Synergy Inc.;*** *Washington DC*

***Contracts/Cost Analyst;*** *November 1996 – February 1999*

Prepared periodic reports, summaries, and reconciliations needed by managers for internal and external purposes. Reviewed all contracts, subcontracts, and delivery orders to ensure contract and subcontract compliance with labor categories, rates, and hours. Analyzed and reviewed contract documents to ensure proper coding, contract compliance, obligations, and internal

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billing. Assisted in preparation and submission of Defense Contract Audit Administration (DCAA) schedules. Prepared all of Synergy’s invoices to the Federal government and to commercial businesses. Supervised all accounts receivable from clients, government contracts, commercial customers, and local and state governments. Performed all collections for money owed Synergy from clients, government contracts, commercial customers, and local and state governments.

Performed daily bank and cash transactions. Gained working knowledge of the DELTEK contracts and accounts receivable modules.

###### *EDUCATION & CERTIFICATIONS*

* ***NCMA, Certified Professional Contracts Manager (CPCM)****; National Contract Management Association, April 2016*
* ***Salisbury University***; Salisbury, Maryland Master of Business Administration, May 1992.
* ***University of Virginia***, Division of Continuing Education; Falls Church, Virginia Certification in Procurement & Contracts Management, April 2004. 30 Credit Hours 4.0 GPA
* ***Elon University***; Burlington, North Carolina B.S., Business Administration, May 1988.

###### *SPECIALIZED TRAINING*

* + NCMA Webinars – Various Topics 2008 - 2017
  + FAR Boot Camp, Vernon J. Edwards 2007
  + PMP Express Certification Program, Management Concepts 2005
  + Project Management Principles, Management Concepts 2003
  + Performance Work Statements, Management Concepts 2003

###### *AWARDS*

* + LEADS Corporation Acquisition Management Division employee of the year award 2005.
  + Certificate award from Federal Communications Commission for FY 2005 FCC financial close out.
  + Certificate award from Federal Communications Commission for FY 2004 supporting the

FCC University.

###### *SECURITY CLEARANCE*

* + Active Top Secret

###### *PROFESSIONAL AFFILIATIONS*

***National Contract Management Association***, Tysons Corner Chapter; McLean, Virginia

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| **William E. Wade, Jr.** | |
| **Program Manager / Senior Manager** | |
| **Mr. William E. Wade, Jr.** Mr. Wade has over 40 years of information technology professional management and executive level experience at large enterprise Information Technology organizations supporting the National Institute of Environmental Health Sciences (NIEHS), the National Institutes of Health (NIH), National Heart Lung and Blood Institute (NHLBI); Environmental Protection Agency (EPA), EPA Office of Research and Development (ORD), the National Aeronautics and Space Administration (NASA), DOJ Immigration and Naturalization Services (DOJ/INS), U.S. House of Representatives (House Information Systems), and State of North Carolina. He is a seasoned top executive and leader for large information technology organizations, specializing in the delivery of computer services, enterprise applications, and the development of client and executive level relationships. He has extensive experience and success in the evaluation and turnaround of complex organizations and applications through sound management, process improvement, client satisfaction, and workforce development and optimization. His expertise includes management and technology leadership, financial and budgetary control, strategic vision, controlling/reducing costs, interagency relations, large scale enterprise data center and network operations, security, contingency planning, and enterprise applications development. He has extensive strategic planning, budgetary, procurement, contracting, proposal development and financial management experience in both government and private industry at the highest executive levels. He has continually served as a visionary and technology innovator for large government and private sector technology service organizations. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Beta Gamma Sigma National Honor Society; Phi Kappa Phi National Honor Society | |
| ***Education, Certifications and Training*** | ***Associations*** |
| B.S., Business Administration (Information Systems Management), University of Maryland, 1973; Graduated with High Honors  Project Management Professional (PMP®), PMI, Cert. No. 533511, 2008 (recertified 2011; 2015;  2017 expires 06/16/21)  ITIL v3 Intermediate: Service Design, PeopleCert, Cert. No. GR752000542WW, 2011  ITIL v3 Foundations, Loyalist Certification Services, Cert. No. 886205, 2010  Deloitte Faculty Excellence – Consulting Simulation Coaching Track Certification, 2010 Bearing Point Beginnings (BEB) – Certified Faculty Instructor, 2007, 2008  Member Beta Gamma Sigma; Phi Kappa Phi National Honor societies | Project Management Institute (PMI)  North Carolina Technology Association (NCTA) |
| ***Professional Experience*** | |
| **Attain, LLC/Federal Services**  Program Manager/Senior Manager, Federal Services 2013 - Present  **Key Accomplishments / Tasks** | |

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| Managed full enterprise IT support services (NSITES, NETS II) for IT Infrastructure, Network, Applications, Systems Administration, End User Support and Service Desk. Program Manager for campus wide network infrastructure modernization (NEII) for the National Institute of Environmental Health Sciences (NIEHS); Contributing manager, communications/training specialist and quality assurance team member: on the US EPA Office of Water SDWIS and Office of Air & Radiation (OAR) Quality Emissions Inventory System (EIS) applications.   * Successfully and seamlessly implemented contract transition plan and initiated startup of NSITES and NETS II contract operations * Ensured continuous operations of NSITES, NETS II, NEII program key personnel * Managed T&M Full IT services operational budget, with no cost overruns, and successfully mitigated expenditures to ensure conformance to contract ceiling for NIEHS NSITES, NETS II Programs * Managed the conceptualization and implementation of emergency management procedures including client notification processes and major outage events providing automated notification and reduction of staff hours * Maintained exceptional IT service delivery systems reliability and availability of IT service desk, end user support, data center services (Linux/Windows), high performance computing, network operations, applications development and security * Completed the upgrade and modernization of the NIEHS multi-campus local area network, migrating from HP ProCurve flat network to CISCO tiered network infrastructure components implementing CISCO ASA firewalls and security appliance framework * Implemented NETS II Life Cycle end user support, data center, and network programs * Dramatically reduced backlog of service tickets on NETS II from previous program   **SAIC, Inc.**  Program Manager/Senior Manager 2012- 2013  **Key Accomplishments / Tasks**  Program Manager for NIH CIO-SP3 GWAC. Directly manages all aspects of CIO-SP3 GWAC program management including RFI/RFP distribution, management of technical and financial responses, Questions Submittal, Financial reporting and follow-up on NITAAC Invoices and payments, management and remediation of NITAAC service metrics, and SAIC wide CIO-SP3 leadership and technical staff training. Program Manager for NHLBI CBI IT Services, Blanket Purchase Agreement (BPA) contract, providing grants management, software maintenance, and business process modernization task orders. Developed staffing and technical delivery approaches in IT infrastructure, software development, network management, security, and digital Government services. Managed these programs by identifying, implementing, and managing the most effective and efficient application of technology to meet NHLBI mission requirements based on requests and demands; overseeing project initiation; performing planning, execution, monitoring, and control; meeting all project reporting requirements; managing risk; and providing quality assurance (QA) and quality control (QC) following PMI PMBOK best practice processes and methodologies. Achieved success through continuous tracking of subcontractor performance, compliance with contract requirements, team collaboration and cost reducing efforts.   * Managed the successful competition and win of the NHLBI IT Services BPA Contract and the NIEHS NSITES Contract. * Managed successful transition and startup of NHLBI and NIEHS NSITES task orders, including staffing and project planning. * Recognized by NITAAC in delivering “excellent program management” oversight over CIO-SP3 contract   **Deloitte Consulting, LLC**  Program Manager/Senior Manager 2009 - 2012  **Key Accomplishments / Tasks**  Provided oversight, including financial and technical performance delivery for 20 task orders. Managed financial and technical performance on this EPA-wide Management, Organizational, and Business Improvement Services (MOBIS)- based BPA supporting EPA ORD labs, centers, and administrative offices nationwide following PMI PMBOK processes and methodologies. Directly managed distribution of task order solicitations, proposal preparation and submittal,  PPMSS financial reporting and invoice payments, management and tracking of key task order program deliverables. |

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| * Managed the development and delivery of an IT portfolio management assessment for EPA ORD resulting in development and implementation of capital planning and investment control (CPIC) compliant IT portfolio management oversight processes and procedures. * Managed the successful competition, win and transition for the US EPA Office of Personnel Management Assessment Task Order, including staffing and project planning. * Completed ITIL V3 Foundations and ITIL V3 Services Design training and obtained formal certifications as documented above. * Deloitte Faculty Consulting Simulation & Coaching Faculty Instructor   **Bearing Point, Inc.**  Program Manager/Senior Manager 2006 - 2009  **Key Accomplishments / Tasks**  Managed financial and technical performance on an EPA-wide Management, Organizational, and Business Improvement Services (MOBIS)-based BPA supporting EPA labs, centers, and administrative offices nationwide following PMI PMBOK processes and methodologies. Successfully guided and provided support, including financial and technical performance delivery for 20 task orders. As Program Manager for Marriott Corporation, Enterprise IT Application System Availability Tracking Task Order managed enterprise-wide systems availability assessment for corporate IT application systems.  Developed project plan, managed contract execution and delivery of formal contract deliverables, and managed successful close out of contract performance.  Key Accomplishments   * Managed the proposal development on the US EPA PPMSS BPA proposals which resulted in task order awards, and led and managed EPA GWAC vehicle for corporation. * Program Manager on US EPA ORD PPMSS task order for ORD Program Management Office CPIC review process. * Recognized by Marriott CIO for “exceptional performance” on contract deliverable quality for systems availability   study for critical Marriott applications.   * Completed PMI PMP Certification training and obtained formal certification * Bearing Point Beginnings (BEB) Certified Faculty instructor   **Alphanumeric Systems, Inc.** Vice President, Public Sector 2003 - 2006  **Key Accomplishments / Tasks**  Managed marketing, solution development, and delivery of IT enterprise-wide infrastructure, software and hardware products, services for federal agencies (NIEHS), North and South Carolina state government agencies, University, Community College System, and K-12.   * Managed deployment, operations, and maintenance of CheckPoint Firewall infrastructure services for NIH/NIEHS Data Center. * Led successful competition and win of multiple Statewide NC and SC task order master contracts. * Led successful competition and win, and subsequently served as Program Manager of Statewide NC staffing contract for ITS Services. * Led successful competition and win¸ and subsequent Program Manager for Managed Services contract for IT support for the NC Real Estate Commission. * Nominated, selected, and served as Co-chairman of the North Carolina Technology Association (NCTA) Information Technology Roundtable (ITR), representing the statewide technology vendor community with NC state government for 2001 – 2006. * Awarded Novell, Inc. Partner Services Excellence Award for Partner Excellence in Sales and Technical Execution – 2006.Maintained exceptional IT service delivery systems reliability and availability of IT service desk, end user support, data center services (Linux/Windows), high performance computing, network operations, applications development and security   **Lockheed Martin, Inc.** |

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| Program Manager 2001 - 2003  **Key Accomplishments / Tasks**  Managed State and Local Government IT operation outsourcing programs in North Carolina, Maryland, Tennessee, and Texas, and municipalities of the District of Columbia and Prince George’s County, MD. Led operations for IT outsourcing, enterprise applications development, data center management, desktop and seat management. Led quality improvement processes and directed Six Sigma process improvement exercises.   * Managed all aspects of contract performance for multiple task order contracts supporting state and local governments, including over 40 personnel supporting the State of North Carolina, and 25 personnel supporting Prince Georges County, Maryland. * Successful competition and award of full service IT support contract for Prince Georges County, Maryland.   **OAO, Inc.**  Vice President, Information Systems Support Services (ISSS) 1996 - 2001  **Key Accomplishments / Tasks**  Program Manager, NIH, Chief Information Officer-Solutions and Partners 2 Innovations (CIOSP2i) GWAC BPA: Managed receipt, delivery, response, and overall program and project management for enterprise-wide IT services under the NIH CIOSP2i GWAC Services BPA contract. Program Manager, NIEHS IT Support Services contract: Provided oversight and direction including data center management, systems administration, scientific analysis, hardware maintenance, network management, security, web applications development and maintenance, and end-user support. Supervised 90 IT and scientific consultants. Program Director, EPA ORD, Facilities Administration and Information Resources (FAIR) contract: managed full enterprise-wide IT services delivery for EPA National Scientific Laboratories in 15 locations. Supervised team of 235 software developers and IT services delivery professionals focused on the introduction of advanced technology processes, procedures, implementation, and laboratory operations. Developed technology strategic plans, led technology transfer initiative amongst all laboratory sites, including implementation strategies, and technical orientation, training, and outreach programs for ORD. Program Director, CDC NCHS, contract, overseeing full enterprise- wide IT services delivery this CDC division. Managed 10 software developer / IT services delivery team.   * Successful re-competition and win of CIOSP2i GWAC contract vehicle, including management and executive oversight over all OAO CIOSP2i task order execution and delivery. * Successful re-competition and win of NIEHS ITSS contract vehicle, including program and task order management for task order execution and delivery. * Managed and implemented a standard service management and delivery framework using Capability Maturity Model® Integration (CMMI®) Level 4 and International Organization for Standardization (ISO) 9001 processes for regional applications development information engineering centers for EPA Air Quality System (AQS), resulting in formal company certification for Level 4 CMM Compliant project implementation of processes/procedures. * Instituted financial oversight and contract monitoring methodologies and processes for the US EPA ORD FAIR Contract, standardizing contract deliverables and quality assurance. * Received re-compete award on NIEHS ITSS contract to demonstrate client satisfaction with continuous program operations under 5 year predecessor contracts.   **State of North Carolina, State Information Processing Services**  Director, State Computer Center 1993 - 1996  **Key Accomplishments / Tasks**  Directed centralized computing for the executive branch of the North Carolina State Government with an annual budget of $54 million and 105 technical staff overseeing IT operations, systems programming and maintenance, telecommunications, help desk, and technical support services using data center best practices and toolsets. Managed technical support and maintenance for major statewide applications development projects, including North Carolina  Department of Health and Human Services (HHS) Child Support systems. |

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| * Developed and implemented formal hardware/software bid process and procedure for NC State Computer Systems acquisitions, resulting in over $15 million in cost reductions over three years with an overall impact of reduction in overall cost of service to state clients by over 67%, while dramatically improving customer satisfaction and quality. * Developed cost accounting and chargeback system for IT services for 54 executive agencies and organizations to meet Federal and State Government accounting standards. Led strategic technology planning effort for the introduction of enterprise server computing into the state and the architectural migration of key statewide applications from legacy mainframe systems to client-server and N-tier environments.   **PRC, Inc.**  Deputy Program Manager 1991 - 2003  **Key Accomplishments / Tasks**  Deputy Program Manager, NASA HQ: Managed central computing center with 95 technical staff supporting operations, systems and software programming and maintenance, hardware maintenance, help desk, information center, and end- user support in a multi-platform enterprise environment. Used expertise in data center management best practices and processes. Pioneered and implemented data center automated operations technologies. Deputy Program Manager, DOJ/ INS, Data Center Operations: Managed 80 IT personnel in data center operations, help desk, systems programming, networking, end-user support, and field operations using data center management best practices and processes.   * Developed, managed, and implemented comprehensive relocation plan for the INS Data Center from Washington, DC, to Dallas, TX. * Developed and introduced disaster recovery, capacity planning, and performance management programs, plans, processes, and procedures for the DOJ/INS. * Developed and implemented comprehensive Data Center Operations Continuous Improvement Process for the NASA HQ Central Computing complex. * Received NASA Directors award for “Outstanding Management Contributions”, 1992   **Health Innovations, Inc.**  Director, Management Information Systems (MIS) 1989 - 1991  **Key Accomplishments / Tasks**  Directed Information Technology, customer service, marketing analysis, and product logistics and fulfillment for this health products entrepreneurial company applying data center management best practices and processes. Designed, developed, and implemented the client service-level agreement monitoring and reporting system.   * Designed, procured, and implemented a data processing system, a customer service department and a company network with an integrated telephone system. * Developed customer order, problem tracking, product fulfillment, and television advertising databases systems to support 300,000 customers worldwide. * Designed, developed, and implemented client service-level agreement monitoring and reporting system.   **U.S. House of Representative, House Information Systems**  Director, Computer Center 1977 - 1989  **Key Accomplishments / Tasks**  Managed U.S. House data center operations, including mainframes, min-computers, systems programming, telecommunications, technical support, education, and security, using data center management best practices and processes. Managed a 235-person staff in strategic planning, technology assessment, and service deployment.  Supervised annual budgetary planning and procurement activities of $11 million with a staff of 95 technical personnel.   * Co-wrote the U.S. House H.I.S. Strategic Plan for IT and designed, developed and served as primary author and editor of first US House Data Center Computer Users Guide which provided detailed information to support all future IT data center operations. * Designed, planned and implemented the modernization and completed reconstruction of the data center, first   contingency plan for business recovery, electronic-laser publishing to U.S. House for legislative bill preparation, |

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| automated data center chargeback system, and the first automated performance management and capacity planning system for centralized computing server and data storage systems for the Congressional Computer Center.   * Congressional recognition by the U.S. House of Representatives, Committee for House Administration for excellence in program and technical delivery for management of design and implementation of Congressional campus-wide local area network (LAN). * Directors award for high quality and improved customer service in design and development of the automated chargeback system and Computer Center Users Guide projects. |



Diana K Howey

[dianahowey@hotmail.com](mailto:dianahowey@hotmail.com) 422 W Cherry St

419-271-0318 Clyde, OH 43410

**Education**

Ph.D., Educational Media Pending

**University of Toledo**, *Toledo, Ohio*

Master of Education, Educational Technology May 2011

**University of Toledo**, *Toledo, Ohio*

B.S. in Education, Individualized Planned Program May 2006 (Middle Education without student teaching)

Concentration Areas, Math and Social Studies

**Bowling Green State University & Firelands**, *Bowling Green and Huron, Ohio*

Business Applications Specialist (Certificate) Dec. 2006

**Bowling Green State University & Firelands**, *Bowling Green and Huron, Ohio*

Associate of Science- Math Nov. 2002

**Terra State Community College**, *Fremont, Ohio*

**Certification**

Microsoft Office Specialist 2016- Word, PowerPoint, Excel & Outlook

**Work History**

**Terra State Community College (TSCC)** 2008-current

2830 Napoleon Rd., Fremont, OH 43420 419-334-8400

* Adjunct Instructor
* Part-time Adviser
* “Circle of Excellence” Nominee- 2009, 2010 ,2011 & 2012

o Colleague or student must nominate you for this award

* Member of Curriculum Committee for Digital Literacy class
* Course Development
* EDU 1010- Introduction to Educational Technology
* Online & seated
* Tutored in Math, Education & Computer classes
* Math Lab Instructor- helping students with homework on a walk in basis
* Computer Lab Instructor- helping students with computer projects on as needed walk in basis
* Taught Microsoft Word, PP, Excel & Access classes for instructors at TSCC to become Microsoft Certified
* Classes Taught:
* DSL 0140 Computer Skills- basic instruction in computer use
* DSL 1090 Digital Literacy- introduction to concepts and basic features of electronic computers
* GEN 1000 First-Year Seminar – introduction to the college experience
* EDU 1010 Introduction to Educational Technology- practical skills in incorporating technology into the classroom
* MTH 0120 Math Skills - multi-level course stressing basic arithmetic and pre-algebra skills
* MTH 0140 Basic Algebra- introduction to algebra
* MTH 1150 Math for the Trades- applications of mathematics to skilled trades

**The Kern Center**- Community Education Center at TSCC 2008-current

* Community Classes Taught
* Microsoft Word- level I, II & III
* Microsoft PowerPoint- level I & II
* Microsoft Excel- level I, II & III
* Microsoft Access- level I, II & III
* Microsoft Outlook

**The Kern Center**- Workforce Development Training at TSCC 2008-current

* Corporate Training for employees in Computer applications and Math:
* Banking industry
* Office staff
* Construction
* Factories
* Set up curriculum on a case by case basis for needed educational needs

**Organizations**

* Kappa Delta Pi

**Community Involvement**

* Booster officer and volunteer for various Clyde-GS Schools 2003-current
* Held President, treasurer & secretary positions
* Oversaw meetings, scheduled activities, handled money, helped teachers meet their classroom goals, oversaw fundraisers & various other needed jobs
* Flag advisor for Clyde High School Band 2003-2008
* Oversaw try-outs, practices & games for Flag squad during football season and summer
* Responsible for safety & performance of squad at all functions and practices
* Baseball Coach for Clyde Little League 2008-current
* Coach minor & major league teams
* Responsible for safety & good sportsmanship during games and practices

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| **Dana R. Wiencek** | |
| **Program Mangaer** | |
| **Dana R. Wiencek -** A results-driven, self-motivated, and efective leader with over 15 years IT industry experience in product management, project management and relationship management. Expertise in account management, product strategy, product management, and project management. Able to develop product roadmaps and strategies and managing highly skilled cross-functional teams to deliver complex technical software solutions. Excels in mentoring and managing people and processes to produce solutions that increase business revenues. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| [***2016 Performance and Team Award*** for superior performance in the management of the delivery team to successfully deliver 9 releases in the prior calendar year.  ***2014 Booz Allen Hamilton Excellence Award*** for Client Services provided to the USDA Production Adjustment and Risk Management Oice. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |

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| **Dana R. Wiencek** | |
| Bachelo r Degree, Liberal Arts and Sciences – University of Kansas; Lawrence, Kansas  Project Management Professional (PMP # 1689740; Awarded 1/14/2014; Expires 1/13/2020)  Pragmat ic Marketing Certiied | Project Management Institute Member  KC Mid-America Chapter Member |
| ***Professional Experience*** | |
| **Attain – USDA** Program Manager 2017 – present | |

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| **Dana R. Wiencek** |
| [Tasks/accomplishments]  **Booz Allen Hamilton - USDA**  Sr. Project Manager 2013 - 2017  Responsible for managing **solutions teams with a**  **total of 28 resources and an annual budget of $10M+** – Products included: Business Partner solution, an agency solution for managing farmers, ranchers and trusts; Farm Records, an application managing the farms and crops that integrated with the Geospatial Information System (GIS) and downstream legacy Java applications.  Successfully delivered 9 -10 software releases  annually over 3.5 years with **less than 5% variance** in scope, schedule, and cost.  First team to ***implement*** ***and*** ***manage*** ***with***  ***Earned Value Management (EVM) reporting*** on all software releases to support new requirements instilled by the Oice of Management and Budget (OMB).  **Improved deployment processes** by establishing  a beta testing methodology for our solutions to ensure successful execution of complex deployment and implementation plans.  **RSA Security – Division of EMC**  Sr. Product Manager 2012 – 2013   * Responsible for product development and management for the **Hosted Services** ofering at RSA Archer; including analysis of the current state of the product ofering, product gaps and deine product plan and roadmap to grow product line of business and increase revenue. * Drove development as the product owner by ***utilizing agile methodology*** to create product backlog, deine user stories and drive through the sprint planning with inal validation in user acceptance testing for RSA Archer GRC solution. * ***Managed the usability and Section 508 compliance*** aspects of the   solution to comply for government implementations. |

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| **Dana R. Wiencek** |
| * Reported ***data security and privacy gap analysis*** against PCI-DS and HIPPA compliance standards for product roadmap requirements. * Deined and prioritized enhancements for product roadmap to improve and   ***increase product revenues***.  **Sprint**  Sr. Product Marketing Manager 2008 – 2012   * Responsible for **deining** **product** **strategy** **and** **launch** **marketing**   **initiatives** for enterprise mobile **solutions in transportation, mobile payment, and workforce productivity** through leading product sales tactics, product positioning, and sales training for 3rd party hosted solutions.   * ***Drove go to market plans for innovative business solutions*** through   beta programs, designing sales collateral, quick reference briefs, pitch decks, webinar sales training and presentations for sales organization.   * Deined a ***portfolio*** ***strategy*** ***for*** ***enterprise*** ***mobile*** ***business*** ***solutions*** to   create comprehensive product oferings for business customers. Responsible areas of focus included location based leet management, enterprise distracted driving and mobile payment processing solutions.   * ***Increased revenue year over year for 3 years*** on mobile business portfolio   through marketing plans based on competitive and industry analysis as well as customer trending.   * Led industry leading content for the Business tract at Sprint’s Annual   Developers Conference by securing top companies and presenters discussing the ***latest trends in mobile business users***.   * Selected as the ***designated*** ***presenter*** ***at*** ***Executive*** ***Brieing*** ***Center*** to   analyze customer needs and present enterprise mobile business solutions.  **Perceptive Software**  Product Manager 2007 - 2008  *Responsible* *for* *leading* *product* *management* *and* *development* *eforts* *of* *ImageNow* *in* *the* *Hosted* *Solutions, DataCapture and Recognition Agents by* ***deining product roadmaps and strategies*** *to implement improved capabilities, security and functionality to grow re-occurring monthly revenue.*  Responsible for leading product management and development eforts of ImageNow in the Hosted Solutions, DataCapture and |

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| **Dana R. Wiencek** |
| Recognition Agents by **deining** **product** **roadmaps** **and** **strategies** to implement improved capabilities, security and functionality to grow re-occurring monthly revenue.   * Performed build versus buy analysis on COTS for underpinning of DataCapture   technologies for **improved usability and increased functionality.**   * Developed Hosted Solutions strategy and recognized a **100% increase in customer** **sales** with product education, positioning and reining the ImageNow Hosted Solutions ofering. * **Led and managed product requirements** with Waterfall methodology for   next generation DataCapture solution through the software development process.   * Resolved complex issues with managed Fax Agent solution and developed   requirements **improve supportability and reduce expenses** in SaaS ofering.   * Conference speaker at User conferences and internal Sales Conference   providing product knowledge, and new functionality for DataCapture to  **improve product knowledge** for both internal Sales and Customer.  **Sprint**  Sr. Product Manager 2000 - 2008   * Responsible **leading large cross-functional teams** of over 10 resources in   product development eforts for Sprint’s Mobile Broadband PC Cards and embedded modules. **Managed software development** from ideation to implementation and provided subject matter expertise on requirements and capabilities   * Managed matrixed cross-functional team for Mobile Broadband and Sprint   Connection Manager with a **$7M budget and delivered project on-time and** **under-budget**; including requirements deinition, software design and development for 4 PC Card manufacturers.   * **50% increase in wireless data subscribers annually** by upgrading network   technologies and increased data speeds; resulting in revenue growth and expense reduction.   * **Successfully managed OEM relationships** and integration eforts across   manufacturers (HP, Dell) to embed wireless modems in laptops to increase channels and proitability. |

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| **Dana R. Wiencek** |
| Developed troubleshooting documentation for Sprint’s irst wireless data products and network architecture data call lows to support call center representatives **improving product training and customer service experience** |

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| **Wayne C Geer** |
| **Senior Consultant** |
| **Mr. Wayne Charles Geer**  Experienced Project Manager with strengths including evaluaing prioriies and redirecing resources to coordinaing several muli-million dollar projects with evolving requirements and prioriies. Skilled in managing and fulilling internal and external customer expectaions as a contractor while supervising a represented workforce team. Enjoy overseeing several projects at the same ime, while focusing to iniiate and present technical documents and status reports to company and customer management. Eagerly collaborates with all departments, sharing extensive experience with Microsot (MS) Oice |
| ***Publications, Honors, Awards, and Other Achievements*** |
| Awards for exemplary support to space flight projects: HST, EUVE, HFMS, COBE, SOHO, and HOST  Maintaining a Class M5.5 environment in a Class M6.5  Cleanroom", IEST |

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| **Wayne C Geer** | |
| Protective Bag Design for the Hubble Space Telescope Servicing Mission Carriers", IEST  Silicone Contamination on Cleanroom Garments: A Case Study”, IEST Annual Technical Meeting | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Bachelo r’s Degree, Capitol College | Project Management Institute (PMI) |

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| **Wayne C Geer** | |
| Associat e’s Degree, Capitol College  Associat e’s Degree, Montgomery College  Project Management Professional (PMP) | Institute for Environmental Science and Technology (IEST) |

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| **Wayne C Geer** | |
| Microso t Project 2010 with Earned Value Management (EVM)  Annual  GSFC Property Custodian /Inventory Training  Insitute  for Environmental Sciences and Technology (IEST) Cleanroom Operaions & Pracices |  |

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| **Wayne C Geer** | |
| Microso t Project Orange Belt  14  SkillSot MS Project Courses (Beginner to Advanced)  Export  Control Awareness |  |

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| **Wayne C Geer** | |
| How to Think Outside the Box |  |
| ***Pro essional Experience*** | |

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| **Wayne C Geer** |
| **ECG, Inc.**  Project Management Specialist 2016-2018  Provided raw data, analyses, and insights related to conduct of  the 2020 Census  Developed and maintained the 2018 and 2020 Census Collection Geography, and Tabulation Geography Schedules, Risk Register, and Lessons Learned collection and documentation.  Developed budget tracking data, and review budget/spending and personnel charges    Reviewed the Geographic Delineations capabilities and |

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| **Abbey McManus** |
| **Manager, Federal Services** |
| **Ms. Abbey McManus** is a Manager in Attain’s Federal Services practice with more than 14 years of experience leading management consulting engagements for public and private sector clients.  Leverage analytical and research skills to design, plan, and execute holistic solutions in the areas of:  Business  Strategic Planning Transformation  Organizational Change  Strategic Communications Management  Graphic Design (Design Portfolio: Training/Instructional [http://www.abbeymcmanus.co](http://www.abbeymcmanus.co/) Systems Design  m) |



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| **Abbey McManus** | |
| Project Management  Recent experience includes leading change management, strategic planning, and technology adoption engagements at the Department of Veterans Afairs (VA), World Bank Group, and Centers for Disease Control and Prevention (CDC). Professional credentials include Project Management Professional (PMP), Master Human Capital Strategist (MHCS), Meyers-Briggs Type Indicator (MBTI®) Certiied Practitioner, and Prosci Certiied Change Practitioner certiications. Education includes an MA in Middle East Studies from the American University in Cairo, BA in International Afairs from the American University of Paris, and AAS in Graphic Design from Montgomery College. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| AAS,  Graphic Design, Montgomery College  MA,  Middle East Studies, The American University in Cairo | Project Management Institute (PMI) |

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| **Abbey McManus** | |
| BA,  International Afairs, The American University of Paris  Project Management Professional (PMP) (ID# 514341), Project Management Institute (PMI)  Prosci Certiied Change Practitioner, Prosci |  |

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| **Abbey McManus** | |
| Master Human Capital Strategist (MHCS), Human Capital Institute (HCI)  Meyers- Briggs Type Indicator (MBTI®) Certiied Practitioner |  |
| ***Professional Experience*** | |

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| **Abbey McManus** |
| **Attain, LLC**  Manager, Federal Services 2018-Present  Lead and support a portfolio of consulting engagements at clients  including the Environmental Protection Agency (EPA) and Department of Veterans Afairs (VA). Support corporate marketing, business development, and internal capability development eforts.  **Knowesis, Inc., Washington, DC** Senior Associate, Practice Lead 2015 – 2018  Managed a portfolio of engagements at the Department of  Veterans Afairs (VA) and Department of Defense Psychological Health Center of Excellence (PHCoE).  Managed project execution, proitability, staf utilization, and quality control processes. |

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| **Abbey McManus** |
| Served as practice lead for Knowesis’ Communication and Engagement capability and Community of Practice (CoP), leading the development of capabilities and service oferings, intellectual capital, strategic partnerships, marketing and capture activities, and employee professional development eforts.  Led a team providing strategic planning, communications, and technical integration senior advisory services for the Veterans Beneits Administration (VBA) Oice of Business Process Integration (OBPI). Managed task execution across a team of eight staf from three partner companies supporting complex, enterprise systems development and integration and stakeholder engagement eforts.  Provided oversight for engagement supporting the Veterans Health Administration (VHA) Oice of Quality, Safety and Value, Product Efectiveness team in improving a robust knowledgebase of processes, procedures, and tools to improve organizational performance and overcome systemic challenges at VHA. |

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| **Abbey McManus** |
| Provided senior leadership oversight for Knowesis work on the Defense Psychological Health Center of Excellence (PHCoE) Real Warriors Campaign. This efort involved the development of evidence-based content to expand awareness of current science and best practices in care and psychological health promotion in the military.  **The District Communications Group**  Senior Director 2014 – 2015  Applied expertise in strategic communications, graphic design,  and management consulting to lead a project for DCG’s VHA client. Led a team of strategic communications and digital engagement experts in initial planning, strategy development, and rollout for Jive-based enterprise collaboration platform to 300,000 VA end users. Provided senior leadership support for internal operations including organizational development, business development, and corporate strategy.  **Booz Allen Hamilton**  Lead Associate, Strategy and Organization 9/2008 – 8/2014  Served as a manager and team lead in Booz Allen’s Strategy and  Organization practice. |

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| **Abbey McManus** |
| Led the execution of client delivery in functional areas including organizational transformation, change management, communications, organizational assessment and design, and training.  Managed task execution, staing, reporting, and project inancials.  Provided ongoing career management and development for team of consultants.  Led and supported account planning, business development, and marketing activities designed to maintain and grow market footprint. |

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| **Abbey McManus** |
| Client Delivery  Led team of consultants to develop and implement a communications strategy supporting implementation of VA’s Veterans Beneits Management System (VBMS). Led the development and execution of communications strategies and system- wide implementation through planning, writing, marketing, and efectiveness measurement.  Developed more than 200 targeted communication products to support organizational transformation and user adoption for system impacting more than 30,000 internal and external stakeholders.  Led redesign of VA’s Vocational Rehabilitation and Employment (VR&E) Service’s operating model. Worked with a team of VR&E subject matter experts (SMEs) to design a new operating model, identify and align new staf roles, and recommend improvements to the end-to-end rehabilitation to employment process.  Served as communications lead for CDC Vaccine Management Business Improvement Project (VMBIP). Worked with change management lead to develop a comprehensive OCM strategy to support implementation of the Vaccine Tracking System (VTrckS)  – a $170M SAP enterprise resource planning (ERP) solution with more than 100,000 end users. Developed and implemented VTrckS communications and marketing strategy. |

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| **Abbey McManus** |
| Performed human capital assessment, compensation benchmarking, job classiication redesign, and communications planning for the Morehouse School of Medicine (MSM). Realigned MSM’s job classiication system, produced a simpliied and more equitable compensation structure, and delivered a multichannel rollout communications strategy.  Developed a presentation on the on the global recession and its impact on the philanthropic environments of South and East Asian markets for the Habitat for Humanity client. The presentation was designed to tie into HFHI’s latest strategic plan and support the achievement of aggressive development targets in the Asia-Paciic regions via analysis of the current economic environment and development of innovative marketing campaigns to target major donors.  **Kadix Systems**  Manager, Learning & Organizational Development 2004 –2008  Managed and executed solution delivery for multiple, concurrent  eLearning projects for the USDA Food Safety and Inspection Service (FSIS) workforce of 9,000+ end users. Developed Web-based training (WBT) courses on topics including regulatory compliance, food safety inspection processes, and performance management. Developed courses using Flash-based ProForm® course authoring tool and ensured Section 508 accessibility compliance. Developed enterprise-wide training evaluation methodology and implementation plan for FSIS Center for Learning (CFL). |

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| **Abbey McManus** |
| Worked in a team to create computer-based training (CBT) modules for the Federal Bureau of Investigation’s (FBI) Arabic language instruction (STaRT) program targeted to the needs of FBI Special Agents. Wrote cultural sections for lessons on the history, customs, and culture of the Arab world. Converted lessons from CBT modules and storyboards to a paper-based textbook. Proofread lesson scripts, textbook lessons, and inal application.  Conducted rapid assessment, design, and deployment of a new, customer-aligned Acquisition Business Oice (ABO) within the Federal Emergency Management Agency (FEMA). Worked in a team to create procurement tracking methodology, tools, and templates to improve management and oversight of FEMA-wide procurements and implemented internal and external communication strategies to educate agency stakeholders on client service oferings. Managed acquisition portfolio for $1B national security program within the FEMA Oice of National Continuity Programs (ONCP).  Led the development of a business case for the US Navy (NAVAIR) that included recommendations for the Flight Deck Cranial system used by Navy and Marine personnel aboard aviation capable ships.  Capability Development |

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| **Abbey McManus** |
| Led development and rollout of irm’s Organizational Change Community of Practice knowledge management portal. Solution integrated customized consulting toolkits by specialization (i.e., Human Capital, Training and Organizational Development, Change Management, etc.) with training and communications resources.  **Summit Communications**  Project Coordinator 2003 – 2004  Developed and launched projects at independent  communications agency that published promotional reports on emerging markets for distribution with *The New York Times* and *The New York Times Sunday Magazine*.  Managed complete cycle of project development, initiated and completed all aspects of project launches, supported project teams and journalists in the ield, and provided inal editorial feedback and revisions to country reports.  **Hors Ligne**  International Business Writer 1999 – 2000 |

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| **Abbey McManus** |
| Wrote reports based on presentations, conferences, seminars, and corporate events for clients including multinational corporations such as Aventis and Alstom, French public institutions such as the Ministry of Economy and Finance, and international organizations and regional governing bodies including the European Commission.  **United Nations (UNESCO)**  Contract Consultant – UNESCO Radio Production Program 3/1999 – 9/1999  Wrote radio programs on a variety of topics subsequently  broadcast throughout member countries Pakistan, Sri Lanka, and South Africa. Performed research using internal UNESCO resources and external sources on socioeconomic topics and cultural subjects of interest to audiences in Sri Lanka, Pakistan, and South Africa. |

**Brijesh Akula Sr. Oracle DBA**

**Active Public Trust 6c Clearance**

**CompTIA Security+ Certified** Phone : (313) 289 5372

* 1. **Citizen** [Email:brijeshdba@gmail.com](mailto:brijeshdba@gmail.com)

**Experience Summary:**

Oracle Certified Professional with over 17 years of DBA implementation life cycle experience. During past 17 years I provided technical expertise for implementations of Oracle-centric technologies for Commercial and Federal Government clients. While Oracle Applications DBA work may be my core skill set, various roles have enabled me to expand my knowledge in WebLogic, Java, Security and Enterprise solution design and implementation. This varied experience developed the team management and communication skills necessary to ensure successful solution delivery. My customer-first attitude enables me to make decisions that best fit client needs and strengthens customer relationships. I am consistently viewed as a “solution provider” who will learn new technologies that provide the most value to the customer.

* + - Expertise in installation, maintenance and administration of Oracle Applications R12 (12.1.3, 12.0.4,12.2.4), 11i (11.5.8, 11.5.9, 11.5.10.2)
    - Implementation of SSO for EBS using OAM/OID
    - Expertise in installation, maintenance and administration of Oracle Databases 8i, 9i, 10g, 11g and 12c - both RAC and Non-RAC
    - Expertise in defining instance strategy for Upgrade and Implementation projects
    - Expertise in Oracle Applications (Ebiz) 11i to R12 (12.1.3 and 12.2.4) upgrade.
    - Strategized and carried out upgrades with minimal downtime
    - Expertise in Oracle Application 11.5.9 to 11.5.10.2 upgrade
    - Expertise in database upgrades 8i/9i to 11g, 10g to 11g
    - Expertise in Maintenance, Patching, Cloning, troubleshooting and Performance tuning of Oracle Applications e-Business Suite 11i and R12
    - Expertise in Dataguard. Managed extensively large databases
    - Expertise in Oracle 13c,12c,11g Grid control, (AMS) EBS application management suite implementation
    - Expertise in defining backup and Recovery strategy
    - Experience in defining Archive and purge strategy for Oracle ERP systems
    - Experience in OBIEE and Weblogic administration
    - 24/7 Production Database Support and maintenance
    - Experience in providing training and mentoring DBA’s
    - Expertise in Encryption of data at rest using oracle TDE
    - Expertise in defining backup and Recovery strategy
    - Expertise in defining archive and purge strategy for Oracle ERP systems
    - Expertise in providing training and mentoring DBA’s
    - Experience in OBIEE, Hyperion and WebLogic administration
    - Experience in providing training and mentoring DBA’s
    - Experience in Oracle Engineered Systems
    - Experience in data masking
    - Expertise in project management
    - Expertise in capacity planning, performance tuning

**Professional Qualification:**

* **M.Tech (Computer Science)**, Institution of Electronics & Telecommunications Engineers (AICTE), OU campus, Hyderabad, Andhra Pradesh, India.
* **Master of Science (Computer Science)** Maharshi Dayanand University, Rohtak, Haryana, India.
* **Post Graduate Diploma in Computer Applications**, Osmania University, Hyderabad, Andhra Pradesh, India.
* **B.Sc in Electronics and Telecommunications Engineering**, Osmania University, Hyd, A.P, India

**Technical Certification:**

* CompTIA Security+ Certification
* Oracle Database 12c Administrator Certified Professional
* Oracle E-Business Suite R12 Applications Database Administrator Certified Professional
* Oracle Database 11g Administrator Certified Professional
* Oracle Database 10g Administrator Certified Professional
* Oracle Database 9i Administrator Certified Professional

**Technical Training:**

* Oracle 10g RAC administration – Oracle Corporation, Reston,VA
* Oracle Applications DBA
* Oracle 9i Database Administration
* Oracle 10g Database Administration
* Basic Unix and Shell Programming
* Project Management Professional (PMP)

**Work Experience:**

**Client: U.S. Department Of Education (EDCAPS) Dec 2015 – Till date Lead Oracle DBA**

**Employer : QSSI**

* 1. Department of Education is currently using Oracle EBS 11.5.10.2 for their Financial Systems (EDCAPS) and in the process of upgrading to R12.2.6. Supporting current Oracle Applications 11.5.10.2, Identity Management, Cognos, Hyperion and various applications based on Oracle Fusion Middleware technologies like Sunflower, Comprizon Suite. Interact with O/S and hardware support teams to identify requirements and ensure timely delivery of underlying architecture. Provide maintenance and support to all EBS environments to ensure they are stable and running on the latest feasible patchset.

Upgrade EDCAPS database and application from 11.5.10.2 to 12.2.6, database from 11.2.0.4 to 12.1.0.2 and platform migration of application and database from AIX to Linux.

Working on Proof of Concept on Oracle GRC for the EDCAPS initiative of Segregation Of Duties.

* + - Supporting 11i RAC enabled instances on IBM AIX and Linux platforms.
    - Upgraded application from 11.5.10.2 to 12.2.0.6, DB from 11.2.0.4 to 12.1.0.2 and migrated DB and application from AIX to Linux
    - Oracle Clusterware and Database patch set upgrade from 11.2.0.3 to 11.2.0.4
    - Database and application character set conversation from ASCII to UTF8
    - Implemented Oracle GRC as proof of concept for EDCAPS.
    - Provided Role Based Access Control (RBAC)
    - Worked with members of the application development teams to design and integrate applications with Role-Based Access Control system (RBAC)
    - Worked with members of the application development teams to resolve highly complex business issues related to Role-Based Access Control (RBAC) system
    - Implemented full suite of Oracle Governance, Risk and Compliance products (AACG, CCG, TCG and PCG).
    - Actively worked with various business processes and modules including: General Ledger, Accounts Payable etc.
    - Support for internal systems sunflower, Grants management system (G5), Hyperion, APEX
    - Perform quarterly password changes
    - Analysis and application of quarterly PSU and CPU patches
    - Support 11g Oracle Access Manager Solution for Single-Sign On with two factor authentication using PIV card.
    - Support different Oracle Fusion Middleware software including Hyperion, Cognos and Sunflower.
    - Implementing SSL and renewing SSL certificates using Oracle Wallet Manager.

* + - Support Core DBA activities for non-EBS environments.
    - Support for internal systems sunflower, Grants management system (G5), Hyperion, APEX, Cognos, Oracle Reports
    - Completed encryption using TDE for data at rest at column level for EBS.
    - Encrypted legacy databases at column and tablespace level.

**Client: Deloitte Consulting LLP June 2015 – Dec 2015 Specialist Senior – Federal Practice Oracle Package Technologies**

Worked as Subject Matter Expert (SME) and Systems Architect consultant providing support for various Oracle e-Business Suite implementation projects and supported various proposal efforts for Deloitte.

Support various teams with analyzing performance bottle necks and resolving performance issues.

**Client: Mercury Technology Group, INC Jan 2013 – May 2015 Service Manager**

**MTG** is an Oracle Hosting Company catering to various clients and also provides comprehensive administration and support to various client’s critical Oracle E-Business Suite and Database systems hosted by MTG.

MTG is a Managed Services Provider for small to mid level customers that hosts and maintain servers and provide the services of Oracle and E-Business Administrations similar to Oracle On-Demand model. As a Service Manager at MTG, am responsible for six of their customers in managing services and handling various projects. And also be part of weekend rotation of On-Call duty on assisting all of their customer’s database and application which totals approx. 200 instances.

* + - Analysis and application of mini pack, family pack and RUP patches

Resolving performance issues related to month end processes and ASCP programs Upgrade of database from 11.2.0.2 to 11.2.0.4.

Upgrade of Oracle apps from 11.5.10.2 to 12.2.4

* + - Implementation of SSO for EBS 12.2 using OAM,OID
    - Supported multiple E-Business Suite 12.1.3, Oracle Database 11.2.0.3 instances.
    - Migrate new customers to Mercury Servers.
    - Install and patch 11.1.1.6 Weblogic , OBIEE, BIPublisher, Apex with Apex Listener and Weblogic for new and existing customers.
    - Advanced Oracle E-Business Suite Software and Database Administration.
    - Database and Oracle E-Business Suite issue investigation/resolution.
    - Responsible for Maintaining Oracle Applications Releases 11i & R12 for six of MTG customers.
    - Support multiple Oracle Fusion Middleware Products like OBIEE, OAM/OID, Hyperion etc.
    - Installing and supporting third party vendor software and integrating with Oracle e-Business Suite –

Vertex, Leeyo, Revpro, Excel4Apps, More4Apps Etc.

* + - As Service Manager, have complete knowledge and history of the specific customer database issues and maintaining logs of the fixes applied for future reference and to support customer audits.
    - Primary contact for escalated tickets for the assigned customers. Responsible to resolve the issues in a timely manner meeting the SLAs.
    - Work closely with different infrastructure teams - Infrastructure, Solutions, and Administration – for completing the assigned tasks and meeting SLAs
    - Involved in all the project analysis and preparation of the project documents for assigned customers.
    - Providing support to multiple clients with production support issues on the service desk. Work closely with Oracle support on Severity 1 issues.
    - Acknowledging, analyzing and resolving Production SYS down issues and providing clients with incident reports.
    - Cloning, patching of multiple environments on demand basis.

**Client: CNSI, MD Jul 2007 – Jan 2013**

**Oracle DBA Specialist**

CNSI is a IT consulting and development company had been awarded the MMIS projects for the states MI(CHAMPS) , WA(Provider One),MD(Maryland),LA(Prism).

* Worked as Oracle DBA Specialist with functions of **24 X 7 production support for multiple MMIS projects** for the different States MI(CHAMPS) , WA(Provider One),MD(Maryland),LA(Prism).
* Have successfully upgraded JDK software in around 25 Oracle EBS environments.
* Have completed upgrade of Production / DR / DEV EBusiness Suite environments from DB 9.2.0.3 to 10.2.0.4
* Have completed upgrade of Production / DR / DEV E-Business Suite environments from DB

10.2.0.4 to 11.2.0.2

* Have provided support in oracle e-Biz Suite R12.
* Administered and tuned the Oracle Claim processing system (e-CAMS) database and data warehouse system totaling more than 7 TB.
* Have been actively involved in setup of the Disaster Recovery site of the Washington State’s MMIS production applications and database. Have completed mock DR test for applications with complete success in restoring applications and database.
* Have worked on upgrading of 10TB DB.
* Responsible for administration of Oracle Applications and databases for production system and all project environments.
* 24\*7 support to all the production EBS servers.
* Resolving issues in application printing upgrade installation of new features within the product and support.
* Application Management includes bug fixing, performance issues, change request management, upgrade and enhancement requests, including interfaces and report customization / development and patch application in existing live systems.
* Technical testing and application of patches as per functional team’s requirement and

documentation of the same.

* Have worked extensively on various Oracle EBS testing including Load testing, stress testing activities while implementing new changes.
* Liaising with Oracle for TAR resolution
* Working with technical team to prepare fix for EBS related issues
* Have maintained excellent relationship with other vendors for all planned outages, issues and maintenance actions carried on the servers.
* Implemented, administered and subsequently tuned 5-7 TB databases for claims and fraud detection using Oracle RAC on Sun Platform, EMC disk array and Veritas File System. Was the production support DBA for multiple MMIS client.
* Tested the custom concurrent programs, request sets and forms in DBA1 and UAT1 instances and then moved these objects to production using FNDLOAD.
* Applied the required patches using auto patch and adctrl AD utilities.
* Rebuild the indexes and dropped unused indexes.
* Cloned the Application instance from production environment to Proxy environment.

**Environment:** Oracle Applications 11.5.10.2 / 10g with 2 node setup. DR with Data guard solution.. OEM, TOAD 9, Sun Solaris 9/10 with SRM implementation, SQL and PL/SQL, R12 Implementation, R12 Support, JDK Upgrade, Application Management.

Oracle RDBMS Production RAC Databases 10.2.0.4/11.2.0.3 of more than 10TB size.

**Client: Tango Management Consulting, LLC June 2008 – August 2010 Role: Senior Oracle Apps DBA**

Tango management Consulting is a privately held software and services company. TMC focuses exclusively on providing analytics solutions, implementation services, and niche software solutions to location centric clients such as retail, restaurant, telecommunications, financial services, etc.

* Worked Part time for supporting multiple initiatives of Tango MC. Supporting the environments mostly on weekends and if needed on week-days.

* Installed and maintained different versions (11i/R12) of Oracle e-business suite databases to

support Tango’s development efforts in building GIS application for various clients.

* Installed Linux OS and OS patches on new servers when the Systems administrator was not available to meet project deadlines.
* Planned and implemented backup strategy for OLTP/OLAP and e-Business suite databases.
* Created/managed Oracle spatial databases for various GIS clients of Tango MC.
* Managed Oracle Spatial databases for NAVTEQ on behalf of Tango MC.
* Imported NAVTEQ spatial data into Tango MC Databases as part of preparation for various POC.
* Build spatial databases for McDonald’s POC and also integrated Spatial data with Cognos Reporting tool. Worked closely with Cognos development team to accomplish the requirements.
* Upgraded oracle databases from 9.2.0.3 to 10.2.0.4
* Worked diligently with Development and Functional teams to identify and resolve performance issues.
* Installed and Configured Oracle Analytics - OBIEE.
* Installed/configured/implemented Oracle SiteHub on Oracle e-Biz suite R12 (12.2)
* Worked with functional leads and development team in understanding and supporting many adhoc requirements in developing various products like TMC Analytics Platform, TMC Market Optimization Solution etc.
* Providing 24X7 Production Support.
* Implemented security policies for all the databases as per the client requirements
* Provide maintenance and support of Apps 11.5.9/11.5.10 on Windows 2000/2003 environment.
* Administration of Development, Test and Demo instances.
* Cloned the Application instances.
* Performed Application administration tasks using System Administrator, Application Developer responsibilities and AD utilities.
* Applied the required patches using auto patch and adctrl AD utilities
* Gathered database/Objects statistics using DBMS\_UTILITY, Diagnostics Collections. (IZU).
* Created and monitored the Additional concurrent managers, Administration & Tuning.
* Defined users, Responsibilities, Menu, Form functions,
* Defined Executable, Concurrent Programs, Request Sets, Profile Settings
* Defined Value set and assigning them to Concurrent Program parameters.
* Enabling and Compiling Flex fields, Descriptive Flex fields to Capture additional data.
* Refresh the database from one environment to another.
* Monitored the Applications and database using OEM.
* Working with Oracle support on Severity 1 service requests.
* Involved in database activities space management, undo management and database security.

**Environment:** Oracle Applications 11.5.10.2 – R12 / 9i/10g/11g DB on Linux/Windows platform.

**Client: Ohio Department of Education Mar 2007 – July 2007 Role: Oracle Apps DBA / Lead**

* + - Responsible for the IT facilities management team and datacenter operations.
    - Provide maintenance and support of Apps 11.5.9/11.5.10 on Windows 2000/2003 environment.
    - Administration of APPS PROD, UAT, QA, TEST and CRP instances.
    - Providing 24X7 Production Support.
    - Cloned the Application instance from production environment to Proxy environment
    - Performed Application administration tasks using System Administrator, Application Developer responsibilities and AD utilities.
    - Created and monitored the Additional concurrent managers, Administration & Tuning.
    - Defined users, Responsibilities, Menu, Form functions,
    - Defined Executables, Concurrent Programs, Request Sets, Profile Settings
    - Defined Value set and assigning them to Concurrent Program parameters.
    - Enabling and Compiling Flex fields, Descriptive Flex fields to Capture additional data.
    - Refresh the database from production to test environment.
    - Provide maintenance and support of Apps 11.5.9/11.5.10 on Windows 2000/2003 environment.
* Performed Application administration tasks using System Administrator, Application Developer responsibilities and AD utilities

**Environment:** Oracle Applications 11.5.10.2 with 9i DB on Windows 2003 platform.

**Client: Zensar Technologies Sep 2006 – Dec 2006 Role: Sr. Consultant (Oracle ERP DBA)**

Zensar Technologies is a technology partner of choice for global organizations looking to strategically

transform, grow, and lead in today’s challenging business environment.

Backed by a strong track-record of innovation, over 7000 associates and footprint in more than 20 global locations, Zensar’s comprehensive range of software services and solutions enable its 400+ forward-looking customers to cross new thresholds of business performance.

* Administered and provided production DBA support to the several databases of Financial Data Warehouse and production OLTP databases.
* Tuned the databases resulting in a 10% performance improvement.
* Lead Production Support and Design DBA
* Upgraded databases from 9i to 10gR2
* Implemented security policies for all the databases as per the client requirements
* Provide maintenance and support of Apps 11.5.9/11.5.10 on Windows 2000/2003, Solaris, AIX environments.
* Administration of APPS PROD, UAT, QA and TEST instances.
* Cloned the Application instance from production environment to Proxy environment.
* Performed Application administration tasks using System Administrator, Application Developer responsibilities and AD utilities.
* Applied the required patches using auto patch and adctrl AD utilities
* Gathered database/Objects statistics using DBMS\_UTILITY, Diagnostics Collections (IZU).
* Defined users, Responsibilities, Menu, Form functions,
* Defined Executables, Concurrent Programs, Request Sets, Profile Settings
* Defined Value set and assigning them to Concurrent Program parameters.
* Enabling and Compiling Flex fields, Descriptive Flex fields to capture additional data.
* Refresh the database from production to test environment.
* Monitored the Applications and database using OEM and OAM.
* Setting up the printers in Application environment.
* Working with Oracle support on Severity 1 service requests.
* Examine the RMAN database backups as per the ODE policy.
* Rebuild the indexes and dropped unused indexes.
* Updating of Project track and issues log.
* Providing 24X7 Production Support.
* Gathered database/Objects statistics using DBMS\_UTILITY, Diagnostics Collections
* Working with Oracle support on Severity 1 service requests.
* Tested the custom concurrent programs, request sets and forms in DBA1 and UAT1 instances and then moved these objects to production using FNDLOAD.
* Providing 24X7 Production Support.

**Client: Xansa Jan2006 – Aug 2006**

**Role: Oracle DBA**

* + Supported production and Non-production instances of Oracle e-business Suite 11.5.7 and 11.5.8.
  + Analyzing and applying Patches, addition of new modules and licensing.

* + Used ad tools like adpatch, admerge, adsplice, autoconfig etc. Upgraded production database from 9.2.0.5 to 9.2.0.6.
  + Implemented OATM
  + Implemented Data guard for standby database.
  + Refreshing the instances periodically from production & integration instances.
  + Regular Database activities like space management, user management, exports & imports, troubleshooting database issues.
  + Involved in resolving performance issues.
  + Periodic analysis of indexes and tables in ERP reporting instance
  + Installed and integrated 10G grid control to application instance.

**Client: HP Enterprise Services Jan2003 – Dec 2005 Role: Oracle DBA**

* + Involved in 11i Installation and Cloning
  + Workflow Mailer Configuration
  + Involved in daily DB Activities like Instance Monitoring, Rollback Segment Monitoring, Fragmentation Monitoring, DB Upgrade, Object Sizing etc.
  + Application Patch Analysis and Patch Application
  + Concurrent Program Monitoring and Troubleshooting
  + Discoverer Installation and Troubleshooting
  + Express Server Installation and Troubleshooting.
  + Demand Planning Installation , Troubleshooting and applying DP Patches
  + Secured Socket Layer(SSL) Implementation
  + Configuration of Printers
  + Analysis and application of patches
  + Analysis and application of NLS patches for Simplified Chinese Language

**Client: HCL Technologies Jan2000 – Dec 2002**

**Role: Oracle DBA**

* + Involved in database activities space management, undo management and database security.
  + Rebuild the indexes and dropped unused indexes.
  + Supporting for Offshore team and monitoring AOL Standards as per Policy.
  + Updating of Project track and issues log.
  + Providing 24X7 Production Support.
  + Backup the database
  + Prepare the system for migration
  + Execute migration scripts
  + Listener and Net 8 configuration
  + Execute post- install scripts
  + Update, remove, add parameter in init\_SID.ora file
  + Compile all objects
  + Perform post-upgrade tasks
  + Working with Oracle for Technical Assistance.
  + Raised and worked in priority 1 issues.
  + Worked on Oracle Application Performance
  + Executed Backup and Recovery procedures.
  + Installing and upgrading the Oracle server and application tools.
  + Backing up and restoring the database.
  + Allocating system storage and planning future storage requirements for the database system.
  + Worked with developers, quality assurance, business analyst, and system engineer to ensure software quality, product excellence, and achieving the overall mission of keeping the Oracle 11i Application environment running smoothly.
  + Set up of database environment. Creation of development instances with all schemas and security.
  + Database reorganization and Database Storage management. Data extraction and monitoring.

* + Creation of application objects such as tables, indexes, views, synonyms, sequences, triggers, procedures and functions with proper grants to all the users and roles. Partitioning tables and indexes.
  + Coding and performance tuning for several Reports for Enterprise Reporting System using Oracle PL/SQL and SQL.
  + Standby database creation, administration & maintenance of the size 350 GB database with 25 users
  + Develop and test database backup and recovery strategy for both Hot and Cold backups.

Shyamala Krishna

**Email:** [**shyamalakrishna@ymail.com**](mailto:shyamalakrishna@ymail.com) **Phone: (913)-634-9427**

**OBJECTIVE**

To take a challenging position that offers exposure to leading edge technologies, and deliver high quality outcomes to clients by putting sound quality assurance and quality control practices to work

##### SUMMARY

* + ISTQB-ISEB (Foundation Level) Certified Software Tester
  + Over 8 years of experience in the field of information technology, specifically, in software testing
  + Extensive experience in functional testing of websites, client-server applications and ERP application (CRM), regression testing, user acceptance testing, system testing, backend testing, user experience testing and accessibility testing
  + Exposure to automation testing using Selenium and QTP
  + Experience in testing SOAP based and RESTful Web services using SOAP UI
  + Domain knowledge of Government Programs, Customer Care, Telecommunications, Finance/Trading, Banking & Health Insurance Industry
  + Experience working across all phases of Software Development Life Cycle & Software Testing Life Cycle in conventional and agile development environment, specifically Scrum framework
  + Worked extensively on Integration Testing, Functional Testing, Regression Testing, System Testing, User Acceptance Testing, Database Testing , Usability Testing, Browser Compatibility Testing, GUI Testing and using ETL Commands
  + Proficient in preparing test plans, test cases, test scripts, based on user needs, specifications and business rules, and possess extensive test execution and reporting experience
  + Extensively used the tools Spira Test, JIRA, TFS, MQ TOOLS, HP QC (ALM)
  + Used JIRA to track work orders, defects and user stories
  + Demonstrated solid analytical & problem solving skills in previous projects
  + Quick learner and a good team player displaying leadership qualities
  + Capable of working in accelerated development environment, handling multiple streams of work with constant focus to meet tight deadlines
  + Takes pride in being a software test engineer

##### PROFESSIONAL EXPERIENCE

**CSRA / Eco Select / Booz Allen (For United States Department of Agriculture) August 2012 – November 2017**

**Position: Test Engineer (Software Quality Assurance)**

Worked in capacities of Lead Test Engineer and Test Engineer in various projects of USDA

* + Test Engineer for CRM (Microsoft) - CARS project for RMA/USDA
  + Test Engineer for ACRSI Application
  + Lead Test Engineer for Margin Protection Program Application testing all modules of the program including Production History, Contracts and Payments
  + Test Engineer on MGLDP Testing for the 2015 Payment enhancement
  + Test Engineer for Farm Records Replication, web, MQ, Web service and Listener testing
  + Test Engineer for TAP, LFP and LIP systems
  + Lead Test Engineer on SCIMS MIDAS R2 project (conversion from JAVA to SAP). Involved from the requirement phase until production for this application working with both MIDAS and PARMO teams.
  + Lead Test Engineer for CRP to CPF project working with two different teams
  + Test Engineer for Coverage and Unit Maintenance of NAP Application

Responsibilities:

* + Created and updated Test Plan, Test Scripts and Requirement Traceability Matrix for all the projects
  + Created Functional, UI and Integration Test Scripts to validate Business Requirements/System Specifications
  + Extensively used XML testing for backend Validation
  + Worked on SOPA UI extensively to test the web services of external systems
  + Worked on security testing of applications on various IB standards/ policies of the Government
  + Used JIRA to track work orders, tract defects and user stories
  + Worked with developers on defect analysis
  + Identified, created, tracked, retested and closed defects from every release
  + Extensively interacted with developers, business analysts and management teams to understand and create test scripts using the business requirements and specifications
  + Extensively used SQL queries for backend testing and data validation in Data Mart
  + Used Quality Center (QC) to create and manage test cases for MIDAS project
  + Gave demo on multiple projects on the flow of application
  + Maintained structured documents for the entire project on test scripts, defect reports, and test data
  + Performed 508 compliance tests for various web applications
  + Submitted daily and weekly reports on project updates and defects
  + Mentored new testers on various projects in the domain
  + Extensively used Microsoft Office Tools – Excel, Word for test script creation & reports
  + Won awards for delivery excellence

**GEHA – Consultant**

**March 2012 –August 2012 Position: SQA Analyst**

* + Member in a testing team of four people for GEHA’s eHealth Care System implementing

FACETS software

Responsibilities:

* + Participated in testing life cycle planning and discussions
  + Analysis of requirement traceability matrices and business requirement documentation
  + Creating test scenarios and test cases, and test execution
  + Submitted weekly report of testing progress
  + Involved in project meetings and trainings

**Sprint Nextel, Overland Park, KS Consultant December 2008 - October 2011**

**Position: Analyst: Payment Operations (Refunds, Disputes, Fraud (CPNI), Live Chat)**

* + Worked as a team member for Customer Refunds modules, Payment Disputes, Live Chat & Fraud (CPNI)
  + Tested various scenarios of customer refund requisitions and approvals based on the customer A/c and payment history
  + Involved in Live Chat access testing for Refunds & Other Payment Operations departments

Responsibilities:

* + Analyzed Business requirements (BRD), functional design specifications and use cases
  + Involved in testing completed functional components to confirm deliverables meet requirements
  + Prepared and analyzed test results to aid in problem solving and facilitate decision-making documents for CSM- Payment Operations specific to Refunds.
  + Reviewed test specifications, test cases/scripts with QA Manager to make sure all the scenarios were covered
  + Designed and developed test cases for testing functionalities and GUI of the application
  + Used HP QC for test management/manual testing, executing test steps for every new build and performed regression testing using QTP
  + Worked with HP QC and Change Synergy for defect management, creating, prioritizing and tracking defects
  + Generated defect status reports and involved in defect review meetings
  + Contributed to establishing and adherence to quality assurance guidelines and standards as defined by the project and/or organization requesting testing services.
  + Participated in team meetings and discussed Enhancement and Modification requests.
  + Created weekly status report on testing progress.

##### EDUCATION

* + Master of Commerce (Major in Math & Accounting), University of Madras, Chennai, India
  + Post Graduate Diploma in Computer Science, CSC, Chennai
  + Post Graduate Diploma in Computer Applications, NCCT, Chennai
  + Post Graduate Diploma in Journalism, BVB, Chennai.
  + Masters in Music (Continuing), University of Madras, Chennai

##### CERTIFICATION

* + ISTQB –ISEB Foundation Level

##### RESIDENTAIL STATUS

US Citizen

#### Jeffrey L. Coe

6063 Douglas Avenue New Market, Maryland 21774

[**jeffreycoe1@gmail.com**](mailto:jeffreycoe1@gmail.com) **(703) 344-3377**

**Professional Summary**

With over thirty years of experience in leading, building and supporting organizations that contract with the Federal Government, I have undertaken a broad range of functional roles as an individual contributor and as a leader and manager of support organizations; specifically contracts, pricing, procurement, program management office and finance. This diversity of experience has provided me with a broad base of understanding and insights that prove invaluable in successfully dealing with the complexities of the Federal contracting environment.

**Professional Experience:**

**Attain, LLC** **Director of Contracts October 2014 – Present**

My responsibilities include leading and managing professionals with complete responsibility for cradle to grave contract and subcontract administration. In addition, my responsibilities include staffing, training, personnel development and developing strategies and tactics to achieve positive and successful outcomes. On a routine basis, I provide guidance and counsel regarding Federal Government contracting, interpret and negotiate complex RFP/RFQ contract terms and conditions. I am also responsible for authoring, reviewing and negotiating Non-Disclosure Agreements, Teaming Agreements, Contracts and Subcontracts.

**STG Inc.** **Director, Procurement and Small Business Liaison Officer**

**January 2014 – September 2014**

My responsibilities included leading and managing professionals with complete responsibility for cradle to grave subcontract administration, direct and indirect purchasing transactions, establishing company policy and procedures, and performing small business liaison officer requirements. In addition, my responsibilities included staffing, training and personnel development and ensuring subcontract and purchase order files were prepared in accordance with company policy and Contractor Purchasing System Review guidelines. I also coordinated and prepared Small Business Subcontracting Plans and collaborated with the program management team to ensure successful achievement of subcontracting goals. I was also responsible for authoring, reviewing and negotiating Non-Disclosure Agreements, Teaming Agreements and Subcontracts and ensured the Electronic Subcontracting Reporting System (eSRS) was successfully updated.

**URS Corporation / Apptis, Inc., Vice President Contracts, Procurement and GWAC Organization**

**April 2007 – August 2013**

My responsibilities included leading and managing professionals with complete responsibility for cradle to grave contract and subcontract administration, purchasing transactions and managing a Program Management Organization in support of a portfolio of Government Wide Acquisition Contracts to enable and facilitate task order and delivery order growth and Contract deliverables. In addition, my responsibilities included staffing, training and personnel development and developing strategies and tactics to achieve positive and successful outcomes. On a routine basis, I provided guidance and support regarding Federal Government contracting and procurement procedures; established processes that ensure consistency with Federal Acquisition Regulations and other Government and company policy and procedures.

**Unisys Corporation** **Director, Business Development** **March 2006 – April 2007**

In support of Business Development teams, I was personally responsible for the management and preparation of business volume proposals for complex bids. My role included leading all required activities

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in support of the business proposal response, to include coordinating the pricing strategy, authoring the pricing methodology, developing individual subcontracting plans and ensuring overall compliance with all internal and external finance, pricing and contract requirements, controls and processes.

**Unisys Corporation Director, Contracts and Pricing** **August 1992 – March 2006** As the Director of Contracts and Pricing, I led a team of professionals with complete responsibility for cradle to grave contract administration and pricing requirements, including staffing, training and personnel development. Personally was the lead negotiator on several complex product and services proposals, developing strategies and tactics to achieve positive and successful outcomes. On a routine basis, I provided guidance and support regarding Federal Government contracting and pricing procedures, interpreted and negotiated complex RFP/RFQ contract terms and conditions and acted as the primary liaison/interface with Senior Government Officials. Established processes that ensured proposals were consistent and compliant with Federal Acquisition Regulations, Unisys Estimating System and Corporate Policies.

Previously, as Director of Contacts, my responsibilities included leading and managing a contracting organization with full life-cycle (proposal thru close-out) responsibility for contract administration. Contracts included services, product and system integration efforts, with all contract types in support of a myriad of client agencies. I elected to maintain a personal involvement and a hands-on approach throughout my tenure, balancing the contributor and manager role to achieve optimum return on my investment. I used my involvements as training and mentoring opportunities whenever possible.

As a Manager within the Contracts and Pricing organization, my responsibilities included leading and managing a team of professional contract and pricing administrators, actively providing functional expertise to various project and proposal teams, either directly or indirectly through my staff. On numerous occasions, I was the lead negotiator for major product and services proposals, provided guidance and counsel on Federal Government contracting, managed proposal preparations, and acted as the lead contracts person for large contract efforts. On several occasions I needed to take on troubled projects in order to help the team move back into an acceptable range of operations.

As a Senior Contracts and Pricing Analyst, my responsibilities included: performing specialized and complex pricing and proposal analysis, proposal negotiations, developing pricing strategies, liaison/interface with Military and Government Officials, quality control proposals to ensure consistency and compliance with Federal Acquisition Regulations and Corporate Policies, communicate pricing and cost proposal requirements to various line organizations.

**Unisys Corporation** **Accounts Receivable & Billing** **September 1988 – August 1992**

As the Manager, Accounts Receivable and Billing I provided management supervision of the accounts receivable, billing and deobligation operations and implementation of all billing and collections policies. Previously, as a Senior Analyst with this group, my responsibilities included providing supervision to the accounts receivable and billing department, maintaining billing and collection programs to ensure timely collection of receivables, prepare reporting documents for presentation to the controller, preparation and implementation of plans, written and oral, to persuade customers toward achieving corporate objectives.

**Booz Allen & Hamilton Accounting Assistant** **December 1984 – September 1988**

**Jeffrey L. Coe**

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[**jeffreycoe1@gmail.com**](mailto:jeffreycoe1@gmail.com) **(703) 344-3377**

Responsibilities included: preparing labor schedules on a monthly basis for finance administrators, validating financial data generated from labor reports, quality controlling time input adjustments, posting to accounting journals and ledgers, performed billing and accounts receivable functions.

**Education**

BS Business Administration, Shepherd College, 1979-1983 Various undergraduate courses, University of Maryland

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| **Neal Most** | |
| **Specialist 2** | |
| **Project and Program Management:**   * Over 20 years experience managing mission-critical systems, software development and IT operations. Guided projects through SDLC and systems engineering process. Projects spanned multiple years with $10M+ budgets. * Skilled and experienced directly interfacing, advising and reporting to senior leadership   and government representatives.   * Managed portfolio of customer projects, developing and adhering to quality standards, delivering projects on-time, on-budget and meeting project milestones. * Led cross-functional development teams, directed mid-sized programs, managed   customer accounts and relationships, cultivated organizations, and developed and launched product.   * Applied and proven knowledge of CMMI ML 3, ISO 9001:2008, EVM, records management and data center practices. * Actively pursuing PMP Certiication Summer 2016.   **Corporate Management and Operations Leadership:**   * For 12 years, directed Program Operations, IT, Facilities and Quality functions for government contractor. * Recruited staf, developed workforce, crafted beneits programs and career paths to   attract and retain top talent.   * Managed contracts and agreements, applying my knowledge of FAR, DCAA, SLA, SBA and GSA regulations. * Contributed heavily to new business capture, partnerships and proposal writing.   Directly contributed to growing market share, sustaining and growing programs, and capturing new business, including company’s irst prime contract.   * Negotiated vendor agreements and managed vendor relationships that supported   company infrastructure and facilities.  **Software and Systems Development:**   * 10 years experience in designing, coding, testing, delivering and supporting software applications and database systems. * Developed and lead teams delivering commercial desktop software, Cloud services,   data-driven applications and enterprise decision support systems.   * Proven abilities with technologies such as Java, C++, JSP, XML, IDL, SQL, Google Apps, PVCS, Subversion, SharePoint. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
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| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |

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| **Neal Most** | |
| B.S.  Computer Science, St. John Fisher College, Rochester NY  ISO  9001:2008 Lead Auditor, BSI 2015 | [Associations] |
| ***Professional Experience*** | |
| Attain, McLean, VA 22102  Project Manager, U.S. Census Bureau, Decennial IT Division 2018 - Present  I serve as IT Project Manager for the Census Bureau Decennial Information Technology Division, assisting with architecture and performing project management for 2020 Census systems and databases.  AMDEX Corp, Silver Spring, MD 20910  Program Manager, U.S. Census Bureau, Decennial IT Division 2016 - 2018  I served as IT Program Manager for the Census Bureau Decennial Information Technology Division, assisting with architecture and performing project management for 2020 Census systems and databases. My duties and responsibilities include: | |

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| **Neal Most** |
| Supervise project portfolio, ensure milestones, deliverables and dependencies are deined and met.  Consult on architectures, system designs, integration and implementation, release, risk & change management.  Directly support Integrated Product Teams, Programs and System Owners to translate business and capability requirements into operational systems and IT services.  Oversee a cross-functional team of Project Managers and Technical Writers with the goal of integrated efort and increased support of clients’ overall goals. |

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| **Neal Most** |
| Interface with all levels of the enterprise towards delivery product and capabilities.  Coordinate activities between operations, schedulers and IT development teams.  Create a collaborative approach to delivery, leadership, problem solving, customer and program management.  Conduct Project & Program Management functional trainings.  **I**nnovim, LLC, Greenbelt MD 20770 |

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| **Neal Most** |
| Program/Project Manager, NASA Goddard Space Flight Center, NOAA Satellite Operations Facility 2003-2016  Program Project Manager, Invasive Species Forecasting System, ISFS (NASA)  Served as program project manager for enterprise level big data assimilation and analysis system project.  Performed all duties of a technical Project Manager, efectively meeting program, project, agency and technical goals.  Developed and maintained a multi-year project plan, development schedule, identiied risks with mitigation strategies, milestones and performance metrics, WBS, resources and level of efort, cost estimates and contractual deliverables. |

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| **Neal Most** |
| Led full lifecycle development, including writing CONOPS, Requirements, Design, CM, Risk Management, Quality Assurance, Test Plans and annual reports.  Directed mission requirements formulation, coordinated with agency administration, recommended and hired staf, speciied and procured equipment, and established formal development methods.  Led a cross-functional team to deliver and train staf on an operational ISFS, deployed at USGS partner agency’s facilities.  Ensured methods and protocols for stakeholder engagement aligned with agency and mission objectives and policies. |

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| **Neal Most** |
| Developed task plans, budgets, position requisitions, and coordinated work statements and performance evaluations.  Reported to and met regularly with CO, COTR, PIs and Program leadership to explain status, present plans, demonstrate system capabilities, align objectives with Program mission and plan project phases.  Contributed to papers and reports related to program deliverables, technical achievements and research outcomes.  Senior Project Manager, Document Management System (NOAA NESDIS)  NOAA Satellite and Information Service, OSGS - Satellite Operations Facility, Suitland MD |

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| **Neal Most** |
| Led and developed Document Management system and library services, supporting satellite systems missions during formulation and development through migration to operations and sustainment engineering.  Speciied system and implemented in SharePoint, deployed throughout the systems engineering and operations divisions.  Deined and maintained schedule; regularly apprised and coordinated with senior leadership of requirements, risks, design, scope, and status of milestones and schedule.  Being a senior manager on-site, I assisted PM with task plans, |

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| **Neal Most** |
| CDRLS and COR relations, workforce development, staf supervision, customer presentations, schedules and plans, budget preparation, proposals and BD initiatives  Applied information governance policies to provide adaptive services, procedure oversight and security compliance  V.P. Operations & Programs  Managed all facets of small government contracting company, growing it from a 2-person organization to 40-persons over ive years, while supporting science & technology contracts.  Oversaw a staf of 40 IT, Engineering and Science professionals. Instituted practices for onboarding, training and evaluations travel and beneits, among others. |

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| **Neal Most** |
| Responsible for the management, performance and completion of all programs. Developed and managed all customer engagements and contract tasks, ensured customer deliverables, and recruited and developed staf.  Managed contracts, oversaw customer accounts, instituted organizational policy and program procedure, recruited staf, crafted budgets and schedules, and served as primary contact for partners, contracting oicers and vendors.  Monitored and measured contract performance and customer satisfaction  Supervised contractual deliverables such as OCI Plan, EEO Labor |

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| **Neal Most** |
| reporting, IT Security Plan and staf training.  Central in deining and deploying new systems to the enterprise to better track and report task performance, staf and customer satisfaction; manage assets; coordinate recruiting, onboarding and beneits; and run helpdesk and work orders.  Merkle Direct Marketing Inc., Lanham MD 20785 Project Manager, Database & Application Development 2001-2003  During my tenure, I concentrated on the design, development and maintenance of enterprise-level CRM data warehouses and applications. Clients used these products to produce, analyze & report-on marketing campaigns for acquisition, retention & growth. Databases contained U.S. household demographics & contact information for 200 million individuals.  Led diverse technical project teams through all phases of the product development life cycle.  Developed and deployed E.piphany campaign management software, providing data analyses & reports to our clients. |

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| **Neal Most** |
| Directly managed & supported key, high-value clients ($2 - $5 million per year contracts).  Acted as liaison between client, technical teams & senior management, gathering & documenting requirements, tracking budgets & proitability, and reporting progress & risk mitigations.  Authored proposals, project plans, speciications, schedules, status reports and work statements for database systems.  Developed programs which maintained the currency & accuracy of client data & metadata, using MS SQL and ASP. |

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| **Neal Most** |
| Developed and promoted best practices and coding standards for the development of our production CRM systems.  Maintained resource pool with HR through developing job requisitions, interview practices and new hire procedures.  Supervised & mentored staf on career paths, performance goals and skills development.  Introduced formal change management utilizing TeamTrack software. I spearheaded the evaluation, conception, development and rollout; trained staf & supported early adoption and company-wide deployment. |

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| **Neal Most** |
| Represented my department during ISO 9000 audits.  Contributed in developing our department procedures, methods, standards & guidelines. Company was ISO 9000 certiied September 2002.  Nielsen-Claritas Inc., Arlington VA 22209  Director, Applied Technologies  *1995 – 2001*  Managed a team of eight engineers in the design, implementation & delivery of the lagship product Compass, an industry leading marketing information and analysis desktop product.  Led a team which developed the coniguration, data management & installation modules of the Compass for Windows product (released February ’97). Supported multiple releases and converted C++ code to 32-bit.  Implemented the user registration scheme. Led the packaging, installation and fulillment tools development. |

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| **Neal Most** |
| Contributed to design and development of iMark Online, a product which provided Web-based data retrieval & portal services. Developed all reporting and mapping features, using SQL SPs, JSP, DHTLM and Java Servlets.  Created and deployed a product development lifecycle process.  Supervised staf, performed reviews, recruited and mentored staf engineers and coordinated training programs.  Interfaced with product, project and executive management and clients to draft requirements and specify function. |

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| **Neal Most** |
| Developed with an outside consultant, under an aggressive schedule, an intranet portal site.  Coordinated concurrent development eforts for European sales oices and domestic business partners.  Eastman Kodak, Rochester NY 14618  Senior Software Engineer, Edicon Systems Division 1988 - 1995  Managed all aspects of the design & delivery of a digital identiication and access control system. Contributed to the sale, design, implementation, delivery & support of these systems to a variety of clients, both as account lead and team member.  Developed and delivered digital identiication and security access control product, tailored to customer requirements. |

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| **Neal Most** |
| Led client engagements to deine, code and deliver custom systems, enabled by a proprietary, conigurable interface.  Responsible for multi-million dollar installations, such as LAX airport, GE & federal government engagements.  Developed and packaged a standard ID Management software product, written in the C programming language.  Coordinated the integration and certiication of major software releases for DOS and OS/2. |

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| **Neal Most** |
| Developed many OS/2 Presentation Manager, multi-threaded applications to conigure and operate product systems. |

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| **Mike Oh** |
| **Senior Analyst** |
| **Han (Mike) Eal Oh**  Started working for Attain in 2015 and have been working as a filer tech support agent at the U.S. Securities and Exchange Commission. |
| ***Education, Certifications and Training*** |
| B.A. International Affairs, George Washington University Oracle Certified Associate Programmer I |
| ***Professional Experience*** |
| **Attain LLC**  Senior Analyst, Federal Services 07/2015 – Present  Support the U.S. Securities and Exchange Commission’s vital IT infrastructure  Provide support for SEC’s filers using the EDGAR system Conduct front-end system test by writing XML transmission files Participate in federal contract bidding by preparing RFP  Cleared the federal government security clearance. Badged at the SEC  **United States Army** Chemical Operation Specialist 11/2009 – Present  Detect CBRN threats using the JBPDS  Initiate the chain of supply requests for the unit and complete detail-oriented military forms Provide basic IT support for teleconferencing and staff briefing  **American Red Cross** Casework Intern 06/2012 – 09/2012  Manage emergency communications system for military personnel and military families  Provide disaster relief for disaster victims |

**Pamela B. Blasdell**

9140 Calder Court, Manassas, VA 20111 | 571-214-5810 | [pamelablasdell@gmail.com](mailto:pamelablasdell@gmail.com)

**Environmental Specialist**

Accomplished professional with sixteen years supporting environmental initiatives in the federal arena seeking to leverage my educational background in committee support and writing and analytical skills to protect natural resources.

**Education**

**B.S. | 1998 | University of Maryland – College Park**

* Major: Geography / Minor: GIS

**B.S. | 1996 | Towson State University**

* Major: Sociology

**Professional Experience**

*Consultant* | **ATTAIN LLC** | 11/2015 - Present

**Management**

* + Manage daily operations of Environmental Protection Agency, Office of Water, STORET /WQX Helpdesk. Track 100+ inquiries monthly regarding user accounts and technical questions regarding database issues and water modeling questions.
  + Provide Help Desk support to National Estuary Program application NEPORT on quarterly basis. Answer technical questions
  + Support Environmental Protection Agency committee, National Tribal Water Council. Organized and manage and facilitate meetings, created agendas, capture minutes and or follow-up actions.
  + Conduct QA of state 303(d) and 305(b) water quality data entered in to Office of Water, ATTAINS database against state reports to Congress.
  + Provide ad/hoc support to EPA Office of Water workgroup meetings on an as needed basis.

**Reporting**

* + Produce weekly and monthly report of EPA STORET/WQX helpdesk inquiries.

**GIS/Technical Support**

* + Support EPA Climate Ready Water Utilities Initiative by creating Storm Surge Inundation map.

***GIS Specialist* | INDUS Corporation | 12/2001 – 8/2015**

Provided diverse contractual support for several federal agencies.

**Management**

* + Managed daily operations of Environmental Protection Agency, Office of Water, WATERS Website Helpdesk.
  + Managed joint project with Fish and Wildlife Service and EPA to update the Classification of Wetlands and Deep Water Habitats of the United States. Coordinated meetings with stakeholders from various

federal and state agencies. Represented Fish and Wildlife Service client and provided meeting feedback to client.

* + Supported two Environmental Protection Agency committees: National Geospatial Program and National Tribal Water Council. Organized and managed meetings, created agendas, facilitated discussions and captured minutes and or follow-up actions.

**GIS/Technical Support**

* + Processed and maintained state reported Impaired Water and Assessed Water spatial data database linked to National Hydrography Dataset.
  + Created maps of Impaired Waters for the United States and demographics of surrounding population.
  + Created georeferenced footprints and boundaries of coal mines from aerial photography. Analyzed and reported adjacent demographics of surrounding population from mines.
  + Researched GIS and data related questions for WATERS Support inquiries.

**Reporting**

* + Produced monthly report of EPA WATERS Website helpdesk inquiries. Identified inquiry trends and provided EPA client with website content changes based on trends.
  + Created monthly status reports detailing the tasks completed and project budgets of 35 Office of Water projects for EPA client.

**Technical Writing**

* + Prepared newsletters, announcements and email alerts for WATERS Support.
  + Created fact sheets and outreach documentation to educate users on EPA Office of Water geospatial applications.
  + Edited and provided content for quarterly program reports, publications, and content for proposed standards for the Federal Geographic Data Committee.

**Data Management**

* + Maintained and updated metadata content of EPA Office of Water geospatial metadata records in agency wide database. Participated in agency status meetings and training to ensure metadata adheres to agency and Federal Geospatial Data Committee policies and principles.

**Quality Assurance**

* + Created and maintained CMMI Level 3 processes and documentation for EPA Office of Water project deliverables.
  + Conducted periodic project audits to ensure compliance with established processes.
  + Conducted readiness reviews to prepare projects for process maturity evaluation by an external assessment team.

***Select Accomplishments***

* + **Project Management** – Tightly managed an update for Classification of Wetlands and Deep Water Habitats of the United States with a limited budget of $300,000. Completed standard under budget.
  + **National Disaster Support** – Deployed to Federal Emergency Management Agency for Hurricane Irene and Katrina for disaster support. Created maps illustrating population demographics and transportation infrastructure of disaster locations. Worked on team reporting Hurricane Irene information to the White House.
  + **Conference Coordination** – Coordinated EPA staff and contractors at the ESRI International User Conference from 2008 – 2012. Managed agency conference booth, staff schedule and map gallery submissions. Prepared travel arrangements and maintained conference budget. Held lessons learned meeting with participants to identify issues and improve participation in future conferences.

***GIS Analyst* | Data Visualization Systems | 6/2001 – 12/2001**

Supported a user’s need assessment for a technology firm supporting natural resource businesses such as paper mill companies and academic forestry professionals to gain a user’s perspective on new GIS applications and database systems.

* + Coordinated and conducted interviews with 46 forestry and land use professionals.
  + Analyzed interview results and prepared initial findings.
  + Documented the findings in a comprehensive report and presented the findings to the assessment participants.

***GIS Specialist* | INDUS Corporation | 5/1998 – 5/2001**

Assisted in the development of the Water Quality Standard Database for the Environmental Protection Agency, Office of Water, to tract water quality standards, including designated uses and criteria for the Nation’s surface waters.

* + Researched and analyzed designated use and numeric criteria information for 26 states.
  + Developed cross-reference relationships for states’ water quality standard information and facilitated the

design and development of criteria tables.

* + Attended and documented minutes for weekly project Change Control Board meetings.

Managed client Trade Area application on UNIX based ArcInfo System.

* + Wrote and updated AML scripts.
  + Created trade areas based on geographic analyst of customer point of sale information.
  + Packaged and delivered trade areas to appropriate advertising vendors.

***Research Assistant* | Department of Geography – University of Maryland | 1/1998 – 5/1998**

* + Created cartographic and demographic illustrations of GIS work for teaching guides and publications.

**Technical Skills and Training**

* + ESRI ArcGIS 9.x, 10.x, ArcGIS Online, Community Analyst, Spatial Analyst
  + QGIS
  + Google Earth
  + Microsoft Office365, Word, Excel, Publisher, Outlook
  + SharePoint
  + ISO Metadata Standards
  + FGDC Metadata Standards
  + XML
  + Facilitator Workshop – USDA Graduate School, February 2010

**Professional Publications**

Awl J, Wilen B, Allee R, Handley L, Blasdell P, Heber M, Galbraith J, Lang M, "National Standards for Mapping and Classification of Wetlands: Implementation and Maintenance" Vol. 32. No 5. (9/2010) National Wetland Newsletter

**References**

Jerry Johnston, Geospatial Information Officer – Department of Interior 202-208-4262 [jerry\_johnston@ios.doi.gov](mailto:jerry_johnston@ios.doi.gov)

Harvey Simon, Geospatial Information Officer – Environmental Protection Agency 202-566-0917 [simon.harvey@epa.gov](mailto:simon.harvey@epa.gov)

Ky Ostergaard, Environmental Project Manager – Ace Information Solutions 703-867-5145 [kostergaard@aceinfosolutions.com](mailto:kostergaard@aceinfosolutions.com)

Vince Allen, Assistant Information Management Officer – Environmental Protection Agency 703-402-1680 [allen.vince@epa.gov](mailto:allen.vince@epa.gov)

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| **Deepa Bedi, PMP** | |
| **Manager, Client Services** | |
| **Ms Deepa Bedi**, has been part of the Salesforce eco system for over 11 years and has successfully led and delivered more than 50 Salesforce CRM, Communities, and complex integration projects. She has worked closely with higher education, non-proit, healthcare clients to fully understand their needs, social mission, and strategic goals and ensure successful implementations.  Prior to that Ms Bedi worked as a consultant for over 10 years for nonproit and corporate organizations in various roles, doing business development, performing process design and gap analysis, and managing quality assurance programs.  **Specialties:** Fundraising, Case Management, Salesforce.com CRM, Communities, NPSP, roundCorner, Convio Common Ground and Convio Web Content Management Systems, Non-Proit Consulting, Higher Education Consulting, Systems Integration, Solution Engineering, Solution Design, Online Donation Tools, Business Development, Business Process Re-engineering. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| ADA Case Study [Link](https://www.attain.com/blog/2015/03/20/casestudy_ada) | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** |  |
| Master’s in Business Administration, Institute of Management Technology, Ghaziabad - India 1997-2000 Marketing ( Major), Finance ( Minor) -Silver Medal  Bachelors in History Honors, Miranda House College, Delhi University – India 1990-1993  Project Management Professional (PMP), 2007 Project Management Institute  Salesforce –   * Community Cloud Consultant * Service Cloud Consultant * Sales Cloud Consultant * Platform App Builder Certification * Lightning App Super Badge * Salesforce Administrator |  |
| ***Professional Experience*** | |
| **Attain**  **Manager, Client Services**  2017  Implemented the following Salesforce projects  o 2017   * Delivery Manager, New York Independent System Operator Application Management, Pardot Mass Email and Member Self Service Communities implementation * Support Projects:   + EHNAC Ongoing Support   **ACF Solutions** Delivery Manager 2011-2016  Led internal processes to setup the ACF Academy an internal knowledge management tool for fostering collaboration, sharing best practices and aligning individual’s development plan.  Supported the implementation of ACF Methodology for the BUILD work stream and supported others processes.  Led more than 30 Salesforce implementations and support projects. Listed below is a list of projects by year:  o 2016   * Delivery Manager, National Geographic Society Program Management, Taxonomy Custom Search and Salesforce Communities implementation * Solution Architect, Audubon Fundraising implementation with Non Proit Starter   Pack | |

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| **Deepa Bedi, PMP** | |
|  | Solution Architect, GSUSA Case Management implementation |
|  | Solution Architect, International Justice Mission Fundraising , Classy and Donor |
|  | Self Service (Communities) implementation |
|  | Solution Architect, Requirements and Solution Design, United Network of Organ |
|  | Transplant |
|  | Interim Delivery Manager, ULI fundraising implementation |
|  | Support Projects: |
|  | * EHNAC Ongoing Support |
|  | * Brooklyn Public Library Ongoing Support |
| o 2015 |  |
|  | Delivery Manager, Allegheny Alumni Afairs Communities Implementation |
|  | Delivery Manager, Brooklyn Public Library Program and Case Management |
|  | Implementation |
|  | Delivery Manager, Requirements and Design/ Columbia Alumni Communities and |
|  | Marketing Cloud |
|  | Delivery Manager, Iowa State GSE Prospect Management and Marketing Cloud |
|  | Implementation |
|  | Delivery Manager, Solution Design/Fundraising Products Comparison, Museum of |
|  | Modern Art |
|  | Support Projects: |
|  | * ATD Support |
|  | * Emily’s List Support |
|  | * HopeChest Support |
|  | * EHNAC Support |
|  | * RTCS Data Cleanup Support |
|  | * UCB IPIRA |
|  | * MSB Support |
|  | * USC Marshall Support |
| o 2014 |  |
|  | Delivery Manager, ADA Call Center Implementation |
|  | Delivery Manager Knight Foundation Grants, Management and Fluxx Integration |
|  | Implementation |
|  | Delivery Manager, AEI Fundraising implementation |
|  | Support Projects |
|  | * Emily’s List Support |
|  | * HopeChest Support |
|  | * EHNAC Support |
|  | * APA Support |
|  | * ATD Support |
|  | * USC Marshall Support |
|  | * RTCS Support |
|  | * MSB |
| o 2013 |  |
|  | Delivery Manager, EMILY’s List Political Database ( PAK) implementation |
|  | Delivery Manager, KaBoom Fundraising and Program Management |
|  | implementation |
|  | Delivery Manager, RobinHood Fundraising, Custom Batch Entry Tool , Events |
|  | Management implementation |
|  | Delivery Manager, Red Cross Problem and Incident Management implementation |
|  | Delivery Manager, SCAD Salesforce Assessment |
|  | Support Projects |
|  | * HopeChest Luminate Support |
|  | * EHNAC Support |

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| **Deepa Bedi, PMP** |
| * PSI Fundraising Support * USC Marshall Support * HCR Support   o 2012   * Delivery Manager, AAMC Case Management and Call Center implementation * Delivery Manager, AAMC First Group * Delivery Manager, USC Marshall Under Grand Admissions implementation * Delivery Manager, Ailias Case Management – Phase 2 Portal * Delivery Manager, LCV implementation * Delivery Manager, FreedomWorks Luminate implementation * Interim Delivery Manager, PFCC Fundraising * Delivery Manager, PSI Salesforce enhancements * Delivery Manager, Red Cross Preparedness Health Safety (PHSS) Implementation and Instance Consolidation * Delivery Manager, STRI Fundraising and Reporting implementation * Support Projects   + PIR Support   + EHNAC Support   + PSI Support   + Arts KC Support   o 2011   * Delivery Manager, Trinity Western University Fundraising implementation * Delivery Manager, Red Cross Problem and Incident ianagement * Delivery Manager, ArtsKC Luminate implementation and Support * Delivery Manager, Ailias Case Management implementation phase 1 * Support Projects   + Trisomy Support   + EHNAC Support   + MLF Support   + PIR Support   + Lupus Support   + HCRS Support   + FreedomWorks Support   + LCV Support   + Awana Support   + TWC Support   + The Washington Center Support   **ACF Solutions** Senior Consultant 2007-2010  Implemented and provided support to over 20 salesforce projects   * + Harvard WW prospect management implementation   + Harvard GSE prospect management   + The Washington Center implementation   + Haven Homes implementation   + EHNAC Portal and Accreditation Management , Ballots, and Approval implementation   + Columbia Client Services Case Management implementation   + College Board Business Analysis Support |

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| **Deepa Bedi, PMP** |
| * Smart Capital Choice – Five9 Call Center implementation * FreedomWorks Luminate Implementation * Institute of Integrative Nutrition prospect management implementation * EarthShare National fundraising implementation * Lupus Foundation fundraising implementation * RTCS approval processes implementation * American Solutions Fundraising implementation and data conversion * OCRF * Family Equality Council Common Ground implementation * MLF CommonGround Support * Trisomy 18 CommonGround Support * The Washington Center Application Management Portal Implementation * BP Reengineering , Uncommon Schools Fundraising implementation |

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| **Marvin Vince Gessler, Security Analyst** |
| ***Summary*** |
| Mr. Gessler has gathered and documented business requirements for the Center for Disease Control and Prevention (CDC), to be used in the CDC’s vendor selection in acquiring a Governance, Risk Management and Compliance (GRC) tool, as well as worked with the National Institute for Occupational Safety and Health (NIOSH) as a Security Analyst. He was also a Business Analyst for the World Trade Center Health Program (WTCHP) where he updated their SharePoint site and helped consolidate the WTCHP SOPs. He has conducted project scheduling and reporting for FEMA as part of the hurricane Sandy and hurricane Katrina recovery. He has also conducted software training of the Online Aviation Safety Inspection System (OASIS) for Federal Aviation Administration (FAA) inspectors, took on the responsibilities of Project Manager for the OASIS Development, Planning and Training Teams, and participated on the design phase of OASIS software. Before working on OASIS he worked at Delta Air Lines with particular expertise in planning, quality assurance, systems design, and development. |
| ***Professional Experience*** |
| **SPECIALTIES**   * Project Management * CDC experience * Cyber Security * FEMA Disaster Recovery * MS Project * Business Analysis/Planning * Quality Control   **Attain LLC, Atlanta, GA, 2016 to present. Security Analyst**   * Participate in the security review for annual renewal and recertification for National Institute for   Occupational Safety and Health (NIOSH) as it pertains to security guidelines at the Center for Disease Control and Prevention (CDC) and as referenced in FISMA/NIST SP800-60 documentation.   * Review and update documentation related to security system review and recertification. This   includes the Baseline System Information (BSI), Risk Assessment (RA), Privacy Impact Assessment form (PIA), System Security Plan (SSP), POA&Ms, Business Continuity Plan (BCP), Authorization to Test (ATT), Authorization to Operate (ATO).   * Participate in the review of system inventory, with emphasis on meeting the end-of-life expectations   as well as compliance to the most current patch upgrades. Also, request and review system vulnerability scans, and implement continuous monitoring for systems as part of reviews and recertifications.  **CSRA/SRA International,** Atlanta, GA, 1997 to 2016.  **Project Manager**   * Managed groups of 40 Information Technology employees. This included overseeing software and database development and deployment along with task and resource scheduling, evaluation and coaching of employees. Maintained day-to-day relations with client (Federal Aviation Administration) and team members, mentoring team members and promoting good communication. * MS Project and Project Coordinator for FEMA Public Assistance for hurricanes Sandy, Katrina and   Gustav recovery efforts. Responsible for communicating project progress through reports, timesheets/schedules and PowerPoint slides. Progress of high priority projects were tracked in MS |

Project and distributed in a weekly report and on an ad hoc basis. Responsible for the management of a four person reporting team.

* + - Training Manager for OASIS Software Project. Responsible for a team of nine trainers and three

deployment team personnel. Responsible for high quality on-time delivery of comprehensive classroom and web-based training.

* + - Managed the installation of software that analyzed the quality of seed production for the US

Department of Agriculture. I received a 100% customer satisfaction survey for my management of this project.

**Reports Specialist/Disaster Recovery**

* + - Created and prepared reports as needed for external requestors and PA Management. Created and maintained reports using Microsoft Excel, Access, PowerPoint and Word using proprietary databases to gather report data.
    - As part of the DHS/FEMA PA team, developed knowledge and experience with the FEMA Public

Assistance policies and procedures and how they are governed by Federal regulations and laws. Completed the following training: PA Ops 1 and Ops 2, Continuity of Operations (COOP), and FEMA Initial Ethics.

**CDC Business Analyst/Security Analyst**

* + - Participated in the security review for annual renewal and recertification for National Institute for Occupational Safety and Health (NIOSH) as it pertains to security guidelines at the Center for Disease Control and Prevention (CDC) and as referenced in NIST SP800-60 documentation.
    - Conducted analysis to determine selection criteria for a Governance, Risk Management and

Compliance (GRC) Tool for the Center for Disease and Prevention (CDC). Identified and documented the CDC’s requirements that must be met by the GRC tool to effectively and efficiently support the CDC’s information security processes (continuous monitoring).

* + - Updated and maintained the SharePoint site for the World Trade Center Health Program (WTCHP)

along with consolidation of Standard Operating Procedures (SOPS).

* + - As a Business Analyst, was responsible for software development, and documentation. Specifically interfacing with customer and end-users to gather requirements used to develop planning and design documentation. Created tasks and schedules based upon these user requirements. Managed the development of software to ensure proper system development and documentation for system use and maintenance.

**Quality Assurance**

* + - Participated in the development of QA metrics by which each software build was evaluated along with the development of testing criteria for each release of On-line Aviation Safety Information Software (OASIS) for the FAA
    - Contributed to the testing and Gap Analysis reporting for the US Department of Agriculture. Testing

consisted of manually running scripts, analysis of test results and documenting the results with suggestions for improvement.

**Delta Air Lines,** Atlanta, GA, 1983 to 1997.

Project Leader/Trainer/Software Developer

* + - Project Leader, responsible for the development and implementation of computer systems dealing with the Deltamatic ticketing system for Delta Air Lines.
    - Technical Trainer, trained IT professions and pilots on various Microsoft products (such as Access,

MS Project, and Excel).

* + - Software Developer, responsible for the design, user-interface design, coding, prototyping, implementation, data base design and maintenance of computer software for Delta Air Lines. The

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| applications included airline ticketing, drug testing, Human Resource systems and database creation/maintenance.  **SOFTWARE SKILLS**  SharePoint, MS Project, EXCEL, Word, PowerPoint | |
| ***Education & Certifications*** | ***Associations & Clearances*** |
| B.S. (Education), Bowling Green State Univ. | P.M.P, Project Management Institute |

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| **Hong Viet Vuong** | |
| **COTS Analyst** | |
| **Mr. Hong Viet Vuong** | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Bachelor Degree in IT, George Mason University  CompTIA A+ certiied | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| In training for CompTIA Security + |  |
| ***Professional Experience*** | |
| **UNISYS CORPORATION, Reston, VA**  (11/2017 – 3/2018)  Dell Certiied Senior Hardware Technician | |

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| **Hong Viet Vuong** |
| Provided excellent Business and Residential Customer break ix, hardware installations for Dell Computers on both Desktops, Laptops.  Diagnosed and troubleshot computer systems and printers, replace motherboards (desktops & laptops), dc ports, hard drives, etc.  On-site repairs done quickly and eiciency  Troubleshot and resolved client issues with software, hardware,  roll-outs and installations. |

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| **Hong Viet Vuong** |
| Assembled and hardware troubleshooting of PC Desktops / Laptops.  Provided technical support via helpdesk, phone, email, and walkups for all users  Replaced average 6 motherboards daily with technical time per ticket under 60 minutes  Managed all PC maintenance, system desktop support, upgrading of workstations |

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| **Hong Viet Vuong** |
| Installed operation systems, troubleshooting of hardware and software problems  Imaged new laptops and desktops to companies Windows XP/ 7 / 10 operating system  Worked on tickets via assigned schedule; following corporate’s administrative procedures correctly including documentation and follow-up with clients  **CHESHIL** **CONSULTANTs** **Inc,** **Springield,** **VA**  (04/2017 – 10/2017)  Database Programmer and IT Technician Intern |

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| **Hong Viet Vuong** |
| Upgraded, diagnosed and managed Windows operating systems  Managed, backed up and tuned up 5 web application projects on  GoDaddy and AWS server using FTP ile transfer and PHPmyAdmin  Conigured project’s EC2 server on AWS through both SSH and AWS Management Console  Exported on-demand data reports |

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| **Hong Viet Vuong** |
| Fixed multiple PHP and MySQL query errors in company’s homepage admin function  Managed, backed up, repaired and restored Microsoft Outlook PST proiles for 4 oice stafs when migrating into new workstation  Supporting daily administrative tasks including staing and recruiting  **GEORGE MASON UNIVERSITY, Fairfax, VA**  GGS Lab Level 1-2 Desktop Support (08/2015 – 11/2017) |

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| **Hong Viet Vuong** |
| Controlled and maintained 130 lab computers and Geography Geo Information Department stafs and professors’ workstations  Supported in multiple major technology upgrade projects in cross department  Image new laptops and desktops to companies Windows XP/ 7 / 10 operating system.  Installed and maintained computer, laptops, tablet and other forms of PC's; printers and other peripherals |

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| **Hong Viet Vuong** |
| Provided technical support on-site or remotely via phone or email.  Provided Helpdesk support to end-users of proprietary software.  Documented all issues and generated reports detailing common problems and error trends.  Support users, evaluate requirements and coordinate tasks for installation of computer hardware and software. |

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| **Hong Viet Vuong** |
| Controlled basic Active Directory Domain including adding and removing user, joining computer to domain, and password administration.  Installed, conigured and troubleshot Symantec Endpoint Protection anti-virus system.  Add, upgrade, repair wireless networking capability to desktop and laptop PCs.  Conigured and secured network printers |

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| **Hong Viet Vuong** |
| Recommended and installed new customized workstations based on intended use  Volgenau School of Engineering Peer Mentor (08/2016 – 11/2017)  Provided perspective from recent experience, an understanding of student struggles, and a support to ease the new transition.  Mentored daily average 6 students having academic issues related to IT courses especially Java Programming and MySQL or Oracle Database  Presented in counseling event for prospective student |

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| **Hong Viet Vuong** |
| Improved student’s study skills, test taking skills, and personal time management |

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| **Kawaldeep Brar** | |
| **Project Lead** | |
| Mrs. Brar is Certiied PMP with over 13 years of managing projects and operations. She has successfully lead execution of IT solutions to address complex enterprise-wide problems for the Federal and private industry. Self-motivated individual with a drive to succeed in any given environment. Maintains excellent relationship with clients and team members on a project while encouraging efective collaboration between all parties. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Computer Science, George Mason University | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Project  Management Professional (PMP) | [Associations] |
| ***Professional Experience*** | |
| **AMDEX, Silver Spring, MD**  **Project Manager / United States Census Bureau, Suitland, MD May 2015 to Present**   * Provide project management support to the 2020 Decennial Census Research and   Testing Phases   * Responsible for delivering software for Decennial Census Management Division using Agile Methodology * Develop Detailed Business Proposal (DBP), Project Charter, Project Management   Plan (PMP), Project Schedule, Project Risks, Status Reports and responsible for project tracking and deliverables   * Interface with all Stakeholder and provide technical and analytical guidance to   the project team, Project Sponsor, Enterprise Architect Division, System Architect Division, Information Technology(IT) Services, IT Security, Quality Control, End Users, and Client Services | |

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| **Kawaldeep Brar** |
| * Identify and implement process improvement where needed * Perform change, coniguration, releases management activities, and oordinated with system development teams and software engineers to recommend solutions to maximize performance and eiciency   + Analyzed user problems, including automated and manual business processes   and identiied, researched, investigated, deined and documented business processes  **Vigna Solutions, Sterling, VA**  **Program Manager / ICMA RC, Washington DC July 2012 – Jan 2014**   * Managed multiple IT hardware and software projects, ensured project goals were   accomplished and in line with business objectives   * Responsible for overall project management activities, focusing on delivering projects on time, within budget, while meeting client's expectations * Managed project schedule, Risks, change requests, and ICMA-RC System   Development Lifecycle Management (SDLM) activity   * Chaired various weekly and ad hoc meetings with stakeholders and with Project Teams to track and monitor project status, and update dashboards efectively * Provided a proactive interface between the clients and the project staf to ensure efective deinition of and delivery of business applications solutions, and consulting services * Prepared, performed analysis, and consolidated monthly metrics * Developed efective working relationships with customers through regular meetings and identify and obtain further sales and business development opportunities * Adhered to all quality standards and processes, for the acquisition of customers,   opportunities and submission of Request for Proposal and contract documents  **WBB Inc./Netstar-1, Washington, DC**  **Program Management Analyst / DHS-ICE, Washington, DC March 2009 – July 2012**   * Worked in a Project Management Oice (PMO) providing project management   support for a $4.7B Information Technology Infrastructure (IT) Modernization Program consisting of multiple discrete projects within the Department of Homeland Security. Focused on ensured projects adherence to high quality standards, established requirements and governance policies at the project and program level   * Authored, reviewed, and maintained required System Development Lifecycle   Management (SDLM) documentation, including but not limited to Statement of Work (SOW), Project Charter, Project Plan, Project Scope, Project Schedule, including subsidiary plans for managing requirements, risk, and issue log etc.   * Provided weekly status reports to U.S Immigration Customer Enforcement (ICE),   Department of Homeland Security (DHS) project reporting systems, including OCIO Project Activity Reporting (OPAR), the Next-generation Reporting System |

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| **Kawaldeep Brar** |
| (NPRS) and Exhibit 300   * Communicated efectively with client to identify needs and evaluate alternative business solutions * Received “Award of Achievement" for successful completion of two critical IT   Infrastructure projects: File and Print Services Upgrade and Enterprise Query  **Verizon Business, Ashburn, VA IT Project Manager**  **March 2007 to Feb 2009**   * Managed Web Portal Project by providing enhancements to existing functionalities; Oversaw project from design through completion * Coordinated and facilitated Iteration planning meetings and worked closely with   Development and Quality Assurance team to ensure project moved successfully within budget and time   * Collaborated with the of shore team in India * Developed and implemented repeatable processes related to production and fostered an environment of continuous improvement * Deined new risks and establish mitigation plans, as well update statuses for   other risks using Clear Case   * Ensured that the project meet corporate SDLC standards, compliance and industry best practices * Created training program for new team members; Included presentations,   demos, and hands-on sessions  **Freddie Mac, Vienna, VA IT Project Manager**  **May 2006 to March 2007**   * Managed Business Process Control and Model Control Group within Freddie Mac’s Investments and Capital Markets Division (ICM) Strategy Execution. Managed, tracked, and reported multi-million dollar project progress to Finance PMO oice, Business Sponsor and Senior Vice President * Performed gap analysis in current processes and developed ‘AS IS’ and ‘TO BE’   requirements on the capabilities and functionalities for process improvement   * Deined project scope, planned major project phases, and established project success factors * Partnered with internal and external control groups to mitigate control issues   identiied during audits;   * Managed, tracked, and reported project progress to Finance PMO oice, Business Sponsor and Senior Vice President * Served as a key link to downstream processes for the monthly inancial close   status; enabled downstream processes to complete once Guaranteed Asset/Guaranteed Obligation (GA/GO) process was inished  **MBNA, Ashburn, VA Deputy Project Manager Feb 2005 to May 2006** |

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| **Kawaldeep Brar** |
| * Performed overall project management activities including project management plan, budget and timeline management; Routinely advised Program Director of various project statuses; focused senior management on cost, schedule, and performance issues * Worked extensively with SMEs in understanding and documenting their   requirements pertaining to Loan Origination, ARM, Escrow Analysis, ACH based Accounts, maintaining and analyzing customers’ accounting books; Produced detailed design documents to translate business process efectively for developers and product managers   * Worked with the business users to deine business requirements and analyze the   technical solutions; Anticipated team needs and communicated an approach for meeting those needs by coaching team resources and directly assisting the team in a collaborative manner  **Greater Atlantic Bank, Washington, DC Sr. Business Analyst**  **April 2004 to Jan 2005**   * Supervised requirements gathering, analysis, planning, tracking, and delivering requirements. Identiied organization's strengths and weaknesses and suggested areas of improvement. Identiied opportunities for process improvements to gain eiciencies in the team through communicating, concurrence, and implementations.   **Countrywide Financial Corp, Fairfax, VA Business Analyst**  **Jan 2002 to March 2004**   * Collaborated with business users, technical leads and third-party vendors to develop a web-based interface supporting the Mortgage Servicing Business Area. Developed requirements documentation, including use cases, activity, and collaboration diagrams. Worked with testing team to develop Test Cases. |

**CHARLES SCOTT LAMBERT**

**OBJECTIVE:** To assist organizations in transforming their businesses through leading edge, enabling technologies.

**SUMMARY OF QUALIFICATIONS**

Over 30 years of proven leadership and project management experience in positions of increasing responsibility in the business information systems field, including some of the largest business information systems implementations in the world. Holds Defense Acquisition Certifications in Project Management and Information Technology Management, as well as a Secret Security Clearance.

**EDUCATION**

Master of Arts, U.S. Naval War College, Newport, RI, National Security and Strategic Studies (with honors) Master of Science, University of Maryland, College Park, MD, Information Systems (GPA 4.0)

Bachelor of Science, University of Massachusetts, Amherst, MA, Environmental Design (with honors)

**ACHIEVEMENTS:**

**Partner, Senior Manager, and Program Manager, Attain, LLC** **2010-Present**

Responsible for spearheading efforts to win major portions of the Army Enterprise Systems Integration Program (AESIP) five-year, indefinite delivery, indefinite quantity (IDIQ) contracts. Succeeded in winning a prime contract award on AESIP’s Enterprise Application Services (EAS), $240 million opportunity, and won the first $3M task order opportunity supporting the Army’s Material Master, along with seven of the remaining nine task orders issued under the contract, valued at $22 million.

**Project Manager, U.S. Army Logistics Modernization Program** **2006-2010**

Led a program office team of 155 civilians and contractors, and a lead system integrator team of over 900 personnel from five companies, in sustaining and modernizing logistics information systems for the Army Materiel Command’s $80 billion-a-year business. Executed an annual budget of $248 million for programs valued at $2.6 billion in life cycle costs. Widely credited with turning around one of the most complex business transformation programs in the Department of Defense, characterized by an enterprise-wide information technology development and implementation program, requiring significant business process reengineering and organizational transformation. Successfully met all major program objectives, including deployment of the SAP® Enterprise Resource Planning solution to over 6,000 end users, nearly flawless execution of a major version upgrade, and General Officer approval to transition the implemented solution to routine sustainment.

***Charles Scott Lambert, page two***

**Military Assistant (Acquisition) to the Under Secretary of the Army** **2005-2006**

Served as the Under Secretary’s principal assistant for all matters relating to: Army Systems Acquisition; Quadrennial Defense Review; Installations and Environmental issues; Corps of Engineers; Army Deputy Chiefs of Staff responsible for logistics, information technology, communications, and program analysis; and the Army Materiel Command. Prepared the Under Secretary for key events including briefings, speeches, and interviews. Coordinated closely with members of the Legislative Liaison Team and the Army Acquisition Staff on matters of Congressional interest, including chemical demilitarization, soldier body armor, and major army acquisition systems.

**Product Manager, Digitized Training** **2001-2004**

Led a program office team of 50 civilians and contractors, and a lead system integrator team of 156 contractor personnel from 13 companies in delivering leading edge and emerging technologies to meet the training needs of modernized Army units. Executed an annual budget of $144 million for programs valued at $821 million in life cycle costs. Delivered a variety of products and services to major Army installations and training areas designed to bring training instrumentation into the digital age and improve training effectiveness. Served as the Army’s representative to the Joint Advanced Distributed Learning collaborative effort to develop technical standards enabling anytime, anywhere web-based training.

**Director of Information Management, U.S. Army Acquisition Career Management Office** **1999-2001**

Served as a principal Army Staff Officer in the Office of the Assistant Secretary of the Army for Acquisition, Logistics, and Technology, responsible for implementing the Acquisition Career Management information architecture. Led a 20-person team providing information management support to 2,100 military and 39,000 civilians in the Army Acquisition workforce, and successfully re-engineered the acquisition workforce database architecture. Generated statutory reports to the Office of the President, Congress, the Department of Defense, and Headquarters, Department of the Army.

**Assistant Program Manager and Director of Systems Engineering, Composite Healthcare System II** **1996-1999**

Directed, guided, and supervised 10 civilians and contractors, and a lead system integrator team of over 170 prime contract personnel. Responsible for sustainment of the legacy Composite Healthcare System deployed at over 500 sites to over 80,000 users, and technical engineering and integration support to the single largest, $7.2 billion lifecycle, Department of Defense automation effort to meet joint military health care requirements. Annually executed a $17 million systems engineering budget and a project budget of

$30 million. Maintained a 99.9% system availability rate and security accreditation for five major clinical systems. Successfully deployed an automated clinical information system across Europe supporting 2,000 clinicians.

***Charles Scott Lambert, page three***

**ADDITIONAL EDUCATION, CERTIFICATIONS, and AWARDS:**

Government Information Technology Executive Council Awards 2007, 2010 Computerworld Premier 100 Information Technology Leaders Honoree, 2008

Program Executive Officer, Executive Information Systems nominee for Army Project Manager of the Year, 2008 Program for Management Development, Harvard Business School

Defense Acquisition University, Acquisition Program Managers Course

Defense Acquisition Workforce Level III Certifications in Program Management and Information Technology

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| **[Name]** | |
| **[Role/Title]** | |
| Heather McAtee Petrovich | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Associates Degree Computer tech technical school  Associates in Computer technology | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
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| ***Professional Experience*** | |
| ATTAIN 2/1/18 to present | |

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| **[Name]** |
| OST Inc 9/2012 to 1/2018  *Performance* *Results* *Corporaion* *(PRC)* NETL , Department Of Energy, D.O.E Morgantown, West Virginia  9/04 to 9/2012  **Video Teleconference Technician** – April 2012 thru present  Provide Video Teleconference, Audio/Visual & Conference Room Support to the National Energy Technology Laboratory (NETL).Primary responsibility is for the main Technical Support Facility Building at the Morgantown site of NETL, Building 39 (B39), specifically the Directors office, Innovation Center all conference rooms(6 vtc, 4 standard rooms, office cart ) . Maintains a close and highly responsive relationship to the day-to-day activities of the Directors office and NETL clients, organized , works independently, and dependable. Performs varied support duties requiring knowledge of office 365 and a complete understanding email and NETL network, the organization, programs, and procedures related to the conference room management. Carries out recurring procedures independently. Backup to Building B26 VTC rooms in Morgantown .  Responsibiliies:  Provides NETL conference room support services for Morgantown Building 39, 6 VTC, 4 non video rooms, Directors oice and Innovaion Center and Dr Kimberling vtc cart in MGN oice , works independently  Maintains a close and highly responsive relaionship to the day-to-day aciviies of the NETL clients.  Develops and maintains required processes for scheduling conference rooms, documening user requirements, and provisioning services. Writes instrucions for conference room systems and  provides periodic end user training, helps users and team members with calendar and mapping |

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| drives in conf rooms  Adheres to NETL - required operaing procedures for conference room and conference center systems.  Test and trouble shoot hardware/sotware problems to resolve connecion/operaional issues.  Work with local scheduling staf (e.g., recepionist, Directors Oice ,ITES support staf) requestor, and/or requestor’s support staf to resolve room and meeing scheduling conlicts. Work with headquarters on a daily basis to get rooms coordinated and get dial informaion for meeings so that several sites can connect and have a meeing .  Capture and document end user requirements to include meeing logisics and requirements.  Schedule meeing services (e.g., video bridging, audio bridging, web conferencing, etc.) to support end user requirements in muliple conference rooms and conference centers.  Coordinate and set up the Morgantown, Pitsburgh, Albany and Houston conference centers per  end user requirements. This entails oversight of muliple conference rooms at the same ime to ensure precise organizaion and execuion of meeing/event detail.  Operate collaboraive conference center systems (e.g., video teleconferencing systems, projectors,  displays, computers, phones, collaboraion smart boards, cable and satellite television systems, audio/visual systems, GroupWise email and scheduling system, audio bridge, video bridge, etc.) during meeings.  Provide audio visual, web conference, net meeing, and video teleconferencing logisical support.  This includes scheduling video teleconferencing sessions.  For designated teleconferencing rooms and all meeings using video bridging services, ensure the following:   1. Rooms are properly set up and systems operaional 10 minutes (or earlier) prior to the   scheduled meeing start ime – this involves seing up tables and chairs;   1. Support staf is available to assist paricipants unil meeing begins. This includes conducing video teleconference sessions which may include conference preparaion, monitoring VTC equipment and system performance, reporing equipment and network problems to appropriate paries for maintenance or repair;   Excellent problem solving skills. Ability to deal with a variety of concrete variables in situaions where only limited standardizaion exists. Ability to work under pressure in an environment where individuals are coninually challenged  **GroupWise Administrator** – GroupWise/E-Mail (2300+user community) and Blackberry (325users) systems |

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| administrator . September /2004 thru April 2012  Backup Express Administrator for Morgantown. Perform nightly back ups for the Novell and Windows servers and perform directory restores as needed.  Responsibiliies:  Provides support for the GroupWise Domains and Post Oices, TumbleWeed E-Mail Firewalls, Internet mail, and BlackBerry systems at NETL for the enire user community. Provides support for Windows and NetWare operaing systems running e-mail components . In charge of making sure email is lowing ofsite and onsite and being delivered to Blackberrys 24-7. Email low, creaing accounts and email tracking.  Cover all Blackberry handheld device support, installaion and coniguraion of accounts and hardware for users, and perform troubleshooing when users have issues.  In charge of nightly back ups of Morgantown Novell Servers and Microsot servers. Responsible for verifying successful backups and reporing any problems to ITD.  *EG&G Technical Services, Inc.* Department Of Energy, D.O.E. Morgantown, West Virginia 9/97 to 9/04  Installed and configured GroupWise, Remote Access Server, PCanywhere, and hardware for mobility users, which also consists of configuring palm pilot syncs and Compaq IPAQ personal computer configurations. In charge of the Equipment Pool in the NETL Morgantown office for six years. Assisted all users that go on travel with the checkout of their laptops and cell phones. Provided backup support to the network administrator for both the MGN servers and Microsoft servers, prepared network backup tape jobs, and used ARCserve (just changed to Backup Express) to manage file restorations. |

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| Responsibiliies:  . Provided InfoDesk support for user community primarily at NETL in Morgantown. Various experiences in installing, coniguring, and maintaining standard and non-standard personal computers, laptops, network tape drives, hard drives, handhelds, peripheral devices, and sotware applicaions as well as the ability to troubleshoot and resolve user problems with net applicaions, hardware, and remote dial-ins. In depth experience with installaion and coniguraion of the Windows 98/2000 operaing systems.  Accomplishments:   * Moved from desktop technician support to administraive, customer, and server support. * President of Cheat Lake Sotball Associaion ,successful 2008 and 2009 season running the league * VP Oicer University High School Athleic Booster 2013 -2016   **COMPUTER SOFTWARE EXPERIENCE:**  Groupwise, Blackberry Enterprise Server, Syncsort Backup Express, Groupwise Web, handheld operating systems, remote desktop, Windows XP, Ghostpro, Console One, Novell, Server 2003, Citrix, Tumbleweed  Webex  **PROFESSIONAL DEVELOPMENT:**  *Groupwise Hit the Road*, provided training to NETL users, December 2004  *Basic* *Administraion* *of* *Microsot* *Windows* *2000*, PGH Riverhead Training Inc, June 2002 |

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| **Craig D Zierdt CISSP-ISSAP, CISM, CRISC, C|CISO** | |
| **Information Systems Security Officer** | |
| SECURITY OPERATIONS – Exceptional record of success in the management of corporate information security operations. Proven ability to improve compliance and security, increase capabilities and performance, introduce state-of-the-art solutions, add business value, and ensure the success of critical operations while reducing costs and risk through risk-based development processes and technology innovation.  RISK MANAGEMENT – Excel at directing risk assessments and formulating risk mitigation strategies and plans, including information and asset protection, ensuring SOX/FFIEC/PCI DSS/GLBA/DoD/DIACAP/FISMA/NIST RMF compliance, and leading training programs, procedure development, and gap analysis initiatives.  INFORMATION TECHNOLOGY – Experienced at guiding the design, implementation, and management of technology-based solutions to optimize processes, maximize security, protect data, meet changing industry needs, and ensure system/network availability.  QUALIFICATIONS – Certified in Risk & Information Systems Control; hold Certified Chief Information Security  Officer, Information Systems Security Architecture Professional, Certified Information Security Manager, Certified Information Systems Security Professional, and other designations | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Interviewed: Data Security Is No Longer an Option – The New York Times, June 29, 2006  Interviewed: Physical vaults are no longer enough to protect bank customers’ assets – Bank Systems & Technology, June 1, 2005 | |
| ***Education, Certifications and Training*** | ***Associations*** |
| **BA in Mathematics with Computer Science concentration,** Shippensburg State University of Pennsylvania Certified in Risk & Information Systems  Control (CRISC)  Certified Chief Information Security Officer (C|CISO)  Information Systems Security Architecture Professional (CISSP-ISSAP)  Certified Information Security Manager (CISM)  Certified Information Systems Security Professional (CISSP)  Honeywell Six Sigma Green Belt Certificate Advanced Information Security Officer Certificate  FISMA Risk Management Framework (RMF) Certificate  Microsoft Windows Embedded Standard 7  Certificate | Information Systems Security Association (ISSA) International Information System Security Certification Consortium (ISC)2  Information Systems Audit and Control Association (ISACA)  Open Web Application Security Project (OWASP) International Council of Electronic Commerce Consultants (EC-Council) |
| ***Professional Experience*** | |
| **OST Global Solutions, Aurora, CO April 2018 – July 2018 Information Systems Security Officer** | |

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| Responsible for growing the Cyber Security Team, improving continuous monitoring, and risk management of a DoD sustainment contract. Integrate cyber security best practices based upon the National Standards and Technology Risk Management Framework into the software development lifecycle day-to-day activities.  **Information Security and Risk Consultant January 2018 - April 2018**  Helped small to medium size organizations manage strategic information security and enterprise risk management plans. Leveraging extensive experience in multiple industries to change cultural awareness into business risk behaviors. "Getting to yes" in reducing risk and improving information security posture. Provided proposal requirements for NIST Special Publication 800-171 and Defense Federal Regulation Supplement (DFARS).  **PEOPLES BANK, Overland Park, KS 2016 - December 2017 Vice President & Information Security Officer**  Recruited to serve as a senior-level resource on physical and information security policies, technologies, and strategies  for executives, board members, and process owners at 3 bank brands (Peoples Bank of Kansas and New Mexico, Peoples National Bank of Colorado, Interbank1), with 65 offices in 17 states and more than $750M in assets and $3B in mortgage loans. Coordinate matrixed teams of up to 5 persons per project. Administer project budgets. Serve as the independent Information Security Officer in compliance with Federal Financial Institutions Examination Council's requirements. Participate on audits. Review audit reports and design mitigation plans. Prepare monthly Board Cyber Security reports. Create Key Risk Indicators (KRIs) and Key Performance Indicators (KPIs).   * Reduced phishing click rates from 20% to goal of 6% by updating cybersecurity and social engineering training. * Qualified risk postures and minimized risk levels by conducting risk assessments of the American Institute of Certified Public Accountants' Statement on Standards for Attestation Engagements' 16 Service Organization Control 1 and 2 reports and creating an 800-question survey for critical service organizations. * Lowered liability and risk levels by adding breach notification, bonding, liability, insurance, and severability language to vendor contracts. * Prepared and presented annual risk assessments, including Corporate Account Takeover risk evaluation. * Developed a new International Travel Policy and updated the Americans with Disabilities Act program. * Led 3 incident responses and investigations that recovered up to 80% of fraud loss. * Spearheaded the integration of the Responsible, Accountable, Consulted, and Informed (RACI) business model into the day-to-day operations of all 3 organizations. * Enhanced risk management by launching a data context project to provide information for security strategic planning, business impact analyses, and business continuity planning.   **HONEYWELL TECHNOLOGY SOLUTIONS, Colorado Springs, CO 2010 - 2016**  **Systems Security Engineer 4**  Moved from a consulting role to a permanent employee serving as a Lead Information Assurance Engineer (IAE) and Subject-Matter Expert (SME) for $150M/year Dept. of Defense contract. Supervised 6 subcontractors and managed up to 8 projects simultaneously. Created milestones, work packages, documentation, quarterly FISMA reports, risk mitigation processes, design criteria, and process improvements.   * Improved document quality and reduced delivery times 33%. * Served as the Information Systems Security Officer for the U.S. Air Force Academy, providing mentoring in policy, procedure, and strategic plan updates for a risk acceptable accreditation of a research department. * Guided an unaccredited capstone program with the Enterprise Mission Assurance Support Service life cycle   to achieve a 2-year Authorization to Operate. |

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| * Identified design documentation gaps and worked with Chief Engineer, Chief Cyber Architect, and all engineering disciplines to create new documentation standards and procedures. * Formulated and instituted best engineering practices for multiple projects. * Reduced threat vectors and risk more than 85% by architecting and implementing changes that included designing a Least Privilege and Least Functional external user single function configuration.   **CASTLE ROCK BANK, Castle Rock, CO 2000 - 2010**  **Vice President & Information Systems Manager**  Oversaw the information systems operations for a community bank. Served as the technical liaison for the ATM/debit card network. Created strategic plans for security, disaster recovery, incident response, and more for the systems' infrastructure. Worked with Compliance Officer to develop customer information protection, GLBA, OFAC, PCI, and vendor management programs, policies, and standards. Designed quarterly vendor management and GLBA risk assessments for the Board. Managed complete project life cycles and all vendor relations. Represented the bank during Federal Reserve, director, state, and independent IT audits. Supervised an external management service.   * Guided the conversion from a legacy ATM/debit card network to STAR in 2004, and then to ELAN in 2009. * Created all the security, disaster recovery, and incident response systems and met all recovery goals. * Consistently achieved no high-risk or medium-risk citations during internal or external audits. * Improved the network security posture by using industry standard infrastructure designs and practices for VPN, Intrusion Detection System (IDS), Intrusion Prevention System (IPS), and firewalls. * Enhanced vulnerability testing by creating internal and external information security workstations loaded with tools to randomly test LAN, WAN, and SaaS providers. * Introduced secure email to ensure the safe transfer of sensitive data between bank, customers, and vendors. * Reduced costs by negotiating lower hardware and software pricing with vendors and selecting new vendors. |

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| **Maxwell Adam** |
| **Analyst** |
| **Mr. Adam** is a graduate from University of Maryland with a Bachelor’s of Science in Operations Management and Business Analytics. Previously employed at JMA consulting group, a west coast based strategic and operations consulting firm with focuses in tech and start-up growth as well as mergers and acquisitions. He has experience in project management, change management, process engineering, management consulting, operations, and marketing developed in both academic and business settings. He has worked with clients worldwide to find and implement best practice solutions in consumer goods and electronics, as well as work in material processing and creation with ceramics, synthetic gemstones, and unique super alloys. As part of the above experience Mr. Adam has worked to create and  integrate a multitude of IT systems and technologies in both operations and customer facing roles. |
| ***Education, Certifications and Training*** |
| Bachelor of Science, Operations Management and Business Analytics, University of Maryland Certified Associate of Project Management, Project Management Institute |
| ***Professional Experience*** |
| **Attain, LLC.**  Analyst  July 2017 – Present  Drafted proposals with partnering organizations in response to client work requests. Created technical work definitions and system implementation plans.  Managed company financial and expense statements.  **Altwork**  Operations Intern  May 2016 – September 2016  Worked to design and integrate an MRP system from bottom up to manage 547 product configurations across the company resulting in a system to create and build orders in a predictable manor and minimize inventory. Built customer order access database that provided real-time customer preference tracking and projections on customer specifications by geography and customer profile.  Communicated directly with high priority customers and accounts to build successful business relationships. Managed migration of CRM systems without loss of business or requiring any downtime.  **JMA Consulting** Consulting Intern May 2014-July 2016  Ran financial calculations on operating costs in support of successful multi-million dollar acquisition project. Worked to create board level presentations using technical models and data.  Identified and managed additional contracting design engineers needed for specialized product design work. Trained in management, operational efficiency, and company sale/acquisition consulting under senior  consultant. |

**Steven Williams**

26 Outlook Rd., Fairmont, WV 26554 ● (812) 361-9464 [stevencwilliams@gmail.com](mailto:stevencwilliams@gmail.com) ● <http://www.stevencwilliams.com/>

**EDUCATION** [**Indiana University**](http://www.iub.edu/), Bloomington, IN Aug 2009–present

* + - * Doctor of Philosophy in [Cognitive Science](http://www.cogs.indiana.edu/) and [Informatics](http://www.soic.indiana.edu/) (in progress)

[**West Virginia University**](http://www.wvu.edu/), Morgantown, WV Aug 2002–Dec 2006

* + - * Bachelor of Science in [Civil Engineering](http://cee.statler.wvu.edu/)
      * Bachelor of Science in [Computer Science](http://lcsee.statler.wvu.edu/)

**CAREER** [**NIOSH**](http://www.cdc.gov/niosh/) (contractor), Morgantown, WV

* + - * Software developer Jan 2007–present

[**Indiana University**](http://www.iub.com/), Bloomington, IN

* + - * Instructor Jun 2013–Jul 2013
      * Associate instructor Aug 2012–May 2013

**PUBLICATIONS** [6] **Steven Williams** and Larry Yaeger. Evolution of neural dynamics in an ecological model.

*Geosciences*, 7(3): 2017.

[5] Tim Menzies, Adam Brady, Jacky Keung, Jairus Hihn, **Steven Williams**, Oussama El-Rawas, Phillip Green, and Barry Boehm. [Learning project management decisions: A case study with case-based reasoning versus data farming](http://www.stevencwilliams.com/wp-content/uploads/2014/08/menzies2013_learning_project_management_decisions.pdf). *IEEE Transactions on Software Engineering*, 39(12):1698–1713, 2013.

[4] Larry Yaeger, Olaf Sporns, **Steven Williams**, Xin Shuai, and Sean Dougherty. [Evolutionary selection of network structure and function](http://www.stevencwilliams.com/wp-content/uploads/2014/08/yaeger2010_evolutionary_selection_of_network_structure_and_function.pdf). In Harold Fellermann et al., editors, *Artificial Life XII*, pages 313–320, 2010.

[3] Phillip Green II, Tim Menzies, **Steven Williams**, and Oussama El-Rawas. [Understanding the value of software engineering technologies](http://www.stevencwilliams.com/wp-content/uploads/2014/08/green2009_understanding_the_value_of_software_engineering_technologies.pdf). In *ASE 2009*, pages 52–61, 2009.

[2] Tim Menzies, **Steve Williams**, Oussama Elrawas, Daniel Baker, Barry Boehm, Jairus Hihn, Karen Lum, and Ray Madachy. [Accurate estimates without local data?](http://www.stevencwilliams.com/wp-content/uploads/2014/08/menzies2009_accurate_estimates_without_local_data.pdf) *Software Process: Improvement and Practice*, 14(4):213–225, 2009.

[1] Tim Menzies, **Steve Williams**, Oussama El-Rawas, Barry Boehm, and Jairus Hihn. [How to avoid drastic software process change (using stochastic stability)](http://www.stevencwilliams.com/wp-content/uploads/2014/08/menzies2009_how_to_avoid_drastic_software_process_change_using_stochastic_stability.pdf). In *ICSE ’09*, pages 540–550, 2009.

**PRESENTATIONS** [2] **Steven Williams**. Evolved neural networks approach the edge of chaos, February 2012. Presented at the Intelligent Systems Seminar, Bloomington, IN.

1. **Steven Williams** and Larry Yaeger. Dynamical systems analysis of evolving neural networks, September 2010. Presented at Guided Self-Organization 3, Bloomington, IN.

**AWARDS** ■ Positive impact in teaching, IU Women in Informatics and Computing, April 2014

* + Outstanding associate instructor, IU School of Informatics and Computing, November 2012
  + Trainee/associate, IU IGERT program in the dynamics of brain–body–environment systems in behavior and cognition, May 2010–August 2012

Page 1 of [2](#_bookmark0)

**SERVICE** [**Appalachian Outreach, Inc.**](http://www.appalachianoutreaching.org/), Glen Dale, WV

* + Webmaster Jan 2007–present

**COMPUTING** **LANGUAGES**

ASP, assembly, C, C++, C#, CSS, HTML, Java, JavaScript, LATEX, Less, Lisp, MATLAB, PHP, Python, R, SQL, VB

**SOFTWARE**

* + Operating systems: Linux, Mac OS, Windows
  + Database management systems: Access, MySQL, Oracle, SQL Server, SQLite
  + Version control systems: Git, Mercurial, Subversion

*Generated on September 7, 2017*

Page 2 of [2](#_bookmark0)

Lisa M. Dolina

3026 Lawrin Ct.

Chesapeake Beach, MD 20732 (H): 301-520-8574

E-mail:[lisadolina.ld@gmail.com](mailto:lisadolina.ld@gmail.com)

PROFESSIONAL EXPERIENCE

**Service Support Specialist**

*IAMAW,* Upper Marlboro, MD November 2010 – June 2017

* Create, review, and update all documentation required for the IAM Bookworks, VLM, VLG and Human Resource systems by working as a liaison between the end users and programmers
* Lead project to test, document and evaluate security and functionality of Human Resources and

Bookworks accounting programs to ensure that they were implemented correctly, and delivering the required quality results

* Schedule, plan and execute training for Financial Officer Classes at the Winpisinger Center,

several times a year

* Create and update all user profiles for Officers attending the Financial Officers class
* Create and update spreadsheets with user information for Grand Lodge Auditors to use while teaching the Financial Officers class
* Communicate with company duplicating department to obtain user guides and procure other

material needed for the Financial Officer’s Class

* Execute, schedule, monitor and control the tax and payroll implementation process with a third party payroll company (ADP)
* Provide technical support and problem solving for various issues, for users in the field and within

the IAM Headquarters building via phone, email or remotely

* Gather and document customer technical problems, using a Helptrack system to troubleshoot current and future issues, equivalent to CRM (Customer relationship management tool)
* Execute training for end users on the use of VLM, VLodge, Virtual Finance Office and IAM

Bookwork’s systems

* Provide tier 3 (front and backend of the system) support on the VLG, VLM, Virtual Finance Office and IAM Bookworks systems
* Provide tax and accounting related support in Bookworks system; assisting end users with

completing receipts, disbursements, deposits, bank reconciliations, payroll, taxes, LM reports etc.

* Document and validate customer request and enhancements to programs in SharePoint sites
* Manage the timely completion of special projects given from the Director and Assistant Director
* Safeguard the confidentiality, integrity and availability of all systems under my purview
* Consolidate and integrate payroll and tax files from a third party vendor into the IAM Bookwork’s System
* Execute database mergers and disbandment’s for IAM Lodges and Districts
* Create and manage user accounts for IAM Bookwork’s, VLM , VLodge and VLG systems
* Provide basic hardware support for laptops and PC’s
* Provide afterhours support to end users on various programs

**Administrative Assistant**

*United Sheet Metal/TDC*, Capital Heights, MD April 2004 – June 2010

* Responsible for executing, monitoring and controlling of all company and Executive payroll transactions and reports
* Execute, monitor and control company budget and cost by closing out monthly bank

reconciliation reports

* Work with CPA to monitor and control company budget and cost, by closing end of the year financial statements
* Manage and control all Workers Compensation claims
* Monitor and control all inventory and reports for Production
* Review for completeness and accuracy all company estimates/bids for upcoming job
* Process and verify approval for all requested change orders
* Author correspondence for both internal employees and external clients on behalf of executive management
* Create, update documentation for Human Resources
* Design and update documentation for general procedures
* Perform all office administrative tasks for the executive staff

**EDUCATION**

**University of Maryland University College** - B.S in Computer Information Systems (Completed: May 2013)

* Related Coursework
  + Relational Database Concepts and Applications
  + Information Systems in Organizations
  + Ethics in Information Age
  + Information Literacy and Research Methods
  + Advanced Technical Writing

**University of Maryland University College** - Minor in Business Administration (Completed: May 2013)

* Related Coursework
  + Management and Organization Theory

**University of Maryland University College** –Certificate in Computer Networking (Completed: May 2013)

**Prince George’s Community College –** A.S. in Business Administration (May 2010)

* Related Coursework
  + Intro to Business Management
  + Intro to Statistics

**Completed Training**

* + Certificate of Completion – PMP Project Management Professional (June 23, 2017)
  + Certificate of Mastery – A+ Networking Hardware, Design, Cabling, IP Network Services and protocols (March 3, 2015)
  + Certificate of Mastery – Mobile devices, hardware, operating systems, connectivity and security (March 3, 2015)
  + Certificate of Mastery - A+ PC Hardware (February 25, 2015)

**SKILLS**

* Project Management
* Problem solving
* Managing multiple projects
* Communication
* Auditing
* Financial Management
* Data Analytics
* Business Impact Analysis
* Logical and Creative Thinking
* End User Support
* Efficient, detail oriented and highly organized
* Proficient with managing SQL databases
* Proficient with SharePoint
* Proficient in Microsoft Office, Word, Excel and PowerPoint

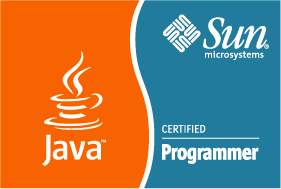
|  |  |
| --- | --- |
| **[Name]** | |
| **[Role/Title]** | |
| Gary Kensinger PMP, CSM, ITIL-F  Lee’s Summit, Missouri (816) 729-6570  [gkensinger54@gmail.com](mailto:gkensinger54@gmail.com)  [www.linkedin.com/in/garykensinger](http://www.linkedin.com/in/garykensinger) | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| None | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| **DeVry**  **Insitute** **of** **Technology**, Kansas City MO, BS Electronic Engineering Technology | PMI Kansas City Mid America Chapter |

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| **[Name]** | |
| PMP -  Project Management Professional, 2004  CSM –  Certiied Scrum Master, 2012  ITIL-F -  Information Technology Infrastructure Library Foundation 2014 |  |
| ***Pro essional Experience*** | |
| **Talmadge Group – Farm Services Agency (FSA), Kansas City, MO** **2016-12/2016**  ***nior Earned*** ***alue*** ***ana ement Anal st***  Deined budgets for multiple software development projects. Generated schedules using Microsoft Project. Documented project performance utilizing Contractor Performance Reports | |

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| **[Name]** |
| (CPRs). Established standards and procedures.  **Apex Consulting - Federal Reserve Bank of Kansas City. Kansas City, MO 2015-2016 Senior Project Manager**  Responsible for the deployment of the bank’s interface to the proprietary network that enables inancial institutions worldwide to send and receive inancial transactions over a secured network.  **Science Applications International Corp, (SAIC), Kansas City, MO** **2007 - 2015**  ***Senior Project Manager***  Led teams of IT Professionals fulilling contracts with USDA. Followed Software Development Life Cycle (SDLC) methodology in managing multiple projects from inception to completion in Waterfall and Agile environments.  Web Application Development   * Applied SDLC in Waterfall and Agile environments for multiple, million-dollar custom solutions. * Web-based interfaces developed on Microsoft .Net Framework utilizing SSRS, C#, SQL &   Javascript.  Relational Database Management System (RDBMS) Development:   * Corporate Reporting Data Store (CRDS) – Database employed by USDA to warehouse historical data. * SQL and ETL processing utilized to develop warehouse. * Corporate Reporting Business Intelligence (CRBI) – Database utilized by USDA for reporting. * Online Analytical Processing (OLAP) approach utilized for development of CRBI.   **Sprint, Overland Park, KS** **1996 -**  **2007**  ***Project Manager***  Oversaw the integration of new software throughout the company’s network. Researched requirements and speciications for new software loads.  ***Senior Network Design Engineer***  Managed 4 Engineers and controlled $40M+ annual capital budgets upgrading and maintaining network systems. Responsible for successful operation of 6 major metropolitan wireless switching centers. |

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| **[Name]** |
| **Wilcox Electric, Kansas City, MO** **Prior to 1996 Senior Engineer**  **Boeing, Wichita, Kansas Lead Design Engineer** |

**Shyam Namavaram PMP, CSM**



**Phone : 201-282-8818 / Email :** [shyamuserid@gmail.com](mailto:shyamuserid@gmail.com) 

**Professional Summary**

* **16+ years** of experience in design, development and testing of Object-Oriented software projects using **Java** and **J2EE**

technologies

* **5+ years** of **Technology Lead/Manager** experience managing Development teams & Agile Deliveries
* Federal Government Contract Oversight experience managing **10M Multi-Year Contract**
* **AWS Certified Solutions Architect** with vast experience in designing and managing highly scalable fault-tolerant Cloud Infrastructures. Well versed with AWS Cloud services like **EC2, S3, Route 53, Cloud Watch,** and **Lambda**
* Extensive experience in developing Web-based Enterprise applications using Java & J2EE technologies – **Spring, Struts, Hibernate, JavaScript, jQuery, AngularJS,** and **JSF**
* Contractor experience with **US Federal Government** projects – **CMS, FDA, and NIH**
* Worked with distinguished private sector customers like **Citibank, Chase, First Data, Sallie Mae, Highmark**
* **Certified Scrum Master** with excessive experience in leading Project teams under **Agile SCRUM** model
* Experience using **SOA, RESTful Web Services**
* Vast experience using Servers like **Apache Tomcat, Web Sphere,** and **Web Logic**
* Considerable experience using various Databases like **Oracle, DB2,** and **PostgreSQL**
* Experience in administering Cloud based Applications using **AWS** and **Salesforce** platforms
* Strong experience working on **FDR Card Authorization Systems** for **VISA, MasterCard,** and **AMEX**
* Very good experience with latest technology stack – **AngularJS, Meteor, Salesforce,** and **AWS**

**Professional Certifications**

* **AWS Certified Solutions Architect**
* **AWS Certified Cloud Practitioner**
* **PMI-certified PMP credential holder**
* **Certified Scrum Master – Scrum Alliance**
* **Sun Certified Programmer for Java Platform**

**Security Clearance**

* **Public Trust Active**, US FDA, NIH
* **Public Trust Cleared**, US ED

**Domain Expertise**

* **US Federal Government – CMS, FDA, NIH**
* **NIH Grants Management Systems**
* **Card Authorization System**
* Banking & financial services
* Insurance industry
* Student Financial Aid Services

**Technical Skill-Set**

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| *Special Skills* | Analysis, Design, Coding & Testing |
| *Programming Languages* | Java, JSP, JavaScript, AngularJS, jQuery, HTML, XML, CSS, Ansible, Python |
| *Databases* | Oracle, SQL Server 2000, DB2, PostgreSQL |
| *Operating Systems* | Windows, Linux |
| *Tools/Utilities* | Jet Brains IntelliJ, Eclipse 10.0 Blue, NetBeans IDE, IBM RAD, Ultra Edit, Log4j,  SOAPUI, MS Project, Selenium Tool, Jenkins, Dockers |
| *Web/App Servers* | Tomcat, IBM WebSphere, Web Logic, JBOSS |
| *Frameworks* | J2EE, JSF, Spring, Hibernate, Struts, Web Services (RESTful), AngularJS, Meteor, Salesforce, Amazon AWS, Node JS |

**Core Competencies**

* Design/Development/Implementation of Object-Oriented Software applications
* Business Development - Federal Government Contracting
* Near-shore and offshore teams Setup

**Career Profile:**

**Sept 2016 – Present: CSRA INC**

**Program Name:** NIH Health Practice - Federal Programs

**Customer/Client Name:** National Institutes of Health [NIH]

**Location:** Rockville, MD

**Role:** Software Engineering Manager/Senior Technical Lead

**Responsibilities:**

* + Support the technical initiatives for the **NIDA ADITS** Contract. This includes Modernization of existing legacy application into Java/J2EE based Systems.
  + Design, develop and deploy enterprise wide J2EE application; using OOAD and **J2EE architecture**, **Spring**

**Frameworks, Hibernate ORM, Spring MVC, JSP, jQuery**.

* + **Hands-on** development of Application Modules for the **NEPS Redesign Project** – This is a mission critical **Grants Management System** for NIDA.
  + Manage & deliver **CAS Redesign Project** – This is the Conference Approval System for NIDA used by around 200

Users.

* + Maintain the **Tomcat Server** in all the 3 environments **DEV, TEST, STAGE**.
  + Attend Business level discussions and provide inputs/feedback as needed.
  + Conduct **UAT Demos** with NIDA Business User Community.
  + Migrate & Support the modified components to test environments for User Test.
  + Collaborate with Federal Managers in Planning & Execution of the Redesign Project effect.
  + Manage the Application Development Team and served the liaison role between CSRA & Federal Government.
  + Mentor Other Developers as needed and Support Testing team by providing necessary clarifications.
  + Lead the O&M Support of various critical NIDA Applications.
  + Engineer **AWS Infrastructure** for the Application work-load migration to Cloud.
  + Built **Jenkins as Service** on AWS Cloud Infrastructure.
  + Authored numerous AWS Automation tasks using **Lambda, Cloud Watch, AWS CONFIG, Trusted Advisor**.
  + Executed the Technical task of **setting up Stage Environment from Scratch**.
  + Extensively advocated **AGILE Methodology** and played key role in implementing SCRUM model.

**Tools & Technologies:** Java/J2EE, JSP, JavaScript, Spring, Hibernate, Web Services, Servlets, HTML, XML, Tomcat, IntelliJ, Ultra Edit, AWS Cloud Services, Active MQ, log4j, Oracle, PL/SQL, Jenkins, ANSIBLE, Toad, DROOLS, Python

**Oct 2013 – Sept 2016: Edaptive Systems LLC**

**Program Name:** FDA/CDRH-CSTAR

**Customer/Client Name:** US Food and Drug Administration [FDA] **Location:** Rockville, MD **- Role:** Project Lead / Sr. Lead Developer **Responsibilities:**

* + Supported the technical initiatives for the **Center Tracking System (CTS)** Web application.
  + Supported the technical initiatives for the **CENTRY** Web application as needed.
  + Designed, developed and deployed enterprise wide J2EE application; using OOAD and **J2EE architecture**, **Struts framework, Web Services [JMS, Active MQ]** and various Design Patterns.
  + Collaborated with database team members, project managers, QA analysts, business users and user interface

developers in the development and initiation of new software programs and applications.

* + Supported **my-Devices** Prototype development using **AngularJS** & **Salesforce** Frameworks.
  + Developed presentation layer components using **HTML, Struts Tiles, JSP and JSF Tags.**
  + Supported change requests to modify **Drools** rules for the **Email** Trigger API.
  + Upgraded the CTS App Java Version from **JAVA SE 6** to **JAVA SE 7**.
  + Maintained the **Tomcat Server** in all the 3 environments **DEV, TEST, UAT**.
  + Attended Business level discussions and provide inputs/feedback as needed.
  + Developed **High-level Design document** based on Business requirements.
  + Extensively supported **DBA role** and acted as **backup resource** for **Database DBA**.
  + Migrated & Supported the modified components to test environments for User Test.
  + Collaborated with team members of **CTS, CENTRY,** and **CARS,** and exceeded customer expectations.
  + Supported **CENTRY** application for 4 Sprints due to under-staff situation in **CENTRY**.
  + Performed **CTS Technical Lead activities** as needed.

**Tools & Technologies:** Java/J2EE, JSF 1.2, Struts, JSP, JavaScript, AngularJS, Spring, Hibernate, Web Services, Servlets, HTML, XML, Tomcat, IntelliJ, Ultra Edit, JMS, Active MQ, log4j, Oracle, Jenkins, ANSIBLE, PL/SQL, Toad, DROOLS

**Sept 2013 – Oct 2013: Computer Sciences Corporation**

**Program Name:** CMS/DECC

**Customer/Client Name:** Center for Medicaid & Medicare Services **Location:** Columbia, MD **- Role:** Sr. Software Engineer **Responsibilities:**

* + Collaborated with database team members, project managers, QA analysts, business users and user interface

developers in the development and initiation of new software programs and applications.

* + Attended Business level discussions and provide inputs/feedback as needed.
  + Involved in writing various Queries to obtain data from the database and then using it as per need.

**Tools & Technologies:** Java/J2EE, JSF 1.2, JSP, Spring Framework, Web Services, Servlets, EJB, HTML, XML, Web Sphere, Eclipse MEB 10.0, Ultra Edit, JMS, log4j, PL/SQL

**Feb 2013 – Aug 2013: Highmark Inc.**

**Program Name:** Enrollment Communication Systems

**Customer/Client Name:** Highmark Inc., USA **Location:** Harrisburg, PA **- Role:** Sr. Application Lead **Responsibilities:**

* + Collaborated with database team members, project managers, QA analysts, business users and user interface

developers in the development and initiation of new software programs and applications.

* + Supported change requests to modify betwixt API code segments for mapping beans to XML.
  + Attended Business level discussions and provide inputs/feedback as needed.
  + Have written modules to retrieve data from Stored Procedures.
  + Mentored Other Developers as needed and Support Testing team by providing necessary clarifications.

**Tools & Technologies:** Java/J2EE, JSF 1.2, JSP, Spring Framework, Web Services, Servlets, EJB, HTML, XML, Web Sphere, Eclipse MEB 10.0, Ultra Edit, JMS, IBM MQ, log4j, z/OS, PL/SQL, Stored Procedures

**Jan 2006 – Jan 2013: Cognizant Technology Solutions US Corporation**

**Program Name:** Relationship Management System - CBNA

**Customer/Client Name:** Citi Bank, USA

**Period:** Jul 2011 – Jan 2013 **- Location:** Blue Ash, OH **- Role:** Application Programmer Lead

**Responsibilities:**

* + Managed Development Team to work towards Agile Deliveries for Customer.
  + Designed, developed and deployed enterprise wide J2EE application; using **OOAD and J2EE architecture, JSF.**
  + Liaison with Citi managers to determine quality of deliverables, and performance of Cognizant resources **Program Name:** Authorization systems **Customer/Client Name:** Chase, USA

**Period:** Feb 2011 - Jun 2011 **- Location:** Wilmington, DE **- Role:** Systems Analyst

**Responsibilities:**

* Collected the Project requirements from Business by conducting meetings.
* Attended Business level discussions and provide inputs/feedback as needed.
* Developed Functional Specifications using the high-level BSD provided by Business.

**Program Name:** Class Finance

**Customer/Client Name:** Sallie Mae, USA

**Period:** Jul 2009 - Jan 2011 **- Location:** Wilkes Barre, PA **- Role:** Sr. Application Developer

**Responsibilities:**

* + Designed, developed and deployed enterprise wide J2EE application; using **OOAD and J2EE architecture.**
  + Collected the Project requirements from Business by conducting meetings.
  + Participated in Development & Testing of Software components.
  + Built Offshore Team & provided training.

**Program Name:** Authorization Systems

**Customer/Client Name:** First Data Merchant Services, USA

**Period:** Jan 2006 - Jun 2009 **- Location:** Melville, NY **- Role:** Senior Project Lead & Onsite Coordinator

**Responsibilities:**

* + Collaborated with database team members, project managers, QA analysts, business users and user interface developers in the development and initiation of new software programs and applications.
  + Analyzed various applications in Authorization Systems.

**Tools & Technologies:** Java/J2EE, JSP, JSF 2.0, Spring, SERVLETS, Hibernate, XML, Tomcat, Web Sphere, IBM RAD, z/OS, PL/SQL, Oracle, MS Project 2010, Linux

**Mar 2002 – Dec 2005: Keane Inc.**

**Program Name:** Asset - Core Team

**Customer/Client Name:** Hanover Insurance Group [formerly Allmerica Financial], USA **Location:** Worcester, MA **- Role:** Technical Analyst & Onsite Coordinator **Responsibilities:**

* + Designed, developed and deployed enterprise wide J2EE application; using **OOAD and J2EE architecture, JSF**.
  + Convened Business Meetings to get clarifications regarding the requirements
  + Developed Detailed Design document for the Project requirements
  + Mentored Team members. Project Tracking & Reporting

**Tools & Technologies:** Core Java, JSP, JSF 2.0, SERVLETS, Spring, XML, Tomcat, Oracle, MS Office, MS Project

**Work Authorization**

* US Citizen

**Education Qualification**

* Master of Computers
* Bachelor of Computers

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| **Scott Clark** | |
| **Software Developer** | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Virginia Polytechnic Institute   * *Cum Laude* * *3 year graduate* | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Virginia Polytechnic Institute  *B.S. Computer Science, May 2018*  Georgia Institute of Technology (in progress)  *M.S. Computer Science, December 2019* | Alpha Sigma Phi, Chapter President 2016-2017 |
| ***Professional Experience*** | |
| **Graduate Program Committee CS@VT** Teacher’s Assistant/Web Developer August 2017 – May 2018  Created a profile system for graduate students, using Python for the backend and HTML/AngularJS for the  front end  Revised Student Activity Report system using Python and AngularJS  **AllTrust Networks**  Software Development Intern May 2017 – April 2018  Gained full stack production experience working on web-based check cashing software SmartCheck using Vue.js  and Scala  Used Python Pandas to conduct decisioning analysis on over 500,000 transactions  Optimized their data migration process using Python and multiprocessing, testing on over 6 million database entries | |

Virginia Polytechnic Institute

3706 Meriwether Drive, Apt I, Durham, NC  919.317.2871  [brent.nelson@gmail.com](mailto:brent.nelson@gmail.com)

**Brent Nelson**

Summary

IT Professional with over 13 years of experience supporting various types of hardware (Mac, PC, Mobile, Printers), software and Operating Systems (OSX, Windows XP, Windows 7, Windows 10).

Experience

2013 - Present Duke University Durham, NC

**IT Analyst, Desktop Support**

* + Apple Support Team Lead, Tier 3
  + Maintain OSX Casper Server/JSS
  + Resolve Windows and Mac support issues utilizing excellent customer service skills, intricate problem solving and technical thinking to ensure customer satisfaction.
  + Responsible for the stability, integrity and functionality of all PC and Mac computer equipment and peripheral devices.
  + Create and update PC and Mac computer images based on standards and scope of objectives.
  + Responsible for the placement and replacement of computer equipment and maintaining an accurate inventory in the asset management system.
  + Provide incident management, prioritization, and resolution of problems/tasks for computer users.
  + Demonstrate strong technical knowledge with standard software applications (MS Office Suite, Lotus Notes, etc) and operating systems (OSX, Windows XP, Windows 7, Windows 10).
  + Assist in the evaluation and implementation of new technologies.
  + Assist in documenting policies and procedures.

2012 - 2013 Duke University Durham, NC

**IT Specialist**

* + Tier 1 Service Desk technical support
  + Resolve issues utilizing excellent customer service skills, intricate problem solving and technical thinking to ensure customer satisfaction.
  + Analyze, diagnose and resolve technical problems with PC/Mac hardware, PC/Mac software, PC/Mac peripherals, audio/visual equipment, printers, fax machines, copy machines and mobile devices.
  + Demonstrate strong technical knowledge in networking, PC/Mac hardware, PC software (Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Lotus Notes, RightFax, Citrix, Firepass, Footprints, Adobe Acrobat), Mac software (Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Visio, Microsoft PowerPoint, VMWare, Citrix, Firepass, Footprints, Adobe Acrobat), Operating Systems (Windows, Mac OS, iOS), Peripherals (printers, fax machines, copy machines), PC components (hard drives, optical drives), Audio/Visual Equipment (televisions) and mobile devices (iPad, iPhone, Blackberry).
  + Perform in-depth PC virus examinations to identify and remove infectious files and programs.
  + Administer DCRI customer accounts through the Duke Active Directory portal, not limited to account activations/deactivations, granting security permissions and password issues.
  + Create, document and monitor customer issues using the Footprints ticketing system, ensuring a complete ticket life cycle.
  + Assist with the implementation of procedures (including creating documentation) for the DCRI Service Desk.

919.317.2871  [brent.nelson@gmail.com](mailto:brent.nelson@gmail.com)

**Brent Nelson**

2009 – 2012 IKON-Ricoh Americas Durham, NC

**IT Support Technician**

* + Tier 1 support for customers with printers, copiers, fax machines and wireless equipment, including: Blackberry, iPhone and PC/Mac air card devices.
  + Analyze, diagnose and resolve technical support issues with printers, copiers, fax machines and wireless equipment, including: Blackberry, iPhone and PC/Mac air card devices.
  + Demonstrate strong technical knowledge with mobile device hardware, device software (Blackberry OS, iPhone OS) PC software (Blackberry Desktop Software, Lotus Notes, Microsoft Outlook), operating systems (Windows XP and Mac OS), DCRI systems (Footprints), Printers, Copiers and Fax machines.
  + Manager/Account Liaison for DCRI Wireless accounts. (Over 800 lines of service).
  + Administer updates and account maintenance to the DCRI Blackberry Enterprise Server.
  + Provide one on one, onsite training courses to users of DCRI Wireless Equipment.
  + Work with the DCRI Service Desk and IT staff to resolve complex situations for customers when necessary.
  + Evaluate and monitor all DCRI Wireless spending and provide alternative options for cost savings.
  + Participate in the launching and training of new mobile device technology at DCRI.
  + Participate in documenting procedures and training materials for new technology and software launches.
  + Provide prompt, professional and courteous customer service.
  + Provide consistent feedback to DCRI management on procedural improvements and new ideas.
  + Follow tasks and projects until completion.
  + Assist with and perform other projects and assignments as needed.

Education

1998 - 2002 Bartlett Yancey High School Yanceyville, NC

**High School Diploma**

* + General Study

References

References are available on request.

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| **Catherine Fahey** | |
| **Manager** | |
| Ms. Fahey is a manager in Attain’s State and Local Government practice. She has broad experience in county government, with a focus on land-based permitting, such as planning, building, health, hazardous materials, and sewer permits, including inspections, fee assessment and collection, and annual permit  renewal. | |
| ***Education, Certifications and Training*** | ***Associations*** |
| AS, Grossmont Community College  Project Management Professional (PMP) | Project Management Institute (PMI) |
| ***Professional Experience*** | |
| **Attain**  Manager, State and Local Government 2010-present  Ms. Fahey is assigned to the County of San Diego working with the departments of Environmental Health,  Public Works, and Planning and Development Services, assisting with business process reengineering and process improvement, and improvements and extensions to the County’s permitting application.  **Attain**  Application Technical Lead, Senior Consultant, State and Local Government 2009-2010  Ms. Fahey led a team that provides operations and maintenance support for a portfolio of software applications  used by the County of San Diego Community Services Group and Land Use & Environment Group.  **BearingPoint**  Application Technical Lead, Senior Consultant, State and Local Government 2006-2009  Ms. Fahey led a team that provides operations and maintenance support for a portfolio of software applications  used by the County of San Diego Community Services Group and Land Use & Environment Group.  **SAIC**  Team Lead, Senior Systems Analyst 1999-2006  Technical Lead for the Kiva Permitting System used by various San Diego County Land Use and Environment  Group departments. This includes providing business process analysis and various levels of implementation assistance to the departments in order to achieve the most effective and efficient use of the system.  Responsible for entire implementation - from analysis to set-up to user documentation and training - for Ministerial Permits for Public Works, Discretionary Permits for Planning & Land Use and Public Works, and for Kiva Cashiering and the Kiva-to-Oracle interface for Developer Deposits. Developed, or had other staff develop, numerous custom reports for Kiva and interfaces to and from Kiva to enhance the core system. | |

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| **Saurabh J. Rohatgi** | |
| **Specialist** | |
| **Mr. Saurabh Rohatgi is** a high-performing, results oriented project manager with over 15 years of IT experience and in-depth knowledge of the System Development Life Cycle (SDLC), Agile, Scrum, and Waterfall development methodologies. Adept at leading teams through SDLC phases of requirements gathering, design, development, system integration, acceptance testing, production implementation,  project closure, and transition to support. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Certiied Scrum Master (CSM) | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Masters Technology Management - Georgetown University | Scrum Alliance  PMI |
| ***Professional Experience*** | |
| **Attain**  Specialist  Jan 2016 - Current | |

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| **Saurabh J. Rohatgi** |
| Managed software quarterly releases and day-to-day operations for a mission critical application without afecting performance for end user community  Forecast future product capabilities to ensure all outlined business requirements are integrated into the product roadmap  Prioritized product enhancements and capabilities by balancing project risks, budget constraints, outstanding system defects, regulatory functional/non- functional requirements, and customer requirements  Proposed, planned, and completed transition of application(s) |

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| **Saurabh J. Rohatgi** |
| from development to operation and maintenance (O&M)  Efectively communicate with client, managers, peers, and business partners on deliverables, milestones, and timelines  Maintain project management dashboards, reports, and key project deliverables  Efectively coordinated project resources and subcontractors to ensure lawless execution of project deliverables and deployments  Successfully managed stakeholder relationship with the client at all levels to ensure all risks and issues are mitigated in a timely fashion, with minimal impact to |

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| **Saurabh J. Rohatgi** |
| business operations  **CRGT**  Project Manager/Functional Team Lead Aug 2012 – Jan 2016  Initiate, manage, plan, monitor, and execute project SDLC activities for the redesign of an Oracle BPM and Oracle ADF integrated application for the Securities and Exchange Commission (SEC)  Led a team of 15 testers to execute smoke, functional,  regression, 508 compliance, system-UAT, and backend testing against new deployments/releases across multiple browsers to aid in the diagnosis and resolution of application and database issues. Administered HP Quality Center as the test management tool for defect reporting and analyzing test results, and mapping requirements to test cases  Collaborate with SEC stakeholders throughout the project  lifecycle to deine, design, and implement technical approaches while identifying and mitigating risks |

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| **Saurabh J. Rohatgi** |
| Initiate, develop, and manage all project related documentation  including Project Management Plan (PMP), Functional Requirements, Risk Register, Use Cases, Requirements Traceability Matrix (RTM), Requirements Prioritization Matrix, Change Control Request (CCRs), Standard Operating Procedures (SOPs), User Stories, Test Reports, and System Training Manuals  Plan and forecast project milestones, and ensure that milestones  identiied are completed in a timely manner. Managed and updated a project schedule on a bi- weekly basis to monitor the progress of the tasks and milestones completion; developed monthly status reports for client leadership  Successfully migrated and implemented project from Waterfall to  Scrum |

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| **Saurabh J. Rohatgi** |
| Generate daily and weekly metrics (reports and dashboards) and organize daily stand-up meeting(s) to ensure defects are resolved in a timely manner  Recognized by SEC as the project SME; provide strategic direction for development and implementation eforts to ensure successful and on-budget project completion  Develop User Acceptance Testing (UAT) training materials and led  UAT sessions with SEC stakeholders  Review project documentation to ensure that the system being |

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| **Saurabh J. Rohatgi** |
| designed complies with all functional and non-functional requirements  Conducted and completed an Analysis of Alternatives (AoA) to  help identify the optimum Case Management System (CSM) for the Oices of Judges Program (OJP) at Administrative Oice (A.O) of U.S Courts. Conducted cost-beneit analysis for all the alternatives being considered for the case management system for OJP  Collaborated with other oices and vendors at U.S Courts to  identify ways to leverage software solutions currently being implemented by other project/teams  Responsible for annual performance reviews and continuous professional development  **Deloitte Consulting** Senior Consultant July 2010 – Aug 2012 |

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| **Saurabh J. Rohatgi** |
| Developed functional requirements, process lows, and reviewed test-plans with other partnering teams for a major hospital integration efort  Managed a team and developed a detailed transition plan for the  migration of the Military Health System (MHS) requirements submission process from the Dynamic Object Oriented Requirements System (DOORS) to a web based requirements management product (i.e. Serena) that increases eiciency and productivity  Led eforts that involved working with client SMEs to identify and  develop training curriculum and materials for mission critical topics to address high-employee turnover issues for the Oice of the National Coordinator for Health IT (ONC) State Health Information Exchange (HIE) oice. |

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| **Saurabh J. Rohatgi** |
| Facilitated working sessions for an ONC sponsored Lab  Interoperability Community of Practice (CoP) with approximately 250 members that focused on understanding and resolving lab interoperability challenges by organizing working sessions for state grantees with national and independent labs  Led strategic planning sessions for state healthcare grantees to  deine and document short and long term strategic plans  Applied advanced analysis and modeling techniques to deine and design business process lows that optimized, streamlined, and consolidated existing business processes |

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| **Saurabh J. Rohatgi** |
| Prepared presentation materials and efectively communicated content to senior project management within the organization. Conducted extensive healthcare market research, analysis, and presented results to client leadership  Contributed to the stand-up of a PMO to standardize  management review process practices  Consistently delivered and presented high quality deliverables to clients and irm leadership  **National Opinion Research Center**  Lead Business Analyst/Consultant Oct 2006 – July 2010 |

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| **Saurabh J. Rohatgi** |
| Lead business analyst managing the National Resource Center for Health IT for AHRQ (Agency for Healthcare Research Quality)  Elicit requirements for a web based Performance Data System for  federal grantees using various methodologies - requirement workshops *(JAD, RAD),* site and clients visits with technical and non-technical team, use case analysis, WebEx demos, interviews, document analysis, business process description, simulating possible scenarios, and task and worklow analysis  Successfully managed the budget and development lifecycle for  developers, business analysts and end users to develop a SharePoint site for the Health People 2020 government initiative |

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| **Saurabh J. Rohatgi** |
| Experienced liaison, among stakeholders, senior management  and process owners to elicit, analyze, specify and validate requirements to help New York City Department of Health & Mental Hygiene transition from a paper based to an e-survey to measure success of EHR implementation  Led testing eforts for a government sponsored Health IT toolkit  to identify, track, report and resolve all high level issues in a timely manner in order to provide an end-product with minimal errors/bugs  Managed multiple projects and successfully achieved milestones  throughout the full SDLC lifecycle. Co-ordinate resources, ensured on-time deliverables, and managed expectations without compromising scope and cost speciications |

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| **Saurabh J. Rohatgi** |
| Proactively sought opportunities to serve in leadership role for various NORC sponsored initiatives focusing on higher education enhancements  **Metavante Banking Solutions**  Business Analyst Aug 2004 – Oct 2006  Conducted usability and browser compatibility tests, performance installation scenarios, load and stress test for phased delivery of software  Tested applications from a business perspective to verify client requirements were incorporated into design. Developed scripts using SQL for regression and  integration testing |

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| **Saurabh J. Rohatgi** |
| Involved in the discussion of Test execution progress, Defect resolution mechanisms and coordinated collaboration amongst developers, system analysts and QA Lead  Analyzed and translated client business needs into application  and operational requirements for new software, training and special projects to assure successful completion and client satisfaction |

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| **Sandy Kling** |
| **Specialist 2** |
| **Ms. Sandy Kling**  Over 18 years of experience in areas of budget formulation and execution, inancial reporting, documentation, database management, government contracting, telecommunications, private sector contracts, large scale budgeting and staing for government programs, project management, managing large databases and developing complex reports, metric reporting, Capital Planning Investment Control (CPIC) documents and monthly variance reporting, and fulilling reporting requirements for large corporate clients. Excel at analyzing processes and procedures to generate new ideas to improve eiciency. |
| ***Publications, Honors, Awards, and Other Achievements*** |
| Master's Degree, Business Administration, Averett University, 2003  Bachelor's Degree, Business Admin & Marketing, Elon University, 1994  PMP Certiication, Project Management Institute (PMI) 2005 |

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| **Sandy Kling** | |
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| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| [ Master 's Degree, Business Administration, Averett University, 2003  Bachelo r's Degree, Business Admin & Marketing, Elon University, 1994  PMP | PMI Member |

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| **Sandy Kling** | |
| Certiication, Project Management Institute (PMI) 2005 |  |
| ***Professional Experience*** | |
| **Eden Consulting Group – September 2015 to Present**  Budget Specialist September 2015 - Present  Support Census Bureau, Budget Oice in both the Formulation  and Execution divisions. Responsible for monthly execution reporting of all Decennial IT Projects, utilizing Decennial Budget Integration Tool (DBiT) inancial reports. Provide Earned Value spreadsheets that provide project cost and schedule variance. Update monthly quad chart with cost and schedule variances. Manually update the B2.1 Project Activites table monthly on SharePoint as part of the Capital Planning and Investment Control (CPIC) process. Develop annual documents, including: Projects Table (B.1), Project Activities Table (B2.1), Performance Baseline Change Request (PBCR) Forms, Life Cycle Cost Estimate, Funding Source, and Contracts Table.  **MIL Corporation – April, 2012 to September 2015**  Systems Analyst  April, 2012 to September 2015  Support Department of State, Global Financial System Support in the Operations division. Responsible for daily data interface testing in the development environment, utilizing several items including Ultra Edit, Control M, and Hyperion SQR Developer. Run, create and maintain inancial and data reports in Data Warehouse using Business Objects XI and Crystal Reports. Send daily iles into Momentum for pickup by the Interface division. Assist in the Automated Disbursements process, and the extracting and sending data for both conirmation and uploading purposes. Manage the annual close process for the department. Assist on the State Department software upgrade to Momentum 7.0.1, which included testing inancial iles and Data Warehouse reports.  **Robbins Gioia, LLC** | |

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| **Sandy Kling** |
| Senior Consultant  July, 2009 to April, 2012  Support US Customs and Border Protection, Passenger Systems Program Oice (PSPO). In charge budget formulation and execution of Traveler Enforcement Compliance System (TECS) Modernization, a major IT investment program. Create and update the Exhibit 300 for the program in the Investment Management System. Create and update the annual Life Cycle Cost Estimate. Update monthly TECS performance in nPRS (a Primavera Prosight reporting tool), which shows earned value and cost variances. Leader of the Cost Estimating Methodology group, which develops standardized cost estimating processes for OIT division.  **Robbins Gioia, LLC**  Senior Consultant  October, 2008 to March, 2009  Supported the Veterans Administration Oice of Information and Technology (OIT) and reviewed all major IT investment projects. Provided project management input in competency reviews, which provides a summary of the overall health of IT projects.  Findings and recommendations were forwarded to the Planning, Architecture, Technology and Services (PATS) Secretariat. Provided reviews for all Milestone 0 projects, which were in Concept Deinition stage. Researched the following documents to come up with indings: Exhibit 300, Cost Beneit Analysis, Project Management Plan, Acquisition Plan/Strategy, Life Cycle Costs, Alternatives Analysis, Return on Investment, Basis of Estimate and Concept Papers.  **Robbins Gioia, LLC**  Senior Consultant  January, 2005 to September, 2008 |

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| **Sandy Kling** |
| Supported the US Patent and Trademark Oice of the Commissioner of Trademarks and developed and analyzed budget in excess of $100 million. Combined data from inancial and production system software tools (including Excel, Crystal Reports, Business Objects, and Momentum), and prepared management and budget reports. Used report results for internal management and planning purposes. Formulated and executed Trademarks Oice budget. Monitored inancial, business and performance statistics in order to track actual performance against plan. Documented the monthly, quarterly and annual budget processes. Removed redundant processes and with automation, shortened the annual budget process from three months to three weeks. For 2009, cut the Trademarks budget by $3 million.  **TQ3 Navigant**  Senior Analyst  April, 2002 to January, 2005  Served as Lockheed Martin’s sole contact for $200+ million travel contract. Met with customer as needed to update changes in contract and market conditions accordingly, utilizing Crystal Reports. Met with customers quarterly to ensure satisfaction and provide feedback to performance. Managed and ran queries on AS/400 for data extract and reporting, and created and updated AS/400 edits. Received and processed all internal and external ad-hoc Crystal Report requests, involving developing complex reports. Designed and developed metrics for quarterly customer reviews utilizing Crystal Reports, Excel and PowerPoint. Researched and implemented an automated report scheduler, which made the department reports 100% paperless. Developed and distributed monthly inancial reports.  **Sprint**  Systems Support Analyst / Database Administrator May, 1999 to February, 2002 |

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| **Sandy Kling** |
| Facilitated vendor management meetings in which relevant issues, presentations, technology, training and contractual processes were discussed. Managed, reviewed and updated Oracle asset database via Microsoft Access front end. Maintained Expert Advisor (trouble ticket) database for two main data centers. Authored and implemented monthly vendor report cards that provide accounting and evaluation of vendor activities. Managed weekly Problem Area Coordinator meetings, where data center trouble tickets were reviewed for accuracy, updated and closed. Analyzed data and produced metrics for monthly Business Review Document that tracked key performance indicators (KPIs) of the organization, and developed new metrics as needed. Prepared annual departmental budget (which including real estate forecasting, capital and expense budgets). Volunteered as a Sprint Chairman’s Quality Award Senior Examiner, in which departments apply for an internal award based on the Malcolm Baldridge Award. This award process focused on the Six Sigma ideology as the backbone of the process.  **Sprint**  Contract Coordinator January, 1998 to April, 1999  Established iles for new government contracts, and kept active  contract iles organized. Created and maintained department databases: Proposals, Contracts, Modiications, FTS2000, FTS2001, Purchase Orders, Non-Disclosure Agreements, FOIA Requests. Prepared monthly deliverables for contracts, and sent out contract expiration letters. Provided contract administration for CSC/NASA contract. Copied and distributed invoices on department’s corporate credit card account. Created databases in MS Access in order to track contracts.  Implemented a travel and expense reporting system into the Contracts department, and trained Contract Administrators to ile reports electronically.  **Management Concepts, Inc.**  Contract Administrator/Database Manager February, 1995 to April, 1997 |

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| **Sandy Kling** |
| Liaison between company and government lead in fulilling contracts. Duties included: verifying course locations, registering students, ensuring delivery of instruction materials, preparing administrative paperwork. Managed and maintained student database in DBase IV and SEMTEK. Prepared mail lists by removing duplicates and undeliverable addresses using DBase IV, ArcList, and SEMTEK. Proofread and updated course books and catalogs in MS Word and WordPerfect. Researched potential new contracts using Internet software. Researched and implemented new training certiication program, and served as main contact for inquiries and information. Compiled data and analyzed inancial growth and mailing list efectiveness using Excel. |

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**SOCIAL MEDIA**

**Stephenson High School**

2004-2007

**Art Institute of Atlanta**

B.A. Web Design and Interactive Media 2007-2011

**EDUCATION**

**Tools**

Adobe Creative Suite, Marvel WordPress, Sketch, InVision

**Languages**

HTML5, CSS3, JavaScript, JQuery, PHP, LESS, SASS

**SKILLS**

[www.kbvisual.com](http://www.kbvisual.com/)

[Kyler@kbvisual.com](mailto:Kyler@kbvisual.com)

404-583-8274

Atlanta, GA

**CONTACT**

KYLER BOONE

**UI DESIGNER / DEVELOPER**

# INTRO

Hello, I’m a user interface designer/developer from Atlanta, Georgia. I’m a creative thinker, problem solver, and team player. I’ve made it my life goal to be as creative as possible toward everything I touch.

**WORK HISTORY**

Vibrant Software

**Hybrid UI/UX Designer/Developer / August 2017 - Present**

* Designed multiple web applications from scratch and implementing using HTML, CSS, JavaScript and Angular 5 following the Web Content Accessibility Guidelines.
* Designed full websites and coding them for multiple clients. ..

WCCT and Carlyle Financial

**Freelance UX Designer, WordPress Developer / August 2016 - August 2017**

* Used Web Content Accessibility Guidelines to designed and built multiple custom WordPress themes and plugins for clients from scratch using HTML, CSS, JS, and PHP.
* Modiﬁed existing themes for clients to help change the functionality and appearance.

IBM

**UI Designer & Developer hybrid / May 2013 – July 2016**

* Redesign existing UIs and implement new ones using HTML5, CSS3, JavaScript.
* Travel and work on site with multiple IBM clients, Coca-Cola, Pepsi, GATX, Wells Fargo.
* Used Web Content Accessibility Guidelines to prototype application for several businesses.
* Designed, prototyped and helped build Counter Fraud for IBM software team.
* Built After Effects animation for Wells Fargo and created custom graphics for marketing

NCR Corporation

**Multimedia Designer and Developer / April 2012 – May 2013**

* Work with clients to create exceptional marketing material in multiple mediums including video, animation, and web design / development.
* Built Landing pages for Internal clients using HTML5, CSS3, and JavaScript.
* Designed and built email campaigns for internal and external clients.

Newell Rubbermaid (Paid Internship)

**Front-end Developer & Designer / May 2010 – April 2011**

* Designed graphics, redesigned web pages, and leveraged more current design standards in redesigning the HR portal as part of an overall effort to standardize business.
* Created easy-to use interactive web based environment for Customers, Customer Service Reps and Sales Reps to inquire about products, place orders and track statuses.
* Created Flash banners for internal portal.

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| **Aslam Nawabzada** | |
| **[Role/Title]** | |
| **Mr. Aslam Nawabzada**  *Result oriented technology leader with 20 years of experience in business and IT including strategic planning, software product development, system implementation and support, managing complex IT solutions and business & technology transformation. Strategically and cost effectively utilized technology in alignment with corporate goals. Computer Engineering and MBA Degree.*  **IT Leadership**   * Optimal technology selection and implementation * Building alliances with senior business partners * Provided digital and IT strategy to organization. * Efficient deployment of technology to meet global markets and internal customer needs   **Technology Experise**   * Successfully implemented enterprise and customer applications: ERP, Big Data/Analytics, Cloud Services, Agile / DevSecOps, Cyber Engineering    | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| [Degree, University] | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| MBA,  West Virginia University | [Associations] |

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| **Aslam Nawabzada** | |
| BE,  Bombay University  PMP, PMI |  |
| ***Professional Experience*** | |
| **Attain**  **Program Director / Chief Solution Architect**  [2018 – Present]  Working on the USCIS VDOS Program.  **Sevatec**  **Chief Technology Officer**  [2017 – 2018]   * Developed and implemented the Sevatec Innovation Center that are focused on Cloud Services, Cyber Engineering, Data and Analytics and Agile/DevSecOps. Provided technical leadership to the client delivery teams, proposal efforts and customers. * Managed 20+ solution architect and developers dedicated to Business Development support and Asset/Accelerator   Development. Developed 3 solutions using Microservices, Java, DevOps and AWS. Used Jira for managing the | |

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| **Aslam Nawabzada** |
| Agile development project. Utilized Jenkins, Maven, Selenium, Puppet tools to build the CI/CD pipeline.   * Developed and executed the Vendor Alliance Program that included AWS, ServiceNow, Microsoft Cloud and Databricks * Lead and managed the Sevatec internal IT Department.   **CSRA/GDIT**  **Partner / Director**  [2012 – 2017]  **Partner**   * **Senior Program Director/ CTO** of 2 large federal programs totaling about $30 million dollar in revenue that encompasses application modernization, new software development and operation and maintenance of applications. One of the program had 11 custom applications using a variety of programming languages including Java. We modernized 4 of the application using Microservices, web services, Java and migrated them to AWS. * Planned and managed strategic direction and technical capabilities of a team of consultants as the Partner for the   Technology Consultancy Practice focusing on Application Modernization, Big Data/Analytics, Cloud Services, Agile / DevSecOps, Cyber Engineering and Enterprise Applications.   * As a leader with CSRA's IT consultancy division helped organizations tap their potential and develop peak performance by delivering intelligent solutions through a variety of consulting and technology-based offerings. * Delivered CIO services to customers and consulted them with regards to IT strategy, IT governance, Application   modernization, Enterprise Architecture etc.  **Notable Accomplishments:**   * + Implemented agile development methodology that reduced product delivery time and cost and improved quality   + Identified and utilized new technology that was used in the program to reduce cost and delivery time and   improved application quality and functionality  **Director** **-** **Soluions**   * Lead the development of application modernization, Big Data/Analytics, Cloud Services and Agile/DevSecOps solution offerings to be sold and delivered to clients. * Developed a solution – Business Rules as a Service (using microservices and hosted in AWS). * Served as Chief Solution Architect on several large proposal and solution efforts   **Notable Accomplishments:**   * + Developed innovative solutions that met client needs   **The Washington Post, Senior Director Technology** [2011 – 2012]   * Lead a ($20 million size) organization responsible for the development and operations of customer facing and revenue generating mobile and internet (digital) applications such as washingtonjobs.com and Washington post mobile applications for android and iPhone. Also developed a DW/BI solution to support these applications. * Also managed the Enterprise Financial System and migrated it to AWS. * Managed staff of 60+ that included senior product managers, development managers, system analysts, developers and testers. Provided the digital strategy to the organization. Achieved and lead organization successfully for excellence in product quality, service availability, performance, and customer satisfaction. Attracted, hired, retained, and grew top talent. * Set best practices by leading a team of technical experts in massive scale architectures utilizing web, app server,   and database, Microservices, Java, and storage tiers supporting millions of concurrent users, and leveraging sound |

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| **Aslam Nawabzada** |
| and predictable software development processes.  Managed and served as the corporate applications point of contact for vendors and key business stakeholder throughout the entire lifecycle of the product**.**  **Notable Accomplishments:**   * Systems had uptime of 99%, system performance improved by 20% and product quality improved by 30% * Launched 3 new mobile products and completed 15 new releases of legacy products. Increased product revenue by 35% * Recruited 12 new developers and had zero staff turnover.     **IBM**  **Partner / Director/ CTO**  [1998 - 2011]  During the 12 years at IBM worked in several senior IT execuive roles and there are listed below:  **CTO – IBM Public Sector**   * Operated as the IBM Public Sector Practice CTO. Lead and managed the IT resources required to support the consultants that worked in IBM GBS Public Sector Practice. Provided expert technical advice and participated in high-level decision-making regarding the Information Technology (IT) infrastructure and applications to support the Public Sector Division. Successfully managed budget of the IT department. * Led and participated in the writing of requirements for IT procurement solicitations and selecting vendor based on   expert judgment of proposals. Led and Developed change management campaigns to champion the adoption of new software applications and processes.   * Researched and proposed technology business opportunities to C level leadership with an emphasis on initiatives   that moved the needle forward and offered favorable ROI.  **Notable Accomplishments:**   * + Led and managed the IBM website, [www.ibm.com](http://www.ibm.com/) a global web site. The staff that developed and maintained the website was located globally. The web site had 99% availability and global reach.   **Partner**   * As a **Senior Program Director** on client engagements have a proven track record of 1) delivering projects on time and within budget, 2) Managing / leading /motivating teams to achieve objectives, 3) strategically aligning project objectives with corporate objectives, 4) identifying and hiring talented and bright resources in a region where competition for such resources is fierce and 5) development of standard tools, methodologies and project metrics. Managed systems development, deployment and operations of enterprise level applications that included hardware and software. * Member of the IBM Global Business Services (GBS) practice leadership. Responsibility includes management   and IT consulting, services sales, strategic planning, developing methodology and content, managing resources, managing projects, creating, selling and marketing solutions, and managing internal and external relationships.   * Consulting services included: Digital Media Implementation (Mobile & Web Applications), Business and IT strategy, Business and Technology transformation, ERP and CRM package implementation, Start-Up Incubation, Business Intelligence / Data Warehouse, SOA, Enterprise Engineering, Help Desk Implementation, Custom Development, E-Commerce, intranet portals, and infrastructure implementation.   **Notable Accomplishments:**   * + Managed and Lead a service area of more than 100+ consultants and senior managers   + Led and managed large business and IT transformation projects.   + Provided consulting and advisory services to customer’s CIO organization on IT strategy, assessment and optimization.   + Planned, designed and installed a system to satisfy management, end user and public reporting requirements |

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| **Aslam Nawabzada** |
| while reducing day-to-day operating cost by 32 percent.   * Successfully lead the transition of legacy applications to Software as a Service (SaaS) platform.   **Soluion** **Director**   * As Soluion director at IBM created and managed soluions for IBM that was then sold and delivered to clients. Coordinated all aciviies necessary to ensure the achievement of strategic revenue, proit, and market share objecives of the soluion. Lead the product management and sotware development team. Worked closely with markeing and sales organizaion to ensure soluion success in the market, as measured by revenue, proit, and market share objecives   **Notable Accomplishments:**   * + Developed/managed/sold solutions to customers that has positive ROI   **Zyga**  **Principal / Chief Technologist**  [1996 – 1998]   * Responsibility included strategic planning, client relations, technology implementation and advice on technology to customers. As a Project Manager/Chief Technologist, provided business and technical leadership and successfully implemented of Oracle ERP for a international company. Responsibilities included project planning, facilitation, requirement analysis, matching requirements to ERP package functionality, building program modifications, custom interfaces and ERP global deployment. Implementation included a Sales and Marketing Data Warehouse.   **Notable Accomplishments:**   * + Replaced 10 legacy application with new centralized global ERP system   **Wizdom Systems, Inc., IT Director**  1994 – 1996.   * Managed the Enterprise Business Applications portfolio, facilitated project prioritization and business alignment, financial reporting, and execution. * Established operating procedures to standardize IT execution using PMI and ITIL methodologies. Hired, trained,   and mentored working teams to solve business problems   * Directed IT Procurement selection process by developing RFPs, evaluating and scoring proposals, negotiated contract terms, and managed vendor relationships.   **Notable Accomplishments:**   * + Modernized legacy application and reduced cost of application maintenance by 50%   + Reduced software downtime from 15% to <2% |

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| **Christopher Patterson** | |
| **Director, Business Development** | |
| **Mr. Christopher** Patterson is a successful and dynamic business leader with extensive experience in account management, business development, capture management and project management. He has over twenty years of client relationship management, business development lifecycle and project management experience in the Department of Defense (DoD), Federal Civilian and Intelligence Community industries. He is a leader with a proven track record for account growth, successful client relationships, people management and engagement delivery. | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| Bachelo rs of Business Administration, Radford University  PMP | Project  Management Institute, American Society of Military Comptrollers, National Defense Industrial Association, National Contract Management Association, and Armed Forces Communications and Electronics Association |
| ***Professional Experience*** | |
| **Grant Thornton LLP**  **Director Business Development Operations - Public Sector** **February 2016 – Present**  Mr. Patterson leads all business development operations across Grant Thornton’s Federal (DoD, Civilian & Healthcare) and State & Local business units. He manages the business development, proposal development, and strategic pricing groups that support all Public Sector business opportunities. As part of his role at Grant Thornton he has created advanced analytics for managing a $3.8 billion pipeline, enhanced business development and capture processes and training, created a culture of capture, enhanced competitive analysis and redesigned how the proposal and pricing teams integrate into the sales process across Grant Thornton’s Public Sector business unit.  **ASI Government**  **Director Business Development – DoD/Intel** **March 2012 – January 2016** Mr. Patterson was responsible for all business development and capture management eforts in ASI Government’s DoD and Intelligence portfolios. He led the business development eforts for many Program & Acquisition Management initiatives with the following wins: | |

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| **Christopher Patterson** |
| * Army PEO EIS PMSS3 - $461M IDIQ (largest win in ASI history) * Army I3C2 EITS * Army PEO Soldier SETA * Special Operations Command (SOCOM) SWMS Group C * National Geospatial - Intelligence Agency (NGA) EMERALD * Defense Information Services Agency (DISA) CAE PM & Acquisition Support * Oice of the Secretary of Defense (OSD) TEAMS * Army PEO IEW&S B2S2 * NGA OCS ACSS   **Accenture**  **Federal Finance and Performance Management (F&PM)** **May 2009 – February 2012**  Mr. Patterson was a Sr. Manager in Accenture’s Federal F&PM Service Line. He led all F&PM business development eforts (client relationships, capture & proposals) and provided inancial transformation advisory services for Accenture’s Defense Agencies account. He was responsible for the business  development eforts across many F&PM initiatives with the following wins:   * Defense Finance and Accounting Service (DFAS) Program Integration Oice ERP Support * Navy Financial Improvement Plan (FIP) Support – Strategic Systems Program * Navy FIP Support – Fleet Forces Command * Navy FIP Support – FMO Transaction Testing * Defense Commissary Agency Operations Support   Engagement: Defense Logistics Agency (DLA) – Cost Management Project & Role Description, Jan 2011 – March 2012  Mr. Patterson led a project to help DLA identify, capture and report on metrics related to DLA’s major cost drivers. As part of this initiative, we are reporting metric data, benchmarking against commercial industry, drafting a cost analysis investment review process and mapping all metric relationships.  Engagement: DLA - Enterprise Business System (EBS) Project & Role Description, June 2009 – Nov. 2009  Mr. Patterson led an efort to develop additional reporting functionality and reporting process standardization for DLA’s SAP based EBS. He managed plan/analyze, design, build, test, and deployment phases of the Finance Reports project. He created functional speciications for identiied Finance reports, gathered period reporting requirements from DLA-HQ and tested the Finance Reports and manual procedures for SPL Clean-up. He also, led an efort to standardize DLA’s business management reporting across the DLA Enterprise.  **BearingPoint**  **Oice** **of** **the** **Secretary** **of** **Defense** **(OSD)** **Sector** **August** **2004** **–** **May** **2009**  Mr. Patterson was a Sr. Manager in BearingPoint’s Defense/OSD Sector. He led multiple inancial operations/strategy/systems projects and contributed heavily to the business development/capture management for an $80M/year business. He led the business development eforts for several large/medium/small initiatives in the OSD sector and was responsible for the following wins:   * Defense Departmental Reporting System Implementation Support * OUSD(C) Balanced Scorecard Automation & Support * Defense Agency Initiative (DAI) ERP Functional Design Support * Business Transformation Agency (BTA) Cross Agency Support Services BPA * DFAS Executive Transformation * DFAS Transformation Services BPA * DFAS Financial Management Regulation Support |

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| **Christopher Patterson** |
| * DFAS Resource Management BPA * Missile Defense Agency (MDA) ERP Pre-Deployment Support * DFAS Corporate Budget Oice Support * MDA MiDAEES Business Operations BPA * DFAS DoD – Wide Budget Execution Analysis Support * Defense Advanced Research Projects Agency (DARPA) ERP Pre-Deployment Support   Engagement: DARPA - DAI ERP Support  Project & Role Description, July 2008 - May 2009  Mr. Patterson was the engagement manager for a team providing ERP ancillary support services for the DAI for the DARPA. Team provided high-level strategic advisory support for the implementation of the DAI, data cleansing, reconciliation, program management, test scenario support, functional/process requirements review and overall recommendations for this systems implementation. Under Mr.  Patterson’s purview we added an additional resource for subject matter expertise in implementing Oracle Financials.  Engagement: MDA– DAI ERP Support  Project & Role Description, May 2007 - May 2009  Mr. Patterson was the engagement manager for a team providing DAI program ERP ancillary support services for the MDA. Team provided data cleansing, reconciliation, program management, test scenario support, functional/process requirements review and overall recommendations for this systems implementation. Under Mr. Patterson’s purview the engagement grew from 2 FTEs to 4 FTEs and secured an additional follow-on year of support (FY08/09).  Engagement: DFAS – Budget Execution Analysis Project & Role Description, Aug. 2006 - May 2009  Mr. Patterson was the engagement manager for a team dedicated to providing high-level DoD-Wide Budget Execution strategic support. He was responsible for directing 2 former 0-5s, 1 0-6 and 1 GS-  15. His team provided various analysis and process improvement recommendations for the Department's prior year/current year budget execution data. He was responsible for securing 2 years of follow-on work (FY08 & FY09).  Engagement: DFAS – Corporate Budget Oice Project & Role Description, May 2005 – Sept. 2008  Mr. Patterson was the engagement manager for the DFAS Corporate Budget Oice support engagement. His team managed the Agency’s $1.6B budget and provided budget execution analysis, budget formulation, executive brieing development, work count analysis, inancial statement reconciliation, A/R and A/P analysis, PBD analysis and other ad hoc tasks to the Director of Corporate Budget and the Director of Resource Management. Under Mr. Patterson’s purview the engagement grew from 1 FTE to 12 FTEs. Also, he was responsible for 2 years of contract extensions and the award of a 5-year, $25 million Blanket Purchase Agreement (BPA).  Engagement: BTA – Defense Departmental Reporting System (DDRS) Project & Role Description, Aug. 2004 – Sept. 2007  Mr. Patterson was an engagement manager for a system implementation project developing the DDRS for the Department of Defense. Mr. Patterson was associated with the DDRS Program for 8 years. His team was responsible for providing the following services: training delivery, training materials, functional requirements development, testing, technical development, help desk oversight, web site development and maintenance, and overall program management support. Mr. Patterson was directly |

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| **Christopher Patterson** |
| responsible for the addition of 3 technical architects on the development team and that support continued beyond the end of the functional engagement on 09/2007. Also, he was responsible for 1 multiple year award and several contract extensions.  Engagement: OSD (Comptroller) – Comptroller’s Dashboard Project & Role Description, Sept. 2004 - May 2007  Mr. Patterson was an engagement manager for the DoD Financial Management Balanced Scorecard support project for the Directorate of Performance Measurement OUSD (C). His team supported the Directorate of Performance Measurements with analysis of key metrics and development of their monthly brief to the DCFO and CFO of the DoD. In addition to overall program support, his team successfully implemented Cognos Series 8 Business Intelligence for the automation of the DoD Metrics Program (Executive Dashboard) for the Under Secretary of Defense (Comptroller). Under Mr.  Patterson’s purview the engagement grew from 2 FTEs to 6 FTEs. Also, he was responsible for the award of a 5-year contract extension.  **CGI-AMS** **Aug.2003 – Aug. 2004**  General Services Administration – Pegasys Project & Role Description  Mr. Patterson was the Reporting Lead and Principal for the Architecture/Reporting design and implementation team on a major engagement to implement AMS’ proprietary Momentum® ERP product, Pegasys, as GSA’s new agency-wide inancial management system. In this role, he managed a staf whose responsibilities include AMS’ support of GSA’s information architecture/reporting efort for the software upgrade of Pegasys from version 3.5 to 5.1. Mr. Patterson was the Reporting team’s primary client contact, not only to investigate and record reporting issues, but also to provide eicient and robust resolutions to such issues. Furthermore, Mr. Patterson provided continuous functional Pegasys, Reporting, and BRIO Portal training and support to members of GSA’s reporting development and design teams.  **KPMG Consulting/BearingPoint** **July 1999 – Aug. 2003**  DFAS - DDRS  Project & Role Description  As a Team Lead and Senior Consultant, Mr. Patterson managed a team of functional and technical consultants who provided pre and post development support for a custom-built Oracle based departmental reporting system to be used by all reporting components of the DoD. In addition to his management responsibilities he developed functional requirements and designed the Navy Working Capital Funds crosswalk from its legacy accounting system general ledger to the U.S. Standard General Ledger (USSGL). He delivered over 50 instructor-led training courses, teaching users on all functions of 3 diferent reporting and data consolidation applications. While on this project, he developed business requirements, converted accounting data, veriied and validated data, and developed process low diagrams and data models.  **Computer Products Inc.** **Dec. 1996 - July 1999**  Naval Air Systems Command (NAVAIR) - Contract Reconciliation Project & Role Description  Mr. Patterson was the NAVAIR contract Team Lead and Senior Financial Analyst for Computer Products Inc. where he was responsible for the reconciliation of over 750 inancial documents and the reduction of over $300 million in problem disbursements (Negative Unliquidated Obligations and Unmatched |

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| **Christopher Patterson** |
| Disbursements). He provided monthly accomplishment reports and strategy meetings to discuss problem-solving solutions with the Director of Reconciliation in the Comptroller's Department at the Naval Air Systems Command. Responsibilities also included complete training of all staf members and the review of all deliverables for validity and errors before submission to the client. |

#### Joi Lathion IT Operations Project Manager

314-791-4778

[Lathion@hotmail.com](mailto:Lathion@hotmail.com)

Experience Summary

I am an IT Project Manager with over 12 years of experience providing service desk management and support in government, financial and telecommunication sectors. I am highly skilled with software, hardware, and network problem solving capabilities. My experience includes using and managing trouble-ticketing software (i.e., Remedy, ServiceCenter). I possess strong documentation, listening and comprehension skills. I possess experience with help desk/desktop support experience for business customers and technical staff via phone and Desktop Remote Assistant. I have provided support for all hardware, software, desktop, printer, and network (Local Area Network (LAN)/Wide Area Network (WAN) and wireless) connectivity issues as well as supported Windows 7, XP, Vista, 2000, NT, and 95 environments.

I am skilled at managing agents who support calls using MKS Integrity, BMC Remedy, and ServiceCenter ticketing systems. Experienced with information technology (IT) business customer liaison and configuring complete systems. My responsibilities in conjunction with management have included imaging (Symantec Ghost), installing software updates, and administering system networks including NT/Novell, Structured Query Language (SQL) Server, and Microsoft (MS) Outlook providing support to all levels of end-users and management.

Knowledgeable with contracts, budgets, and creating Statements of Work (SOW.) Ability to monitor hours and schedule to the budget allocated. I am highly successful at fulfilling staffing requirements, meeting deadlines and customer satisfaction.

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| **Proposal-relevant Statistics and Information** | | | |
| **Number of Years of Industry Experience:** | 12 | **Number of Years of Related Experience:** | 8 |
| **Education:**   * BBA, Management Information Systems, University of Dayton, School of Business, 2002 | | **Certifications:**   * Project Manager Professional (PMP) – Within 6 months | |
| **Capabilities Summary:**   * MKS Integrity, Remedy, ServiceCenter, Symantec Ghost, & Desktop Remote Assistance * Help Desk Administration * Escalation Resolution * Active Directory * Remote Desktop * Life-Cycle (SDLC) * Problem Solving * Customer Service | | **Security Clearance:**   * Public Trust (non-sensitive) | |

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**Professional Experience**

**November 2009–Present U.S. Department of Agriculture**

***IT Project Manager* (via –Attain, LLC) M-F – 40 Hours a week**

* Develop and lead a team of helpdesk professionals to address all technical and application- based requirements of workers, professionals, and staff members using IT in the organization
* Create scheduling for the help desk specialist team of up to 30, including a Database Analyst and Application Specialist
* Budget contracts, staff and performance for multiple projects over 1 million dollars.
* Take escalations for complicated support/customer complaint issues
* Oversee new application implementation and work with staff on customized applications, development projects, and contacts development staff, if needed
* Work with multiple government customers, application teams, development teams, infrastructure teams and business stakeholders to identify business needs and requirements.
* Coordinate and monitor projects through the development lifecycle to ensure they are on schedule and in scope. Work with Branch Chiefs, project team leads and project teams to maintain project plan.
* Prepare recommendations to adjust project plans for Branch Chief’s during emergencies.
* Work with customer to perform risk identification, analysis, prevention, mitigation, and problem solving.
* Generate weekly and monthly reports on team progress and support issues, develop metrics and templates to evaluate support issues and response times of the team
* Develop training programs to help staff stay abreast of all new industry practices. Help in the preparation of department change management procedures and also facilitate the hiring and termination process for all contract staff
* Write technical documents to coincide with Standard Operating Procedures (SOP) and policy created in conjunction with the customer
* Ensure helpdesk associates answer calls of employees via telephone/email and troubleshoot and resolve PC, software, or application problems and issues
* Motivate the team to adhere to IT best practices and deliver outstanding customer service and satisfaction to employees at nationwide locations
* Facilitate one-on-one improvement sessions and implement a team incentive plan to lead team to exceed the Service Level Agreement on last project by a 15 percent margin (goal 80 percent/outcome 95 percent)
* Prepare performance status reports for review by upper level management
* Responsible for recruiting, interviewing, on boarding and employee retention
* Responsible for accuracy in team time entry and approval using Del-Tek timekeeping software
* Implements and monitors policy and procedural changes

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* Adhere to all contract policies and procedures
* Direct report to the Branch Chief of Configuration Management and Standards Compliance for Rural Development

**Supervisor: Robert Turnure, yes may contact, Phone – (314) 457-4912, email –** [**Robert.turnure@stl.usda.gov**](mailto:Robert.turnure@stl.usda.gov)

**December 2007–November 2009 Anheuser-Busch Companies, Inc.**

***Technical Analyst* (via Advanced Resources) M-F – 40+ Hours a week**

* Provided help desk support for corporate office as well as 12 breweries, 3 can plants, and numerous distributors including in Canada and Brazil. Resolved desktop computer issues from either a help desk or desk side role
* Provided Systems Management Server (SMS) software installations for over 10,000 users worldwide. Responsibilities included use of Active Directory to establish new users, groups, and permissions to reset and unlock passwords as well as disable and delete accounts.
* Use of SCCM, Active Directory, or Remote Desktop Connection (RDC) as a tool for remote connectivity to support software, adding hardware, and troubleshooting printers.
* Provided SAP assistance with order entry, password resets, and other basic functionalities. Responsible for BlackBerry set up, synchronization, reconfiguring handhelds, and password resets.
* Responsible for initial VPN set up as well as troubleshooting, supported over 500 internal software types, and tracked support calls via the corporate online call tracking system and followed up with open tickets in HP Service Center.
* Provided on-call support after hours 24x7 and created/updated knowledge base postings
* The technical environment used: MS Office, VPN, Blackberry, Windows 2000/XP/ Vista, SCCM, HP Service Center ticketing system, Active Directory, Dell, Hewlett Packard, Remote Access, RSA SecurID, Citrix, SAP, Tektronix/Xerox, and Sprint Aircard

**Supervisor: Glenn Frasca, yes may contact, Phone – (314) 577-2000, email unknown**

**September 2006–December 2007 Verizon Wireless**

***Help Desk Support/Technical Analyst* Contractor - Apex Systems M-F – 40 Hours a week**

* Provided desktop/hardware support for corporate headquarters as well as 12 retail stores
* Supported stores by ensuring network cabinet and cables were secure and properly wired, identifying all open ports, and ensuring all equipment in network rack was secure and wired according to company standards
* Trained to wire Voice over IP (VoIP) telephony and patching ports. Responsibilities included use of Active Directory to establish new users, groups, and permissions as well as resetting and unlocking passwords and disabling and deleting accounts.
* Used Dameware and Active Sync as a tool for troubleshooting hand held scanners; for VPNs, connected users and provided troubleshooting; used Remedy ticketing system; and used proprietary asset tracking system for receiving equipment and tracking asset recovery.

**3**

* Technician in charge of troubleshooting and determining warranty information on computers, laptops, and all point-of-sale (POS) equipment
* Provided technical support of Windows XP and Windows 2000 Professional as well as MS Office 2000/2003 suite of products
* Used Norton Ghost Imaging Software and SMS to push software to end users. Set up, maintained performance, and performed troubleshooting on Hewlett Packard, Compaq, and Dell laptops as well as Hewlett Packard and Dell desktops.
* Performed installation of POS equipment including imaging and installation of touch screen monitors and PCs specifically imaged to enhance customer service in stores
* Updated laptops and desktops for upgrade to XP and pilot program of Vista operating systems upgrade included installing over 350 memory upgrades in laptops and desktops as well as replacement of out of warranty desktops and out of warranty laptops throughout the region.
* The technical environment used: MS Office, VPN, Blackberry, Windows 2000, XP, Vista, Norton Ghost Imaging, Dameware, Remedy ticketing system, Active Sync, Active Directory, VOIP, VZ Access Manager, Dell, HP, and Remote Access.

**Supervisor: Mike Minor, yes may contact, Phone – (636) 793-1100, email unknown**

**January 2006–August 2006 A.G. Edwards & Sons**

***Helpdesk Technician/Desktop Support* (via TekSystems) M-F – 40 Hours a week**

* Provided help desk support to over 7,000 customers and end-users over the phone as well as Level 2 desktop support throughout the organization
* Answered an average of 30 incoming calls per day, resolving 80 percent of the issues
* As a member of a 3-person team, provided on call support for evenings, weekends, and holidays
* Implemented, configured and supported Dell wireless technology
* Supported HP LaserJet, DeskJet, Lexmark LaserJet, and Tektronix/Xerox and determined if printers needed a service call by performing basic troubleshooting with the customer.
* Analyzed and resolved application issues with Office 97/2000/2003 (Word, PowerPoint, Excel, and Access), trained users on new functionalities in 2000 and 2003 versions, and directed users to training manuals and websites for further information
* Functioned productively in an ongoing learning environment and served as a mentor and technical resource to cross-train co-workers and incoming help desk agents
* Supported customers with network connections/drives and mapping network drives, walked users through troubleshooting issues and resolving issues or passing to Level 2 support
* Supported brokers working off-site with dial-up, VPN, and Citrix connection issues
* Used Remote Desktop Assistant to connect remotely to the PC’s of offsite users
* Supported all operating system and software issues for approximately 100 applications such as Internet Explorer, MS Office, and MS Outlook
* Supported technicians with the replacement of several hundred Dell motherboards in a proactive preventative effort
* Developed and administered NT/Novell User Accounts for file and print Services.

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* Worked directly with corporate customers, vendors, technicians, and consultants to troubleshoot all microcomputer equipment on the network
* Participated in evaluating and rectifying communication problems including repair and coordination of repair efforts as appropriate with outside vendors
* Assisted with upgrading current applications and hardware and answered users’ questions and concerns regarding the upgrade
* Managed multiple issues and projects daily, adjusting priorities of issues/projects based on service level agreements (SLAs)
* Supported firewall related issues, administered password changes in various applications, and verified users in PeopleSoft and Active Directory because many applications contained confidential information such as clients’ social security numbers and bank account information
* The technical environment used includes Novell, Windows 95, 98, 2000, 2003, NT, PeopleSoft, UNIX, VPN, Citrix, Dell, Outlook, Explorer, Remote Access, MS Office, Active Directory, SSN, HP LaserJet, DeskJet, Lexmark LaserJet, and Tektronix/Xerox.

**Supervisor: Tek Systems, yes may contact, Phone – (314) 819-1100, email unknown**

**November 2005–January 2006 Contractor - Charter Communications**

***Help Desk Support Specialist (V-GO Application) M-F – 40 Hours a week***

* Provided desktop technology support to customers and end-users over the phone as well as onsite at the corporate office
* Managed all incoming calls and responded to customers’ requests; logged and tracked inquires to comply with customer service statistics and followed all appropriate service level agreements
* Tracked incoming calls with Remedy software and documented all relevant information and solutions. Received calls mostly about the V-GO application and configuration of new users’ accounts
* Researched and recommended faster ways to set up first time users and documented problem trends from analyzing data in Remedy tickets
* The technical environment used includes MS Office, Remedy, V-GO, and Windows 2000.

**Supervisor: Tek Systems, yes may contact, Phone – (314) 819-1100, email unknown**

**September 2003–September 2005 Edwards Jones**

***Help Desk Technician/Desktop Support M-S – 40 Hours a week***

* Managed all incoming calls and responded to customers’ requests; logged and tracked inquires using ServiceCenter software. Documented relevant information/troubleshooting, updates, and solutions in ServiceCenter and closed issues when completed.
* Provided Level 1 technical support to over 50,000 users by answering an average of 35 incoming calls to the help desk per day
* Resolved around 85 percent of the issues and forwarded issues unable to be resolved to Level 2 support.
* Provided Level 2 support to 25,000 users for desktop (95/98/2000/XP), printer, database, and networking issues.

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* Supported HP LaserJet, DeskJet, Lexmark LaserJet, and Tektronix/Xerox
* Checked network connectivity and looked up error codes Also, coordinated service vendors as necessary to assist with extreme issues
* Analyzed and resolved application issues with Office 97/2000/2003 (Word, PowerPoint, Excel, and Access), trained users on new functionalities in 2000 and 2003 versions, and directed users to training manuals and websites for further information
* Developed and administered NT/Novell User Accounts for file and print Services.
* Worked directly with corporate customers, vendors, technicians, and consultants to troubleshoot all microcomputer equipment on the network
* Assisted with upgrading current applications and hardware and assisted users with issues or questions.
* Managed multiple issues and projects daily and adjusted priorities of issues/projects based on SLAs in place throughout the organization
* Verified users in PeopleSoft and Active Directory because many applications contained confidential information such as clients SSN and bank account information
* The technical environment used includes MS Office, Windows 2000, 2003, NT, SSN, Novell, Remote Access, Tektronix/Xerox, HP, and networks.

**Supervisor: Carmella Hardnett, yes may contact, Phone – (314) 567-5543, email unknown**

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| **Eric Schonbachler** |
| **Specialist II, Federal Services** |
| **Mr. Eric Schonbachler** is the Enterprise Services Manager for Attain’s NARA IT and Telecommunications Support Services (NITTSS) contract at the National Archives and brings more than 15 years of project and team management, cloud and infrastructure engineering, and technology support. |
| ***Education,*** ***Certiications*** ***and*** ***Training*** |
| B.S. Information Systems Management, University of Maryland, Baltimore County  Graduate courses in Information Systems Engineering, Johns Hopkins Whiting School of Engineering  PMI Project Management Professional |

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| **Eric Schonbachler** |
| VMware VCP-DV 4, 5  Comp TIA A+, Net+, Security+  Microsoft MCSE 2003 |
| ***Professional Experience*** |
| **NCI AdvanceMed** Network Manager 2015 - 2018  Managed Engineering and Operations teams, totaling 14 direct |

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| **Eric Schonbachler** |
| reports  Consolidated processes from 4 segregated IT support contracts including employee on/of-boarding and change, incident, and problem management  Worked with upper management to successfully create business processes to become ISO 20K certiied  Manage team project schedules, CapEx, procurements  Lead engineering & implementation in the following projects:  o Building replacement VMware Horizon View VDI environment for over 600 users,  including redesigning the way desktops were built and managed to save time and |

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| **Eric Schonbachler** |
| storage space   * Rollout of 2-factor authentication at the Windows client layer for over 600 users * Implementation of infrastructure monitoring system * Cross-Forest PKI   **CGI Federal** Systems Engineer 2014 - 2015  Developed internal cloud solution   * Used vSphere, EMC Xtreme IO, Cisco USC blades * Worked with stakeholders to develop best mix of resource-to-price   Inherited SharePoint 2003 environment redesigned BLOBs storage  Updated and manage McAfee ePO server and policies |

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| **Eric Schonbachler** |
| Replaced network and server monitoring system  Mentored Systems Administrators through the above projects  Created Brown-Bag training sessions  **University of Maryland, University College**  Sr. Virtualization Systems Engineer 2013 - 2014 |

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| **Eric Schonbachler** |
| Lead and completed project to replace backup infrastructure across the environment  Lead project to migrate of-shore data center to AWS VPC  Managed vSphere 4.1 and 5.0 Environments  Restructured SAN storage to relect performance tiers based on  IO requirements |

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| **Eric Schonbachler** |
| Troubleshooting and management of Cisco UCS and Nexus1000v  **TASC, Inc.**  Systems Engineer 2012 - 2013  Lead and completed project to replace backup infrastructure  across the environment  Lead project to migrate of-shore data center to AWS VPC |

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| **Eric Schonbachler** |
| Managed vSphere 4.1 and 5.0 Environments  Restructured SAN storage to relect performance tiers based on  IO requirements  Troubleshooting and management of Cisco UCS and Nexus1000v  **Alta IT for CACI**  Sr. VMware Engineer 2012 - 2013 |

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| **Eric Schonbachler** |
| Lead and completed project to replace backup infrastructure across the environment  Lead project to migrate of-shore data center to AWS VPC  Managed vSphere 4.1 and 5.0 Environments  Restructured SAN storage to relect performance tiers based on  IO requirements |

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| **Eric Schonbachler** |
| Troubleshooting and management of Cisco UCS and Nexus1000v  **CGI Federal (formerly Stanley Associates)**  Systems Engineer 2009 - 2011  VMware vSphere engineer supporting multiple HA/DRS clusters  Manage & support EMC CLARiiON SANS w/ remote mirroring |

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| **Eric Schonbachler** |
| Worked with team to redesign network and domain infrastructure  Assisted in planning/implementing conversion from Server 2003  to 2008 domain  Designed & implemented SharePoint Services architecture in multi-tier, multi-domain environment  Tier-two server & tier-three client support  **Stanley Associates, Inc** |

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| **Eric Schonbachler** |
| Lead Systems Engineer 2006 - 2009 |
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| **Collin W. McKinstrie** | |
| **Senior Consultant** | |
| **Mr.** **Collin** **McKinstrie** has 7+ years of project/program management and delivery experience providing cybersecurity, strategic planning, software development lifecycle (SDLC) management, requirements gathering, data mapping and migration, end-user training, and operational support to the public sector. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Award of Merit for Literary Excellence for article “Asset Management Meets Course Management: Why Golf is More than Just a Game.” *The Property Professional.* 2012. | |
| ***Education, Certifications and Training*** | ***Associations*** |
| B.S. Business Management, Virginia Tech 2009 Active Secret Clearance (cleared at TS level) Certified Professional Property Specialist (CPPS) – 2011  Cyber Security Assessment and Management (CSAM) Training | National Property Management Association (NPMA) –  2010-2015 |
| ***Professional Experience*** | |
| **Attain, LLC., Department of Commerce (DOC), Office of Cyber Security (OCS)**  Program Manager, Cyber Program Support June 2016 – Present  Manages a team of 8+ resources (including subcontractors) in delivering enterprise cybersecurity program  support for the Department of Commerce  Responsible for hiring, mentoring, and developing resources and onboarding on client site Responsible for managing day-to-day activities and quality assurance of all deliverables/products Assumes responsibilities for the success and failures of the team  Responsible for financial management including maintaining spend plans, approving/rejecting invoices, and projecting program revenue and bookings ($1M+ revenue)  Develops standard operating procedures (SOPs) for internal team processes and client processes to ensure consistency  Provides qualitative and quantitative analysis of Presidential Management Council (PMC) reporting data to establish enterprise-level projects to support compliance improvement for EO13800 Risk Assessments Develops and tracks corrective action plans to completion to strengthen the security posture of the Department  Drafts memos and broadcasts for Department-wide initiatives and communications  **Attain, LLC., Smithsonian Institute (SI), Office of Advancement (OA)**  Program Manager, PANDA Application June 2016 – Present  Manages team of 7+ (including subcontractors) in providing software development, software maintenance,  hosting, and security assessment and authorization (A&A) services  Responsible for financial management including maintaining spend plans, approving/rejecting invoices, and projecting program revenue and bookings ($750k+ revenue)  Responsible for meeting project deliverables and client expectations  Completed assessment of the PANDA application (moderate system) for ATO renewal | |

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| **Attain, LLC., Department of Commerce (DOC), Office of Cyber Security (OCS)**  Strategic Planner and Cybersecurity Support, Cyber Program Support November 2015 – May 2016  Led the development of the *FY16-18 OCS Strategic Plan* for on-time delivery to meet client expectations and  contractual requirements  Coordinated and helped lead client discovery and white boarding sessions to identify gaps and deficiencies to be incorporated into the strategic plan  Worked directly with Anti-Phishing Program Lead to develop Project Management Plan, SOPs, and other supporting materials  Intimate understanding of the Risk Management Framework (RMF), Federal Information Security Management Act (FISMA), NIST SP 800 series  **Sunflower Systems, Department of Homeland Security (DHS), Office of the Chief Readiness Support Office (CRSO)**  Project Manager, Sunflower Asset Management System (SAMS) Application  July 2012 – October 2015  Responsible for overall day-to-day operations, project deliverables, and status reporting to Federal Task Manager  Managed a team of 5 resources in executing helpdesk/system operations in support of 3,900+ users across DHS Components  Executed/managed new projects from requirements gathering to implementation and support  Managed quarterly release lifecycles for Sunflower Software from testing to implementation in Development, User Acceptance Testing (UAT), & Production environments  Supported mobile application installations, testing, and support activities  Managed monthly training logistics and training delivery for new application users (400+ users, 200+ hours)  **Sunflower Systems, Department of Education (ED), Operations and Maintenance (OM)**  Project Manager, Asset Management System (AMS) Application January 2011 – June 2012  Responsible for overall day-to-day operations, project deliverables, and status reporting to Federal Task  Manager (sole on-site resource)  Planned/conducted 100% physical inventory of HQ assets while supporting regional inventories Created/executed testing scripts following patching and application upgrades  Implemented new passive-mobile RFID solution for tracking Crayola Artwork project |



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| **WILSON B. NDEH**  715 Hollywood Avenue **** Silver Spring, Maryland 20904  Home: 301-622-2804 **** [wbndeh@gmail.com](mailto:wbndeh@gmail.com)  **Cybersecurity Forensics● Information Assurance ● Information Technology Management**  Digital Media Collections & Forensic Analysis **** Computer Incident Response **** IT Vulnerability Assessment **** Malware Analysis**** Technology Analysis **** Strategic & Technical Planning **** Multi-Site IT Enterprise Management Project Management **** Solution Development **** Problem Solving  Service Quality Optimization **** Customer & User Support **** Team Building **** Training & Mentoring  **ACADEMIC EDUCATION**  **Master of Science in Cybersecurity - 2012 Graduate Certificate in Information Assurance - 2010**  **Master of Science in Technology Management (Concentration: Technology Systems) -1993**  Graduate School of Management & Technology, University of Maryland University College, Adelphi, MD  **Bachelor of Science in Electrical Engineering - 1987**  University of the District of Columbia, Washington, DC  **ACHIEVED PROFESSIONAL CERTIFICATIONS**  **CISSP  CompTIA Security+  DoD Certified Digital Media Forensic Examiner (EnCase/FTK) DoD Certified Digital Media Collector  Computer Hacker Forensic Investigator  Certified BlackLight Forensic Examiner  Infrastructure Library (ITIL) V3 Foundation**  Older Achieved Certifications: Cisco CCNA/CCNP  Novell CNE/MCNE  Microsoft MCSE.  **PROFESSIONAL HISTORY**  **Principal Cybersecurity Forensic Analyst  2014 – Present Knowledge Consulting Group (KCG)/ManTech International Transportation Security Administration - Arlington, Virginia.**  Position responsible for protecting critical systems by performing digital forensic analysis, Internal Investigations, eDiscovery, Cyber Incident Response, Malware Detection/Analysis and Data Recovery. Daily responsibilities include:   * Maintain requests for services received by the forensic laboratory within the Case Management System from intake through examination and case reporting; Manage/coordinate and provide reports for VOIP/Cell DATA for FOIA and eDiscovery requests. * Perform advanced forensics collection techniques using Encase, FTK Tools, Tableau Devices, live boot systems like Deft 8.2, Helix3 and Paladin Edge for Forensic Acquisition for analysis * Respond to and analyzing network incidents as requested by identifying witness devices; read and analyze packet traces and raw log dumps to support email and network forensic investigations. * Perform digital forensic data acquisitions to support all investigations and audits and conduct forensic analysis to support electronic discovery and FOIA cases. * Maintain a biweekly log of forensic activities that show the Forensic Team’s accomplishments and goals are being met and maintaining a proper chain of custody for all evidence items. * Perform data recovery on computers systems; reconstruct RAIDs with software and hardware systems and recover data.   *Wilson B. Ndeh* *Page 1 of 5* |



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| * Perform behavioral analysis for malware on electronic devices looking for possible embedded cyber threat activities when attached to a system. * As Evidence Custodian, maintain and manage the chain of custody for all evidence; Performing data collections from internal applications, servers, desktop systems, emails using Splunk, NUIX and other tools to support internal investigations and other matters.   **Information Technology Specialist (INFOSEC)  2012 – 2014 Department of Homeland Security - Arlington, Virginia.**  **Rotations: NPPD - US-CERT (Digital Analytics Branch); Customs & Border Protection (SOC); Homeland Security Investigations (Cyber Crimes Center Forensics Operations).**  Position executed responsibilities that supported DHS Mission of safeguarding and securing cyberspace with specific emphasis on the identification and analysis of malicious code, digital media and forensic analysis, computer and network incident response, intrusion detection and prevention, software assurance, oversight in compliance, and other cyber related developments.   * Perform static and dynamic malware analysis using various analysis tools to determine malware behavior and possible intrusion artifacts left behind on compromised systems. * Acquire and perform digital media forensic examinations with EnCase, FTKTools and other open source tools to find evidence and malicious content, intrusion artifacts and provide reports   on intrusions activities. Provide possible countermeasures to increase the security posture of systems and the users. Participate in peer review of findings of forensic examinations and Digital Media Analysis Reports for publication or reports sent to the customers.   * Research and identify of technologies, analytical tools and methodologies that could be incorporated into existing forensics and malware analysis environments to increase efficiency and effectiveness of malware analysis. * Determine and extract relevant network, hosts, applications and e-mail indicators from cyber threat intelligence to provide to the CBP SOC Security Engineering Team to build and apply pertinent signatures to protect against network intrusions and attacks on systems. * Participated in an advanced forensics response and analysis of a network compromise using computer forensic techniques of acquisition preparation and network reconnaissance of suspect infrastructure, Windows live response, network traffic and log analysis, memory analysis, and forensic analysis of Windows disk artifacts.   **Cyber Security CO−OP Intern  2011 – 2012 CACI International Inc. Rockville, Maryland**   * Actively participates in special projects in developing unique cyber security solutions and   capabilities to improve on the company’s competitiveness in the cyber security market.   * Research and evaluate current information assurance and cyber security market products, services and solutions and provide feedback to serve as input to determine company capabilities and assist in developing new cyber security strategy and offerings to customers. * Perform research on security operations center offerings and provide recommendations on how   to develop effective training for security analyst on incident handling, response and Security Operations Management.  **Technology Manager  2002 – 2006; IT Manager  2006 – 2009**  **CHILD & FAMILY SERVICES AGENCY (CFSA), District of Columbia Washington, DC  2002 – 2009**  12K-employee public agency protecting child victims, and at-risk, abused, and/or neglected children.  Coordinated and led all aspects of 24x7 network, IT services, and mission-critical technology center operations, Child Information Systems Administration (CISA); CISA provides services for CFSA’s Metropolitan Area Network, and monitors and supports District of Columbia’s Statewide Automated Child Welfare System (SACWIS). Formulated and executed strategic technology roadmap with CIO with $8.6M annual IT budget. Researched, recommended, and directed planning and implementation of technology solutions for agency-wide users and decision makers. Managed vendor relationships, IT supervisors, systems analysts, database administrators, and 25 back- and  *Wilson B. Ndeh* *Page 2 of 5* |

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| front-end network and IT system engineers. Provided indirect management for Help Desk. Reviewed employee performance evaluations. Recommended promotions. Advised on courses for employees’ personal and professional development.  **Achievements:**   * Transformed chaotic underperforming IT organization into high-performance entity, implementing ITIL best practices through creation of Change Control Board (CCB), coordinating with CIO to secure budget to overhaul entire IT infrastructure, standardizing hardware, and initiating cross-training. * Maximized IT business value for CFSA, directing analysis, design, configuration, implementation, testing, and proactive maintenance of all systems, applications, databases, and network equipment. * Increased efficiency of child welfare case management, designing and managing total   LAN/WAN infrastructure renovation project interconnecting 12 collaborative NGO child welfare support sites.   * Lauded by managers and engineers of Office of CTO of Washington, DC for cultivating and maintaining #1 network team, and providing superior customer support. * Honored with Certificate of Award for hard work and dedicated service in support of DC children and families in the District of Columbia. * Provided rapid response and reporting by heading the Agency's IT Incident Response Team   (IRT) directing investigations for network security breaches. Fielded court ordered requests for information. Utilized AccessData FTK Imager, Forensic Tool kit and ProDiscover to acquire evidence and performed media analysis for employees suspected of violating agency computer or network policies.   * Designed and managed the implementation of eight wireless networks for CFSA employees   collocated at partner (Collaborative) with Cisco Aironet 1200 series Access Points, connected to a VPN switch tunneling encrypted and secure network traffic back to CFSA's network. With this solution, Social worker laptops were configured for wireless access and authentication via a radius server to see and access all network services as users at the home office.  **IT Enhancements:**   * Raised network and systems reliability to 99.99%, and reduced unscheduled downtime to nearly 0%, initiating and managing disciplined change control process based on best practices for support staff. * Minimized recurring hardware problems while increasing response time, introducing and   managing standardization of desktops and servers for database systems and internet applications.   * Ensured all core and critical applications would be functional and available for access within 2 hours in case of outage at primary site, creating robust IT Continuity Plan. * Accelerated recovery time for machine rebuilds, maintaining standard desktop configurations,   and ensuring licensing and use of Novell ZENWorks Configuration Management Suite.   * Protected critical agency information, evaluating, recommending, and managing implementation of CREDANT Mobile Guardian (CMG) encryption solution securing ~700 laptops and media devices. * Utilized the Microsoft Security Development Lifecycle (SDL) threat modeling tool to do a risk assessment of the agency network and develop countermeasures to secure computers and   network assets.   * Shielded and isolated Novell servers with the application of McAfee GroupShield and GWAVA   3.6 Content Filtering Solution as mail gateways and filters as first level of virus protection and SPAM filtration.  **Agency Enhancements:**   * Provided worldwide access for ~700 agency users to CISA and key applications, while increasing productivity and eliminating 40% of DC case backlogs, implementing Sprint Mobile Broadband. * Simplified mobility and access to network from any location for CFSA employees at collocated partner sites, co-designing and managing implementation of 8 wireless networks.   *Wilson B. Ndeh* *Page 3 of 5* |

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| * Decreased cost and number of traditional fax hardware and paper, procuring and managing seamless deployment and integration of Captaris RightFax automated document delivery solution. * Led Assistive Technology (AT) project providing hearing and visually impaired employees with cutting edge alternative technology solutions; adhered to American Disabilities Act (ADA) Sec.   508.  **Additional Projects:**  Utilized PMP project management principles/processes and executed many IT projects using Microsoft project 2003, 2007 and other tools. Among those projects, I   * Played key role in agency-wide Business Impact Analysis; results used for greater overall Business Continuity Plan. * Served as project manager and liaison with Office of CTO for District’s engineering, enterprise   security, application, directory services, and messaging teams on DC Switch Modernization Project.   * Planned and flawlessly managed execution of total network migration from Novell eDirectory to   MS Active Directory, and ~1,500 email accounts from GroupWise to DC’s Enterprise MS  Exchange.   * Guided planning, procurement, and testing, and co-managed complex transition from legacy client-server SACWIS to CFSA-developed web-based SACWIS system. * Managed the installation and implementation of McAfee ePolicy Orchestrator (ePO) to provide   end-point security protecting Agency computer from viruses, hackers, spyware and adware programs.  **Senior Network Engineer**  **LOCKHEED MARTIN INFORMATION TECHNOLOGY (LMIT), Largo, Maryland  2001 – 2002**   * Acted as project manager and lead engineer on Prince George’s Microsoft network infrastructure and MS Exchange messaging system design, implementation, and support; oversaw 3 engineers. * Averted potential crisis of impending failure of entire county-wide mail system, proactively   migrating senior executives’ accounts to smaller server to ensure continuity of business.   * Resolved complex invasion of viruses entering network, desktops, and backend systems, identifying entry points with engineers, and installing and managing 3 tier anti-virus and content filtering strategy using McAfee GroupShield, NetShield and WebShield SMTP Software.; eliminated 99.99% of virus problems, increased responsiveness of servers, and minimized downtime. * Enabled critical access to network and specific applications at corporate headquarters, setting up DSL Broadband internet access, NetScreen VPN and Firewall equipment, and secure VPN tunnel. * Shielded and isolated Microsoft Exchange enterprise servers with the application of WebShield   SMTP as mail gateways and filters as first level of virus protection and SPAM filtration.   * Increased user computer literacy, self-sufficiency, and productivity, identifying, developing, and implementing training programs.   **Senior Network Engineer**  **OAO CORPORATION, Greenbelt, Maryland  1996 – 2001**   * Designed and implemented variety of computer and information networks, evaluated and tested network systems, designed network and security measure and controls, and researched and recommended communications technology for OAO, acquired companies, and subsidiaries. * Setup, upgraded, interconnected, integrated, and launched diverse email systems and databases of multitude of acquired nationwide IT companies, connecting all offices with unified   system.   * Scaled rapid company growth, playing active role in reengineering of entire corporate network with minimal business attrition; co-designed, acquired, and implemented fiber backbone at headquarters.   *Wilson B. Ndeh* *Page 4 of 5* |

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| * Performed complex migration of network from Netware to Windows NT, while supporting and managing 15 staff at remote Robotics Lab with no current Internet Service Provider (ISP); setup small MS Exchange server, and configured Exchange SMTP for remote automatic dial-up. * Handpicked and trusted to autonomously negotiate contracts with ISPs, obtain optimal connectivity solution, link corporate network, and integrate all computer systems and network   with corporate.  **Network Engineer & Trainer**  **U-SYSTEMS INTEGRATION & TRAINING, INC., Alexandria, Virginia  1994 – 1996**   * Prepared and directed training for networking professionals focused on professional development, certifications, and various personalized training to enable achievement of specific job requirements. * Installed, administered and maintained computer stations and software for company training programs, and provided additional support as needed. * Provided network consulting for small-to-medium-sized businesses; included designing and   implementing customized end-to-end LAN network and email solutions.   * Cultivated talents of numerous students who then went on to become successful and high- achieving network and system engineers and administrators; provided post-training follow-up and aid.   **COMPLETED TECHNICAL AND LEADERSHIP TRAINING**   * DCITA-Computer Incident  Continuous Monitoring:  ICS Cyber-Physical Critical Responders Course (CIRC) Software Risk Assessment Infrastructure Analyst   & Management Framework Training   * DCITA-Windows Forensic  Introduction to Control  Cyber Incident Analysis Examinations – Forensic Systems (ICS) and Response (AWR-169-   Toolkit (WFE-FTK) Cybersecurity (101) W)   * Digital Forensics Basics  Network Assurance (AWR-  Foundation of Team (AWR-139-W) 138-W) Leadership - Courageous   Follower Class   * DCITA-Introduction to  Intermediate Cybersecurity  Safeguarding NSI: Your malware analysis for Industrial Control Responsibilities   Systems (201)   * DCITA-Introduction to  Intelligence Analysis 101  ICD 705 Physical Security Networks and Computer  High-Impact Coaching & Course: Lifecycle of A SClF Hardware (INCH) Feedback  Essentials of High-Impact   Leadership   * DCITA-Network Monitoring  Investigative Process -  The Quadrennial Homeland Course Beginner Security Review (QHSR) * DCITA-Wireless  Understanding Derivative  Emerging Leaders Class Technologies (WT) Classification & Marking  EnCase eDiscovery * EnCase Advanced Internet  EnCase Advanced Internet  Host Intrusion   Examinations Examinations Methodology and   * Data Recovery Course  EnCase Examinations of Investigation * EnCase Computer NTFS course  EnCase Incident   Forensics I/II course Investigation course  **PRROFESSIONAL MEMEBERSHIPS AND AFFILIATIONS**   * + Member of the Regional Computer Forensic Group (RCFG)   + Member of the Washington D.C. Chapter of InfraGard   + Regular attendee - Quarterly Digital Forensics Forum (IC Community)   + Attendee - Malware Technical Exchange Meeting (MTEM 2013)   + Attendee - GMU 2013 Computer Crime & Digital Forensics Training   **ADDITIONAL LANGUAGE:** French*.*  *Wilson B. Ndeh* *Page 5 of 5* |

Eli J. Hammerman

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e-mail: [eli.j.hammerman@gmail.com](mailto:eli.j.hammerman@gmail.com)

**PROFESSIONAL EXPERIENCE**

**CSRA Inc.**, *Vice President, Business Development for Homeland, Justice, and Foreign Affairs*

A $5B Systems Integrator focused on the federal market in Falls Church, VA December 2015 – Present

Drive growth strategy for the $1.2B Homeland, Justice, and Foreign Affairs Business Sector. Responsible for

$12M B&P budget, $2M indirect budget, and a team of 15 business development and capture executives.

Growth Accomplishments:

* Submitted $2.2B and awarded $1.1B in FY17; submitted $4.3B and awarded $1.0B in the first six months of FY18 (April – Sept 2017); surpassed new business win rate by 4%
* Grew qualified pipeline from $3B to $10B over 12 months (total pipeline of $17B)

Leadership Highlights

* Work directly with CEO and CFO on forecast; advise EVP on and structure for the sector
* Served as senior advisor during CSC/SRA integration
* Built BD and capture team, hiring 10 new employees from competitors and the government
* Participated in vetting two successful acquisitions: NES Associates and Praxis Engineering
* Won business in several international markets, including for the Government of Mexico
* Built a foundation of multi-award BPAs at the FBI and created a rapid response leveraged team to respond to small, quick turn task orders
* White paper campaign creating $200M in sole source awards during presidential transition

**SRA International**, *Vice President, Business Development for Homeland Security, Justice, and Intel*

Fairfax, VA (Merged with CSC to form CSRA) July 2014 – December 2015 Responsible for all aspects of growth for the Homeland Security, Law Enforcement, and Intel Business Area.

Growth Accomplishments:

* Maintained qualified pipeline of $4B (total Pipeline of $15B)
* Added $4B to pipeline in FY15; submitted $1.2B
* Won $169M – includes the first competitive Task Order on Eagle II; Win rate 44%

Leadership Highlights:

* Established process for gate reviews
* Built multi-account strategy around biometrics opportunities
* Working with the Civilian Agencies group to build a strategy for growing FBI, NASA, and DOE business in West Virginia
* Built, managed, and mentored a team of 4 BD, 4 Capture managers, and 1 CRE
* Participated in vetting the successful acquisition of QBase Inc.
* SRA Transformational Leaders 2015 **–** Program to accelerate the development of SRA leaders

**Computer Sciences Corporation** *Business Development Executive, Homeland Security*

Fairfax, VA (Merged with SRA to form CSRA) July 2011 – July 2014

Eli Hammerman Resume 1

Identified and built pipeline of opportunities within the Department of Homeland Security: DHS HQ, I&A, NPPD, CBP, US-VISIT/OBIM, and Secret Service.

* Awarded $290+ million in new business in open competition CSC FY14:
  + CBP Enterprise Engineering Services, $85 million (takeaway from Vencore)
  + CBP Financial Support Services, $85 million (takeaway from IBM)
  + CBP Office of Acquisition, $45 million (takeaway from Mantech)
* Helped to create new accounts at DHS, I&A, CBP, and Secret Service via contract wins
* Leveraged relationships and program knowledge to help transition and stabilize a new contract at US-VISIT/OBIM program
* Established recurring meetings with CBP CIO to discuss CSC initiatives
* CSC Sales Excellence 2014 - awarded to the most strategic and significant CSC contract awards

**RTR Technologies**, *Director, Homeland Security Programs*

Arlington, VA August 2004 – July 2011

Managed P&L for Homeland Security Contracts. Subject matter expert for OT&E. On-site with OBIM/CBP Growth Accomplishments:

* Identified tasks at US-VISIT Program related to modeling, simulation, independent evaluation, and operational deployment, resulting in 20 contract awards totaling $10 million
* Grew the company from seven FTE to 45 FTE in five years
* Established four additional accounts at DHS, resulting in 18 contract awards:
  + CBP Western Hemisphere Travel Initiative/Land Border Integration Program
  + CBP TECS Modernization Program
  + Secure Border Initiative/Office of Technology Innovation and Acquisition

**Federal Emergency Management Agency**, *Management and Program Analyst*

Washington, DC September 2001 – August 2004

* Evaluated FEMA response to previous disasters to predict effect of future disasters on staffing, call center activity, productivity, and quality, with goal of improving future disaster recovery
* Developed and implemented system to forecast the call center volume of incoming aid requests
* Received FEMA Innovation Award for creating 100 Day Disaster Forecast

**SECURITY CLEARANCES, SELECT ASSOCIATIONS, and ACCOMPLISMENTS**

**Active Member** ACT-IAC, AFFIRM, HSDF, and Co-Chair HSDBC Thought Leadership Committee **Recent engagements** with DHS Acquisition University and DHS Reverse Industry Day Panelist **Supported Nobel Laureate Vernon Smith** at Economic Science Lab at the University of Arizona **Security Clearances**: DoD Top Secret – Valid through 12/2018; CBP BI – High 6N

EDUCATION and TRAINING

**The University of Arizona,** May 2001

B.A. in Political Science – Emphasis in statistical analysis and political theory

B.A. in Judaic Studies – Emphasis in Hebrew language and history Minor in Business Administration; Minor in Near Eastern Studies

**Training**: Operational Test Director Certified; Incident Command System (ICS); PMP

Eli Hammerman Resume 2

**Mr.** **Aras** **Etekhari,** **MBA,** **PMP**

4628 Tapestry Drive

Fairfax, VA 22032

703.582.3309

[aras.etekhari@gmail.com](mailto:aras.etekhari@gmail.com)

EDUCATION

**Ceriicate,** **Health** **Informaics** **and** **Data** **Analyics,** **2018** (expected) George Mason University – Fairfax, VA

**Engineer’s Degree, Systems Engineering, 2014** George Washington University **‐** Washington, DC **MBA,** **Informaion** **Systems** **Management,** **2008** Southeastern University **‐** Washington, DC

**BS, Biomedical Engineering, 2006**

Virginia Commonwealth University **‐** Richmond, VA

CERTIFICATION

**Project Management Professional, 2011**

CAREER EXPERIENCE

**Senior Consultant, November 2014 – Present**

Atain, LLC McLean, VA

* Senior Business Analyst and Project Manager providing client side support for Naional Cancer Insitute (NCI) Center for Biomedical Informaics and Informaion Technology (CBIIT), speciically around Cancer Informaics, Semanic Infrastructure, Enterprise Vocabulary Services, and IT services.
* Deputy Program Manager for Atain’s NCI team providing contract & subcontract management.
* Varying responsibiliies at CBIIT, include but not limited to: business analysis, system requirements analysis, system design & wireframing, UI/UX analysis, system capability research, metadata repository management (ISO 11179), business case development, use case development, inancial management, and program/project management duies.
* Projects supported at CBIIT include Cancer Data Standards Registry and Repository (caDSR), joint

NLM-NCI Metathesaurus Enhancement and Maintenance Environment (MEME), Naional Clinical Trial Network (NCTN), and RDF triple store/SPARQL end-point.

* Projects require hands-on experience and knowledge of clinical research and EHR data & data

management.

* Addiional support for trans-NIH iniiaives including Common Data Elements (CDE), Big Data to Knowledge (BD2K), and PCORTf Common Data Model Harmonizaion Project (FDA).
* Responsible for Request for Informaion (RFI) and FOA development and analysis at CBIIT, in addiion

to other engagement aciviies with the bioinformaics community.

* Management of IT, applicaion development, and sotware engineering aciviies while adhering to EPLC, CPIC, FAR, and other relevant government regulaions.
* Full-lifecycle consuling at Atain with a heavy focus on business development and proposal aciviies.
* Conducted 2 month long project management training for Atain teammates.
* Director of Atain’s Bioinformaics Community of Pracice.

**Adjunct Professor, September 2014‐present** Northern Virginia Community College Annandale, VA

* Instructor for- “Introducion to Engineering”, "Economy of Engineering", "Computer Programming for Engineers", "Basic Electric Circuits"

**Program Manager, September 2009 ‐ November 2014**

Uniformed Services University of the Health Sciences (USUHS), Department of Defense, Civilian Bethesda, MD

* Program Manager of federally-funded biomedical research projects within the Center for

Neuroscience and Regeneraive Medicine (CNRM). CNRM research projects conducted collaboraively within Department of Defense and the Naional Insitutes of Health.

* CNRM structure contains 53 individual research projects and 11 scieniic cores. Personally

responsible for efecively and eiciently managing 22 clinical projects and 5 scieniic cores with regard to scope, ime, cost, and risk. Projects contain a mix of technical projects and research management.

* Within 22 clinical research projects and 5 scieniic cores, USUHS mission carried out with management of federal grants and inancial resource management while providing technical and administraive assistance to Principal Invesigators.
* Finance and accouning tasks include but not limited to federal budgeing, forecast and pipeline

planning, inancial analysis, procurement of materiel and service contracts, management of purchase orders, and use of Government Purchase Card.

* Conduct grant, contract (as assistant to Contracing Oicer’s Representaive), and cooperaive agreement management tasks as necessary.
* Management of research protocols for both human and animal (IRB and IACUC) via IRBNet and

internal systems.

* Program support tasks of recruiing, retaining, and performance raing of project and core personnel.
* Management of Independent Contractors conducing research on technical projects and cores.
* Logisical and operaional support of of‐site property as logisics manager and property custodian.
* Liaison support between CNRM and private contractor services.
* Member of planning commitee for annual symposium and naional conference for CNRM.
* All tasks performed with regulatory compliance to Department of Defense Grant and Agreement Regulaions, Oice of Management & Budget Circulars, and USUHS policies.

**Business Analyst, March 2007 ‐March 2009**

BearingPoint McLean, VA

* Analyst within Emerging Markets division of BearingPoint.
* Provided project and operaions management as Engagement Controller for United States Agency of
* Internaional Development project in Afghanistan.
* Projects involved economic governance, capacity building, and private sector strengthening with contracts ranging from $70M to $200M.
* Finance and accouning tasks included monthly invoicing of labor and expenses for 100+ ield

employees, management of imprest/pety cash account, contract budgeing analysis and oversight, pipeline projecion analysis, and monthly updaing of company inancial statements.

* Management of travel coordinaion support tasks for employees entering/exiing ield oice in
* Afghanistan.
* Member of teams conducing and managing project and bid proposals for potenial USAID contracts under BearingPoint.
* All tasks performed with regulatory compliance to Federal Acquisiion Regulaions (FAR) and

BearingPoint policies.

**Intern, July 2002 ‐August 2002** Prominent naional poliical commitee Washington, DC

* Assistant to Press Secretary for Outreach Communicaions as Summer Intern.
* Provided research and updated media contact informaion for commitee database.
* Daily retrieval of newspaper headlines from morning news outlets.
* Organized informaion and research for potenial candidates.
* Worked on various poliical television shows (camera operaion, video ediing).

**Intern, summers of 1999 ‐2001**

Southeastern University Washington, DC

* Worked in Computer Lab Center – prioriies involved the installaion of hardware and sotware, rouine maintenance of computers, receiving orders, and compleing assembly of various parts.
* Assisted in the computer graphic design of various departmental brochures and materials. Uilized

Photoshop and CAD sotware.

GROUPS/AFFILIATIONS

* VCU School of Engineering Alumni Associaion
* George Washington School of Engineering and Applied Science Alumni Associaion
* Society of Clinical Research Associates
* Project Management Insitute
* Insitute of Electrical and Electronics Engineers (IEEE)

ADDITIONAL INFORMATION

* Sotware experience: Microsot Oice Suite, Novell GroupWise, Google Apps/Chrome, SAS/Stata, Adobe Acrobat, SolidWorks, AutoCAD, Oracle systems, PeopleSot, Matlab, Deltek, Cognos, ADP, social media, cloud compuing, database management, staisical analysis.
* Programming abiliies in C++ and SQL
* Operaing Systems experience: Windows, Mac OS, Mobile OS
* Experience with Agile, Waterfall, and other Development Lifecycle models (SDLC)
* Some spoken luency in Farsi and Spanish
* United States ciizen

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| **Alicia N. Anderson** | |
| **Project Management & Scheduling Professional/Manager** | |
| **Ms. Alicia Anderson** is a detail-oriented, versatile, and accomplished information technology professional, with extensive experience in project planning, scope administration, integration management, quality assurance, and procurement operations. Known for overseeing operational streamlining and driving signiicant business growth and staf productivity. Eicient at implementing both Agile Methodology and Waterfall for leading projects as well as executing Agile practices for promoting Agile principles and values of the Agile manifesto. Armed with excellent decision-making,  interpersonal, negotiation, and organizational skills. | |
| * Program Management * Project/Schedule Management * Project Management Methodologies * Computer Applications/Software   Manag | Singled handledly revamped failing $16.5M PMO contract into a well running machine by rebuilding client relationship and trust.  Organically grow business PMO contract by 22% ($800k) in less than a year by performing gap analysis of resources and developing strategic growth plan that took into account the clients needs and budget contraints.  Successfully lead team of 22 project managers, schedulers, training developers and business intelligence report developers by re- establishing a standard of quality, ownership and continuity.  Over ten years’ experience successfully leading complex programs, projects and scheduling for Government and commercial IT organizations primarily focused on:   * Planning and Schedule Management * Change, Issue, Scope Management * Risk Management * Earned Value Management * Executive level reports and presentations * Cross-functional project management Software Development Life Cycle (SDLC) and Agile   MS Project Server 2013, MS Project Professional 2007/2010/2013, MS Oice Suite, SharePoint and PlanView |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | |
| * M.S., Criminal Justice Administration, Ferris State University, 2002 * B.S., Criminal Justice/Social Science, Ferris State University, 2000 * Project Management Professional (PMP) Certiication, February 2011 * Earned Value Management Professional (EVMP) Certiication, November 2011 * Project Scheduling Professional (PMI-SP) Certiication, March 2015 * ICAgile Certiied Professional Certiication, April 2015 | |
| ***Professional Experience*** | |
| **Attain, Security Exchange Commission**  **Project Manager/Manager, Federal Services 7/2017 to Present**   * Overseeing and driving project and schedule management discipline across $40M Application   Management ervices contract   * Strategically provides formal and informal training to project managers and schedulers in all areas related to project management and scheduling * Provided senior level project planning, budgeting, tracking, and reporting using MS Project to   build schedules.   * Managing multiple fast paced projects ensuring that all deliverables are met on time and   within budget | |

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| * Aggressively tracks perform risks management by deining risk strategies, conducting bi- weekly risk management meetings, and providing formalized brieings with team, sponsors, stakeholders, and other customers   **Attain, US Census Bureau**  **Program Manager/Manager, Federal Services 9/2015 to 6/2017**  Lead $16.5M PMO contract, accountable for completion of team delivery eforts including quality  assurance activities and client acceptance. Projects managed under the applications and business portfolios included: Suspected Falsiication Investigation Tool ($7.4M), Geographic Update Partnership Program ($4.5M) and Mobile Data Collection Platform (BYOD) ($3.4M).   * Provide direction, oversight, leadership and subject matter expertise for the evaluation,   tracking, analysis, and scheduling eforts for all contract deliverables within the IT Project Management Oice (PMO). The deliverables include project charters, detailed business proposals, project management plans, schedule development/baseline/updates, weekly project sctatus reports, training documents, policies/procedures, executive-level reports, presentations, and compliance to the E300 requirements for two major investments valued at of $250M   * Ensures client value is being delivered by understanding client needs, team skills, and cost implications * Works with back oice teams (e.g., contracts, recruiting, inance and HR) to ensure efective   and timely actions are taken on a variety of internal and external requirements   * Develops and manages strong subcontractor relationships to ensure that the performance of their contracts and deliverables align with program schedules and requirements * Prepares contract monthly report that incorporates time accounting, performance and   inancial reporting.   * Meets with Contracting Oicer Representative (COR) and IT PMO Division Chief to discuss contract performance, project prioritization and issue resolution * Establishes and controls program budgets that are aligned with program needs   **Career Highlights:**   * + *Singled handledly revamped failing $16.5M PMO contract into a well running machine by rebuilding client relationship and trust*   + *Organically grew business PMO contract by 22% ($800k) in less than a year by performing gap analysis of resources and developing strategic growth plan that took into account the clients needs and budget contraints*   + *Successfully lead team of 22 project managers, schedulers, training developers and business intelligence report developers by re-establishing a standard of quality, ownership and continuity of service*   **ASD Corporation/US Census Bureau**  **Project Manager, Lead Scheduler/Director of Project Control/Operations 5/2011 to 9/2015**  Projects managed under the applications portfolio included: IT Lab ($2.8M), Windows 7 Migration ($800k) and Encrypting Backup Media ($1.6M).   * Served as subject matter expert in the areas project management, schedule development and   maintenance, earned value management and Exhibit 300 reporting ($289M major investiment)   * Provided formal and informal training to project managers and schedulers in all areas related   to project management and scheduling   * Worked with back oice teams (e.g., contracts, recruiting, inance and HR) to ensure efective and timely actions were taken on internal and external requirements * Prepared semi-monthly report which summarized key details for the entire contract * Met with ASD Corp President, COR and IT PMO Division Chief to discuss contract performance, project prioritization, and issue resolution * Provided senior level project planning, budgeting, tracking, and reporting using MS Project   Server to build schedules. Tracking of actual resource hours and costs; perform resource leveling; tracking of actual ODCs; and development of Earned Value (EV) Management reports   * Aggressively tracked related risks, deined risk strategies, conducted bi-weekly risk   management meetings, and provided formalized brieings with team, sponsors, stakeholders, |

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| and other customers   * Identiied key team members, deined roles and responsibilities, created work breakdown structures (WBS) and dictionaries, and recorded all project requirements * Implemented approved changes based on change management plan, set expectations for   stakeholders and team members based on guidance from IT PMO Division Chief and Policy Manager   * Generated Earned Value Analysis and graphics for inclusion in weekly and monthly progress   reports containing EV, PV, AC, Sch. Var $, Sch. Var %, SPI, Cost Var $, Cost Var %, CPI, EPC, APC, EAC, TCPI, ETC and BAC   * Designed, implemented and maintained mechanisms for reporting on the IT Infrastructure   investment to fulill the requirements of the OMB Memorandum mandating OMB 300 support   * Reviewed and implemented IT investment guidance documentation, operational procedures, scoring criteria, and templates, which resulted in establishing repeatable processes and procedures for managing, controlling, and reporting on an investment’s performance * Collected and analyzed monthly Earned Value Management (EVM) data from stakeholders and   project team members to incorporate data into Exhibit 300, Exhibit 53 and Quad Chart submissions   * Developed and updated the IT Major Business Case in accordance with OMB A11 * Reviewed and responded quickly to OMB and Commerce data calls regarding project, budget and schedule variances, etc. and provided explanations to OMB with a current plan   **Career Highlights:**   * + *Organically grew business PMO contract from 5 to 24 resources ($2M increase in revenue) that include project managers, schedulers and technical writer within a year by performing gap analysis of resources and developing strategic growth plan that took into account the clients needs and budget contraints*   + *Successfully lead team of schedulers that built, baselined, statused and preformed earned value analysis on a weekly basis for approximately 80 projects in various stages*   + *Developed and stood up IT Infrastrasture investment ($289M) E300 reporting process and procedures that changed the reporting status from red to green*   + *Provide project/schedule management support and oversight through planning, evaluation, direction, tracking, analyzing and reporting for the Census IT PMO pipeline which consisted of approximately 80 to 100 projects*   **20/20 Technologies Project Manager 2/2010 to 4/2011**   * Provided executive-level operations support to the President of Sales & Technology and other   direct reports   * Automated outdated manual processes and implemented business optimization projects and reporting tools that improved eiciency and maximized proits by reducing expenses and labor costs * Evaluated efectiveness of organizational management structure and lead projects in the areas   of business reengineering, process improvement, and change management to increase organizational performance   * Implemented disciplined business operations and administrative processes fully aligned to   customer established directives/policies   * Designed complex metrics to track sales, inventory, and performance. Provided reporting support and trend analysis to all relevant stakeholders * Managed capital purchases, directed vendor relations, generated and maintained equipment   tracking records  **AppleOne/ Citi Financial Project Scheduler 8/2008 to 9/2009**   * Oversaw staing for over 300 employees and contractors on a $240M IT project using the   Agile and SCRUM methodologies through the Program Management Oice. Responsibilities included the design and development of an integrated, resource-loaded schedule, milestone Gantt charts and/or PERT charts with varying degrees of detail that contributed to the project’s overall success   * Created and/or modiied the Master Schedule and any supporting schedules as requested by |

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| senior management; created and presented executive-level reports, presentations and deliverables that depicted risk/issue management and status   * Precisely tracked baselines, performed what-if analysis, developed contingency plans, and   incorporated PERT estimates into the schedule; all major factors in the project were on time and within budget throughout SDLC   * Integrated resource needs across functional groups; analyzed, tracked, performed risk   analysis, identiied and resolved critical path and network logic conlicts that signiicantly reduced risks to project   * Designed and executed status-reporting metrics to enable a combination of reporting formats   and styles into an executive report. Provided bi-weekly and monthly variance analysis and worked with development team to gather schedule requirements, dependencies and activities   * Generated Earned Value Analysis (EV) and graphics for inclusion in weekly and monthly   progress reports containing calculations all EV calculations  Executive Team Leader – Logistics, Target, Glen Burnie, MD, 4/2007 to 6/2008  Student Services Manager, Flint Genesee Job Corps Center, Flint, MI 10/2004 to 1/2007  Training Director, Michigan Youth Correctional Facility, Baldwin, MI 6/2003 to 10/2004 |

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REBECCAGEROMI



GRAPHIC



DESIGNER



PHOTOGRAP H ER

Pittsburgh, PA (412) 855-7553 [rgeromi@gmail.com](mailto:rgeromi@gmail.com)

**Pennsylvania College of Technology, 2012 B.S., Graphic Design, Minor in Photography**

EDUCATION:

**Heartland ECSI** - ***Graphic Designer*** *December 2015 - April 2017*



WORK

HISTORY:

**George Street Photography** - ***Lead Wedding Photographer*** *September 2015 - Present*

**American Eagle Outfitters, Inc.** *June 2015 - December 2015*

***Assistant Photographer/Digital Tech***

Responsible for assisting photographer during studio model shoots

Setup an extensive range of technical equipment, including cameras, lenses, lighting

Monitor image quality, camera settings, and technical criteria during shoots Posses full understanding of camera equipment, and computer software neces- sary for studio photography

Style and photograph products

**American Wedding Group** *May 2015 - Present*

***Lead Wedding Photographer***

**Log Cabin Embroidery** *November 2014 - June 2015*

Screen Printing, Graphic Design, Embroidery

**Minnig Photography**

***Graphic Designer:***

*May 2012 - August 2014*

Responsible for the design of advertisements, direct mail, stationery materials, wedding albums, and guest books

Edit photographs, both minimal and extensive corrections, in Digital Photo Professional, and Photoshop

Participate in meetings, alongside business owner, for new clients and new hires

Provided quality customer service to clients

***Lead Photographer:*** *May 2012 - Septermber 2015*

SKILLS:



PORTFOLIO:

Lead Photographer for event photography company

Responsible for overseeing other associates, dealing directly with clients, and adhering to a strict schedule

Using an extensive range of technical equipment, including cameras, lenses, and lighting

Posing clients, and adapting to ever-changing weather and lighting conditions, and run photobooth

**Proficient with:**

Adobe Creative Suite including Photoshop, InDesign, and Muse Lightroom, Digital Photo Professional, and Capture One Software

Canon and Nikon Digital Cameras, off camera lighting, various lenses, and studio lighting

**Experienced with:**

Adobe Creative Suite including Illustrator, Dreamweaver, and Flash

Windows and Macintosh operating systems

Traditional and digital photography

Microsoft Word, PowerPoint, Excel, Metadata, Facebook, Instagram, SEO, Analytics,

Infographics

[**www.rebeccageromi.com**/personal-portfolio](http://www.rebeccageromi.com/personal-portfolio) (password: Designs2017)

[www.behance.net/rgeromi](http://www.behance.net/rgeromi)

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| **Michele Muse** |
| **Project Manangement Specialist** |
| **Ms. Michele Muse** Creative and dynamic professional with extensive experience in program and project management, leadership, and outstanding customer satisfaction. Skilled in process improvement, business development, internal controls, and data analysis. Proven results in maximizing business functionality and efficiency. Excellent oral and written communication skills. Committed to ongoing professional development to ensure innovation in performance management and problem solving. Expertise includes the following:  Project Management ● Metrics Management ● Business Analysis and Development ● Program Management |
| ***Publications, Honors, Awards, and Other Achievements*** |
| Contractor of the Quarter Certiicate of Appreciation  Employee of the Quarter  Peer Impact of the Quarter |

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| **Michele Muse** | |
| Outstanding Performance Award  Letter of Appreciation | |
| ***Education,*** ***Certiications*** ***and*** ***Training*** | ***Associations*** |
| B.A.,  Economics & Criminology/ Criminal Justice, University of Maryland College Park, MD  B.A.,  Economics & Criminology/ Criminal | Project Management Institute (PMI) |

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| **Michele Muse** | |
| Justice, University of Maryland College Park, MD  Project Management Professional (PMP)  Certiied Scrum Master (CSM)  GSA and Citibank Travel Card Program Coordinator Training |  |
| ***Professional Experience*** | |
| **ECG, Inc., Department of Commerce, Bureau of the Census**  Metrics Management Analyst 2016 – 2018 | |

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| **Michele Muse** |
| Assisted Test Leads with various Census Tests projects to ensure operations and systems readiness are prepared to conduct 2020 Census.  Designed metrics dashboard for management and branch to monitor the health of the operations.  Created a dashboard for the 2018 to 2020 Gap Analysis to identify which systems each of the operations will use and the number of requirements.  Participate in SDLC, project and program life cycle to ensure readiness for annual Census. |

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| **Michele Muse** |
| Plan, coordinate and attend meetings; draft meeting minutes for Branch and stakeholders.  Track functional and non-functional requirements for veriication of completion.  Identify and manage teams’ risks/issues and assisted with mitigation/contingency plans.  Track system and program level change requests weekly for operations. |

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| **Michele Muse** |
| Consolidate and format numerous ad hoc reports for management and operations to utilize for status meetings.  Ensure the development and compliance of project expectations, timelines and deliverables.  Interact with clients on all aspects such as Integrated Project Test (IPT) Leads, system owners, and operation managers.  Coordinate and document lessons learned for Census projects to utilize for following tests. |

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| **Michele Muse** |
| **Haynes, Inc., Department of State** Business Process Analyst, Level 4 2011 – 2015  Served as a Subject Matter Expert and Team Lead of Department  of State’s GSA SmartPay2 Travel Card Program.  Responsible for the day-to-day management of the Department’s 300 bureau and post coordinators while serving as a liaison between 10,000 cardholders, Citibank and additional stakeholders with an annual card spend in excess of $300M.  Mentored 13 junior analysts and conducted regular staf  meetings to discuss projects and schedules, ongoing issues, and client concerns, and to motivate and energize staf. |

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| **Michele Muse** |
| Developed job descriptions, provided feedback on work performance and assisted with hiring of contract staf.  Discovered a major law within the rebate ile calculation for all departments; resulted in reimbursement of over $1M.  Developed and published a comprehensive metrics tracking system to monitor delinquency, service delivery performance and customer metrics, and this tool provided senior management reporting.  Developed trainings, presentations, meetings and orientation for |

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| **Michele Muse** |
| new employees, program coordinators, Foreign Service Oicers and senior executives.  Saved the Department lucrative expenses in outstanding travel advances by working with bureaus, embassies and consulates to distribute government travel charge cards in lieu of travel advances.  Utilized advanced Excel skills to analyze and cleanse data and to  create pivot tables, formulas, charts, and various management reports.  Created, edited and revised quality work instructions, including technical writing, and standard operation procedures for standardization of the organization.  Participated in Citibank’s Technical Advisory Group (TAG) to |

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| **Michele Muse** |
| recommend and test software enhancements.  **Haynes, Inc.**  Business Process Analyst, Level 2 2008 – 2011  Program Manager for the Department of State’s GSA SmartPay2  Travel Card Program.  Interacted as a liaison with coordinators, cardholders, Citibank, and additional stakeholders.  Improved business processes for delinquent cardholders to reduce misuse on travel card accounts by 75%. |

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| **Michele Muse** |
| Recorded meeting minutes, assisted with business plans, prepared meeting agendas, tracked Remedy CASE logs, and created presentation slide decks, memos, newsletters, and quality work instructions/standard operating procedures.  Established and published best practices and user guides, lead  user training, and provided user support.  Delivered consistent and on-time reports to program stakeholders and published monthly dashboard reporting for senior management reference.  Led participation in the ISO 9001 Quality Management standards |

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| **Michele Muse** |
| for departmental standards and protocols: key respondent to ISO 9001 auditors.  Prepared statistical reports according to OMB Circular A-123 guidelines, utilizing complex GSA crosswalk attributes, Excel spreadsheets, and Citibank’s systems.  Performed account reconciliation, provided temporary credit limit  increases, manually pushed transactions for cardholders in emergencies, and closed accounts upon employee’s termination.  Previous company experience includes:  Mutual Fund Administration Accountant ● Staf Accountant ● Business Operations Associate |

Eun Czita, CF.APMP

(571) 594‐2919 • [eunczita@gmail.com](mailto:eunczita@gmail.com)

Ms. Czita is an effective leader with a successful track record of leading proposal efforts for Federal (civilian and DoD), State, Local, and foreign governments. She is highly proficient and trained in Shipley best practices. She provides cradle‐to‐grave support of all proposal milestones, from the capture phase through submission.

**Highlights of Accomplishments**

* Led a team that produced over 250 proposals annually
* Engineered Proposal Knowledge Center repository
* Streamlined Proposal Management Processes
* Managed and led proposal efforts for critical recompete wins for the company of over $200M (AOUSC and USPS)

**Training and Certifications**

***Shipley Associates***

* Capturing Federal Business
* Managing Federal Proposals
* Writing Federal Proposals
* Writing Executive Summaries

***APMP***

* Accredited Practitioner Member (CP.APMP) Practitioner Level, 2017
* Proposal Boot Camp
* Billion‐Dollar Graphics Training

***Lohfeld Consulting Group, Inc.***

* Learn Proposal Writing

**Technical Skills**

***Microsoft Office 2007 – 2016*** Outlook, Word, Excel, PowerPoint, Publisher, Visio, and Project ***Adobe Creative Cloud***

Acrobat Reader, Acrobat DC, Photoshop, Illustrator, and InDesign ***Collaborative Tools*** Privia─Administrator Level SharePoint─Administrator Level **Other**

Platform: Windows and Mac OS X Deltek GovWin and Costpoint

**Education**

A.A.S., Computer Information Sciences, Web Development

**Awards**

2015 Camber Merit Award 2012 Avaya Gov Merit Award 2010 Avaya Gov Merit Award

**Professional Affiliation** Association of Proposal Management Professionals (APMP)

Ms. Czita collaborates with an integrated proposal team, works in a fast‐paced, deadline‐driven, and high‐volume environment. She is extremely organized and hands‐on, and works on multiple efforts simultaneously. She participates in the bid/no bid process and facilitates technical solutioning and win theme/storyboard sessions.

Ms. Czita has over 22 years of work experience; with the last 13 years being intimately involved in full life cycle proposal development for large, complex bids up to $400M. She has engineered central proposal repositories, such as past performance, resumes, and corporate statistics. For the last four companies, she has improved/implemented proposal management processes, templates, boilerplate materials, company statistics, and other proposal tool kits. She has mentored and trained proposal and corporate resources.

Experience

**4/1/2014 – Present | Various Positions | Camber Corporation (Integrated Mission Solutions Group), a subsidiary of Huntington Ingalls Industries, Inc.**

**11/13/2017 – Present | Director, Proposal Operations Center**

**3/29/2015 – Present | Director, Proposal Operations Center and Marketing and Communications**

In December 2016, Camber was acquired by Huntington Ingalls Industries, Inc. Ms. Czita provides direct operational control over the Proposal Operations Center and Marketing Department. Leads a team of six proposal personnel, one marketing manager, and multiple proposal consultants.

**PROPOSAL OPERATIONS CENTER.** Responsible for managing and developing the proposal process for large and complex proposals; maintain resource allocation to ensure bids are adequately staffed. Provide and train personnel on process standardization and communicate the benefits of the process; manage and help to ensure that proposals adhere to process disciplines, utilize available tools and resources, meet internal and external milestones, and meet quality expectations; drive relationships and work stakeholders to deliver effective content into the proposal response, and help to ensure capability growth to meet emerging needs; develop mechanisms for tracking process implementation and results; and conduct lessons observed sessions and recommend and implement lessons learned for future bids.

* Manages and oversees more than 50 proposal efforts per quarter
* Manages $1.5M operating Bid and Proposals (B&P) budget
* Reviews outlines, schedules, and compliance matrices; participates in pricing reviews; ensures technical proposals align with price proposals; and supports proposal writing
* Provides monthly reports to executives addressing current and scheduled team

activities, as well as staff utilization, for corporate strategy planning

* Provides consistency with continuous process improvements through debriefing analysis, lessons learned survey results, and feedback from team
* Onboard proposal consultants to support surge needs. Develop long‐term relationships with quality consulting companies and independent consultants.
* Responsible for new employee orientation, timesheet/expense approval, and

bonus recommendations

* Hire and train department staff
* Provide training across Business Units (i.e., Proposal Overview Training, SharePoint User Guide, Writer’s Orientation, Past Performance, etc.)
* Determine work assignments and resource planning
* Established the departmental standard for compliance, quality, and consistency in developing proposals and adhering to corporate processes and procedures.

Noteworthy Accomplishments

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Eun Czita, CF.APMP

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* Stood up and customized the proposal organization, which included implementing the Privia real‐time reviews; developing/identifying a proposal reuse library; developing and conducting proposal training sessions; and mentoring direct reports
* Developing the Camber Proposal Manual Handbook, tailoring the proposal development processes and procedures to reflect Camber’s business development strategies and conduct
* Automating proposal support requests by implementing a module using GovWin CRM System and producing proposal

dashboard report that tracks proposal status

* Scored **100 %** (Satisfactory/Very Satisfactory) in most recent Internal CSAT FY 17
* Winning proposals include:
* CDSADN Global Training and Readiness Support Services ($38.3M)
* CCMR MATOC Recompete ($15M)
* NETC Recompete Sailor 2025 ($8.4M)

- UMSS TO 17 ($4.6M)

* SEGS IDIQ (TCV $84M)
* U.S. Air Force AFNIC Information Assurance Support (CDSO) ($7.7M)
* JMAS IV DTS SDSO PACER‐HEAT‐JENIE Support ($33.6M)
* PONYTAIL EXPRESS (CACI) ($12.2M)
* GSA OASIS IDIQ U‐2 High‐Altitude Reconnaissance Mission Planning Cell (MPC) ($4.6M)

**MARKETING.** Oversees a variety of marketing delivery strategies, including: events planning, such as trade show and conferences; strategy development; digital marketing; external and internal community awareness campaigns; management of slick sheets/branding elements/templates/newsletters; corporate website design; and implementation of branding elements.

Noteworthy Accomplishments

* Contributed in development of the HII TSD site (http://tsd.huntingtoningalls.com)

**6/15/2015 – 3/29/2015 | Deputy Director, Proposal Operations Center**

Led the proposal center location in Fairfax and managed critical and complex proposal efforts focusing on recompetes, JMAS IV Task Orders, and new business efforts. Responsible for allocating appropriate staffing resources, mentoring, budgeting, proposal management processes, training, and supervision. Significant experience in providing continuous improvement of proposal management processes, tools, templates, and resource materials. Developed a Corporate Proposal Center Intranet site used by internal employees (i.e., divisional VPs, BD, capture, proposal team, contracts, etc.) to help them gather relevant information in developing RFx responses, especially when proposal team were not available to provide full life‐cycle proposal management support. This self‐service support center allowed personnel to work efficiently and productively.

Noteworthy Accomplishments

* Winning proposals include:
* JMAS IV five (5) Task Orders (value totaling over $290M)
* Re‐compete for the GSA Schedule ‐ PM Combat Ammunition Systems Professional Engineering Services ($14M)
* Single award for the GSA OASIS Rapid Reaction Tunnel Detection R2TD Follow‐on ($32M)

**4/1/2014 – 6/15/2015| Senior Proposal Manager**

In March 2014, Camber acquired the IT business unit of Avaya Government Solutions, Inc. and formed the Camber Government Solutions Group (GSG). Providing full life‐cycle proposal management support for GSG. Ms. Czita managed both strategic and non‐strategic opportunities, mostly large complex proposals and major recompetes, ranging from $20M to $300M. She is a proven leader with significant experience providing and contributing to the development and continuous improvement of proposal management processes, tools, resources, and templates. Led complex, compliant, compelling, high‐quality winning proposals.

Noteworthy Accomplishments

* Revamping, standardizing best practices, and engineering proposal development processes, tools, templates, boilerplates, color templates through two organizational integrations (resulting from M&A)
* Implemented color pallet for graphics and created style guide
* Winning proposals include:
* USPS SEDS‐single award ($210M)
* JMAS IV IDIQ‐multiple award ($300M TCV)
* Single award for the VA Financial Service Center‐ Software Development Services ($35M)

**9/16/2010 – 3/31/14** | **Proposal Manager** | **Avaya Government Solutions, Inc.**

Responsible for developing and managing US Federal Government procurement pursuits, both strategic and non‐strategic, for Avaya’s Product and Information Technology and Professional Services (ITPS) Divisions. ITPS comprises four expertise areas— Program Management, Software Engineering and Innovation, Network Engineering, and Cyber Security. Pursuits included multiple multi‐million dollar opportunities, as well as GWAC and IDIQ Task Orders.

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Eun Czita, CF.APMP

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Noteworthy Accomplishments

* Winning proposals include:
* Single Sole Sourced award for the FBI CJIS VoIP ($96M)
* IDIQ recompete─USPS OIG ($30M)
* Single award for the NOAA Jason Ground System ($7M) and Recompete NOAA JMOS ($9M)
* **Corporate Proposal Center’s Intranet site —** Integral part of Avaya Gov’s intranet site, utilized by internal employees (i.e., divisional VPs, BD, capture, proposal team, contracts, etc.) to help them gather relevant information in developing RFX responses, especially when proposal team were not available to provide full life‐cycle proposal management support.
* Proposal materials included corporate data, boilerplates, templates, production information, training guides, and other

proposal resources and tools. Creating the Corporate Proposal Center’s Intranet site took less than 6 months. Site development processes are 1) information gathering; 2) planning; 3) design; 4) development; 5) testing and deployment; 6) maintenance.

**4/27/2009—09/10/2010 | GardaWorld** | **Manager, Business Development and Proposal Services**

Lead Proposal Manager for GardaWorld’s Afghanistan’s High Threat Protection Division, one of most trusted risk consulting and security firms globally. Responsible for full life‐cycle proposal management, strategy, development/writing management plan, past performances, resumes and technical sections, proposal reviews, RFP compliance, and production.

Noteworthy Accomplishments

* Winning several quick turnaround quotes for AECOM, USAID, and other government agencies providing security detail in Kabul, Afghanistan
* Revamping and engineering of proposal templates, boilerplates, color template, and style guide
* Standardized proposal development and graphic process

**7/8/2008—4/24/2009 | Proposal Coordinator |Nortel Government Solutions, Incorporated**

Supported various Proposal Managers with proposal development activities, team communications, and document control to help manage the proposal development process. Worked as the interface between the proposal team and the production staff, and provided guidance and status reports to the proposal manager on production matters. For some proposal efforts, acted as both proposal team coordinator and production coordinator and occasional back‐up graphic artist. Duties included coordinating internal flow of documents and review of proposal inputs and graphics. Ensured accuracy, security, and integrity of all final proposal documents and client deliverables.

**11/8/2004—7/1/2008 | Marketing Production Coordinator/Graphic Artist** | **Whitman, Requardt & Associates, LLP** Supported the branch office of a regional civil engineering consulting firm. Developed sector RFPs, RFQs, and project‐related technical documents and marketing materials. Served as a graphic artist, produced GIS maps, aerials, sections, renderings,

display boards, and various marketing materials for committee meetings and public workshops. Produced large volume graphics such as flowcharts, organizational charts, report covers, tables, graphs, brochures, newsletters, flysheets, cards, and promotional materials needed for proposals, reports, and informational handouts. Performed photo touch‐ups and modifications, such as renderings of sidewalks and gutters, and superimposing water tanks, radio antennas, and other structures onto digital images.

**4/2002—11/2004 | Consultant, various positions | The Kaseman Companies, Chantilly, VA**

Providing short‐/long‐term consultant support. Clients include:

* **Lockheed Martin—Proposal Graphic Specialist**
* **SAIC—Proposal Specialist**
* **SWIFT—Technical Manager**
* **TQ3NAVIGANT—Training Production Coordinator**

**P a g e | 3**

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| **Diona M. Hughes** | |
| **Information System Security Analyst** | |
| **Ms. Diona M. Hughes** [Bio]  A goal-oriented professional with 5+ years of experience in information security, software documentation, technical writing and administrative support | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Bachelor of Science, Southern Illinois University  [Certification] | |
| ***Education, Certifications and Training*** | ***Associations*** |
| [Degree, University]  Systems Security Certified Practitioner (SSCP)  – in progress  [Training] | [Associations] |
| ***Professional Experience*** | |
| Centers for Disease Control (CDC)  [Information System Security Analyst/ National Institute for Occupational Safety and Health (NIOSH) [2012– 2017]  Serve as liaison between NIOSH divisions and the Office of the Chief Information Security Officer  (OCISO) to maintain software documentation in an effort to certify new and existing information systems | |

**Satya Rayavarapu, PMP, CSCP**

Think | Strategize | Execute.

4523 Gaston St, Chanilly, VA 20151, U.S.A.

703-793-3889 (Home), 001-703-362-4848 (Mobile), E-mail: [srayavarapu@atain.com](mailto:srayavarapu@attain.com)

##### Professional Summary

Senior Informaion Technology Leader with over 23 years of experience with excellent leadership and managerial capabiliies. Demonstrated "Top Class" performance with companies spanning from Big 5 consultancies to Start-ups and industries including healthcare, Federal, nonproits, public and private sectors. Successfully led and implemented large scale projects that include Supply Chain Management Systems, ERP, Reporing Soluions and Custom sotware development. Customer focused and is adept at listening and possesses excellent communicaion and relaionship management skills. Believes in principled work ethic based upon integrity, trust, loyalty and respect.

Key areas of experise include:

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|  | Project and Program Management |  | Soluion Design and Delivery |
|  | Customer and Stakeholder |  | Cross-funcional team |
|  | Management  Process re-engineering and |  | Management and Leadership  ERP, BI/KPI, Custom Sotware |
|  | Improvement  Supply Chain Management |  | Development  IT Strategy and Execuion |
|  | Change Management and Training |  | Communicaion and Presentaion |
|  | Organized and Detail oriented |  | Willingness to Learn and adapt |

**Employment History**

* **Atain:** Presently working as a **Sr.** **Manager** from 10/2014 to Present.
* **CACI:** Presently working as a **Sr. Manager** from 09/2012 to 10/2014.
* **Dynakon,** **LLC**: Presently owns and runs the independent consuling irm from 08/2009 to 08/2012.
* **Deloite** **Consuling**: Worked as roles ranging from **Systems** **Analyst** to **Manager**

from 01/2000 to 07/2009. (Formerly **BearingPoint**)

* **KPMG, LLP**: Worked as a **Sr. Systems Analyst** from 08/1998 to 01/2000
* **SRI** **Soluions**: Worked as **Sr.** **Programmer/Analyst** from 07/1997 to 08/1998.
* Allied Informaics Inc: Worked as a **Programmer/Analyst** from 06/1996 to 07/1997.
* **Complete** **Business** **Soluions** **India** **(P)** **Ltd**: Worked as a **Sotware** **Engineer** from

10/1994 to 06/1996. (now **CSC**)

* Peyyei Data Systems: worked as an **Applicaions** **Programmer** from 03/1994 to 10/1994.

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**Educaion and Awards**

* PMP from **Project** **Management** **Insitute**
* Ceriied Supply Chain Professional (**CSCP**)
* Leadership and Management Skills training from **Yale School of Management**.
* M.S in E-Commerce from **George Mason University**.
* B.S in Computer Science Engineering from **University of Mysore**.
* Winner of BearingPoint’s **“Beacon – Gold 2007”** award which is presented to top- ier performers within the irm consising of approximately 5000 employees.

**Select Client Engagement History**

**Client**: Department of Health and Human Services (HHS) 12/2014 to Present

**Role**: Program Manager

* Currently serves as the Program Manager at the Department of Health and Human Services (HHS) and responsible for all aspects of the Program.
* Led a team 35 plus resources ($30M) at the Department of Health and Human

Services to help manage the department wide inancial informaion systems and achieved “Excepional” raing on the CPARS for this program.

* Responsible for all aspects of the program that provided applicaion support

services to Oracle EBS based - Uniied Financial Management System (**UFMS**), CompuSearch PRISM based - HHS Consolidated Acquisiion System (**HCAS**) and Sunlower Asset Management System – Property Management Informaion System (**PMIS**)

* Execuion involves leading muliple teams of Technical, Funcional, and Operaions Teams.
* Successfully Coordinated project tasks in a muli-vendor operated environment.
* Responsibiliies include:
  + Overall Program and Project Management
    - Program/ Task Order inancial management
    - Operaions Management
    - Resource Management
    - Schedule Management
    - Vendor Management

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**Client**: Naional Insitutes of Health 9/2012 to Present

**Role**: Project Manager

* Working as a Project Manager on a complex project involving the decommission of legacy funcions and migrate them to an Oracle ERP plaform
* The project consists of 38 inance funcions that were grouped into several

tracks/sub-projects.

* Execuion involves leading muliple teams of Technical, Funcional, Change Management and Training SMEs.
* Responsibiliies include:
  + Overall Project Management
    - Schedule Management
    - Resource Management
    - Limited Budget Management
  + Requirements Gathering
  + Soluion Design
  + Integraion and User Tesing
  + Change Management
  + Training and Deployment

**Client**: Naional Insitutes of Health 7/2011 to 07/2012

**Role**: Project Lead

* Act as a Liaison between 30 member R12 Upgrade team and the data warehouse reporing soluion team.
* Primary responsibiliies include R12 upgrade change impact analysis and

documentaion.

* Advice on resource esimates and help build a team to upgrade the reporing soluion to support the R12 Upgrade efort.
* Develop and maintain project documents based on Enterprise Performance Life

Cycle (EPLC) methodology used at the client.

* **Standards/Methodologies**: EPLC, PMBok
* **Tools**: MS project, MS SharePoint
* **Applicaions/Technology**: Oracle R12 ERP (Financials and Supply Chain), SUN Enterprise Servers, UNIX, PC

**Client**: Metropolitan Washington Airports Authority 8/2009 to 06/2011

**Role**: Funcional Module Manager

* Responsible for leading the implementaion of Oracle R12 Supply Chain Modules Inventory, Warehouse Management System, Order Management and related Procurement funcions.
* Lead a 10 member team of both funcional and technical members that included

client personnel through all phases of the SDLC and took the project to live on ime and within budget.

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* Oversaw the Conversion and reconciliaion of data from legacy systems in to Oracle R12.
* Worked with the ofshore development team to help them deliver quality

deliverables on a imely manner.

* **Standards/Methodologies**: PMBok, SDLC, CMMI
* **Tools**: MS project, MS SharePoint

**Applicaions/Technology**: Oracle R12 ERP (Financials and Supply Chain), SUN Enterprise Servers, UNIX, PC, Intermec Mobile barcode Scanners

**Client**: Naional Insitutes of Health 10/2008 to 07/2009

**Role**: Funcional Module Manager

* Responsible for maintaining the project management best pracices in the upgrade of COTS inancial and supply chain products.
* Chartered the project and detailed project scope statement document.
* Paricipates in the weekly project update meeings with the client program director.
* Responsible for Budget, EVM and Risk Management aciviies.
* Manages resources in a matrix organizaion to efecively provide quality deliverables
* **Standards/Methodologies**: PMBok, SDLC, CMMI
* **Tools**: MS project, MS SharePoint
* **Applicaions/Technology**: Oracle ERP (Financials and Supply Chain), SUN Enterprise Servers, UNIX, PC

**Client**: Naional Insitutes of Health 10/2004 to 10/2008

**Role**: Funcional Manager

* Responsible for overall implementaion of the Oracle ERP supply chain module (Inventory, Order Management and WMS).
* Managed all phases of the project from requirements gathering, soluion design,

tesing and implementaion.

* Lead the soluion demonstraion through interacive CRP sessions with key client personnel in the supply chain area.
* Responsible for overseeing the transformaion of inventory and warehouse

management operaions involving heavy machinery and sophisicated RF devices.

* Established and lead a iger team to quickly resolve producion issues and work

with third party vendors resolve issues related to their products.

* Analyzed the client’s business processes and recommended correcions/improvements to gain eiciencies.

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* Advised the reporing team responsible for enterprise wide soluion for reporing on supply chain applicaions.
* Responsible for change management and training of the federal government staf

and contractors.

* **Standards/Methodologies**: PMBok, SDLC, CMMI
* **Tools**: MS project, MS SharePoint
* **Applicaions/Technology**: Oracle ERP (Financials and Supply Chain), SUN Enterprise Servers, UNIX, PC, Intermec Mobile Barcode Scanners, Zebra wireless Printers, Label Prining (Lotware) soluion.

**Client**: Department of Veteran Afairs 08/2002 to 10/2004

**Role**: Interfaces Manager

* Managed a technical team through a full SDLC developing about 30 batch interfaces spawning across 70 legacy systems.
* Instrumental in developing a process to automate transfer of data between COTS

ERP and Legacy systems

* **Standards/Methodologies**: SDLC, CMMI
* **Tools**: MS project, CVS version control
* **Applicaions/Technology**: Oracle inancials ERP, Maximo, SUN E10K , UNIX, PC

**Client**: University of Virginia 10/2001 to 08/2002

**Role**: Technical Track Lead

* Interfaced with the client team to successfully implement Oracle Fixed Assets COTS sotware.
* Responsible for mapping and convering legacy data into Oracle Fixed Assets

COTS ERP sotware.

* **Standards/Methodologies**: SDLC
* **Tools**: MS project, CVS version control
* **Applicaions/Technology**: Oracle inancials ERP, SUN E10K , UNIX, PC

**Client**: State University of New York (SUNY) 03/1999 to 02/2001

**Role**: Project Manager

* Manage a team of contractors during the code change phase of the Year 2000 migraion project.
* Responsible for devising a comprehensive test plan that includes SAT and UAT.
* The legacy system was developed in early 60s which contains about 2500 programs and 1000 JCLs.

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* **Standards/Methodologies**: SDLC.
* **Tools**: MS project.
* **Applicaions/Technology**: IBM Mainframe, COBOL II, COBOL 370, CICS 2.1, CICS 4.1, VSAM, ISAM, MVS and OS 390.

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| **Kent Gring** |
| **Senior Project Manager** |
| **Mr. Kent Gring** has **15+ years leading engagements at Big 4 / Top Tier consulting firms at the nexus between business and technology** in the US and challenging international environments. As a team builder with entrepreneurial drive, founded a **Technology for Emerging Markets community of practice** to develop business opportunities and solutions. **Capabilities include**:  Coordinating eforts between clients, subject matter experts and technologists to provide solutions  Identifying obscure requirements and designing innovative business and technology approaches to develop business proposals and deliver results  Providing total project life cycle management experience and with further grounding as a certiied PMP coach |

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| **Kent Gring** |
| Integrating project governance processes throughout the project lifecycle  Developing capacity of cross-functional client and project delivery teams  Delivering projects in culturally diverse environments in the US and internationally |
| ***Publications, Honors, Awards, and Other Achievements*** |
| Deloitte University Certiied coach |

**Kent Gring**



Coach – Technology Project Management Bootcamp at Deloitte

University

Coach – PMP Certiication Preparation Bootcamp

Coach – Project Management Techniques I, II, and III

Active DoD Secret Clearance

***Education,*** ***Certiications*** ***and*** ***Training*** ***Associations***

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| **Kent Gring** | |
| Certiica te in International Business  Management, Georgetown University, Washington, DC  M.S.  Information Management, Marymount University, Arlington, Virginia  Master  of Business Administration (MBA), George Mason University, Fairfax, Virginia | Director Global Operations, Project Management for Change (PM4Change.org)  Captain of Armor, U. S. Army Reserve and National Guard  Patent Examiner (GS-13), US Patent & Trademark Oice  Petty Oicer Third Class, U. S. Navy |

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| **Kent Gring** | |
| B.S.  Mechanical Engineering, Virginia Military Institute, Lexington, Virginia  Certiied  Project Management Professional (PMP) (496614)  ITIL V3  Foundation Certiied  Agile |  |

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| **Kent Gring** | |
| Trained  Lean Six Sigma Trained  TOGAF  Trained |  |
| ***Professional Experience*** | |
| **Deloitte Consulting**  Specialist Master, Technology Strategy & Architecture – Emerging Markets 2009 – 2017  **Solution and Business Development**  Founder and lead for 250+ member Deloitte Technology for Emerging Markets Community of Practice to bring technology capabilities to international donor clients and build awareness of international opportunities. | |

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| **Kent Gring** |
| Lead business development opportunities with the Millennium Challenge Corporation (MCC), Asia Development Bank, World Bank, and USAID resulting in innovative technology approaches and a win with the Myanmar Central Bank.  Built teams to evaluate client requirements and craft innovative  technical and business approaches resulting in successful approaches to knowledge management and SAP assessments for MCC.  **International Project Leadership**  Project manager for Deloitte internal technology enterprise knowledge management initiative managing a team of up to six virtual resources increasing the  quality of knowledge assets available to the organization. |

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| **Kent Gring** |
| Project manager and technology advisor for USAID South Asia Trade Project to develop Custom’s irst data center and case management solution resulting in  increased capabilities to manage anti-dumping trade cases, improved technology capacity, and the irst enterprise email and online collaboration tools.  Project manager and technology advisor to the USAID  Afghanistan Civil Service Support Program. Advised on implementation of a government-wide open source human resources information management system to improve worker accountability. Developed open source appeals case management system increasing process transparency and reforms.  Project Management Oice advisor for $2B Middle East border  security program overseeing the European systems integrator’s civil works, infrastructure, IT, command & control, and organizational development activities resulting in greater accountability and integration of the program’s components.  **Business Technology Management** |

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| **Kent Gring** |
| Technology advisor for Kentucky’s Health Beneits Exchange providing training and troubleshooting to social case workers assuring the ability to provide uninterrupted beneits to citizens.  Business Relationship Manager advisor to U.S. Navy IT Services  product owner developing a customer support strategy for all US customers and providing a framework to prioritize services.  IT Service Management advisor to the U.S. Department of State  mobile and remote access division providing an ITIL-based service assessment framework to improve IT service management and operations.  **BearingPoint (KPMG Consulting)** Manager, Emerging Markets and DoD 2001 – 2009  **Program Support** |

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| **Kent Gring** |
| Staf Liaison for the Department of Defense (DoD) Business Transformation Agency, DoD acquisition community, and Air Force enterprise IT system owners  managing the DoD enterprise architecture and producing the annual report to Congress ensuring coordination of enterprise system development.  Project Management Oice lead supporting the Commonwealth  of Puerto Rico’s Treasury Department’s successful implementation of an Oracle/Documentum based sales and use tax solution providing a project management framework and supporting tools.  Senior Acquisition Director for the Kingdom of Saudi Arabia’s  $10B border security program. Developed the acquisition strategy and requirements for selecting a leads systems integrator from among 8 foreign country bid teams. Supported the integrator source selection according to internationally accepted standards. Interesting fact: Requirements development involved an 18-day border road trip around the entire Kingdom.  **DoD Acquisition Support and IT Strategy** |

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| **Kent Gring** |
| Project Manager for the knowledge management assessment for the U. S. Army Defense Exports and Cooperation Director. Developed high-level functional and  technical requirements and road map to improve enterprise-wide foreign military sales case management.  Project Lead for U. S. Army Future Business Systems acquisition  supporting 435+ programs. Developed initial acquisition milestone documentation resulting in successful program initiation. Interesting fact: Requirements harvesting involved interviewing 200+ acquisition professionals across 13 functional areas in 9 U.S. locations.  Requirements Lead for U.S. Army Future Combat Systems  development and proactive management of requirements for 17 Army platforms (ground vehicles, air vehicles, support capabilities, etc.) resulting in meeting program milestones. |

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| **Kent Gring** |
| Army Staf Oicer providing contractor support to the U. S. Army smart card product owner for enterprise-wide policy development and coordination contributing  to the irst successful common access card deployment in the DoD. |

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| **Tyler A. Grodin** | |
| **Senior Analyst, Higher Education Consulting** | |
| ***Education, Certifications and Training*** | [***TAGrodin@attain.com***](mailto:TAGrodin@attain.com) |
| **M.S. International Business,**  **University of Miami School of Business**  **B.A. Economics, Globalization, Spanish, University at Albany**  Certification in Business Administration  Workday Financial Foundational Concepts Certification Workday: Expenses, Security, and Procurement Certification |  |
| ***Professional Experience*** | |
| **Attain, LLC**  Senior Analyst, Higher Education Consulting Jan. 2018 – Present  **University of Miami School of Business** Workday Financial Management Analyst Aug. 2017 – Dec. 2017  Implement department reimbursement and expense processes and reports using Workday Financial Data management  Coordinate marketing and branding projects, as well as oversee projects and allocation of funds in accordance with the rules of our $1.5 million grant  Grow and foster relationships between CIBER and external business contacts  Organize and classify Qualtrics® survey data analytics, client contact records, files, and other assets  Lead end to end logistic processes for executive events, manage public relations inquires, and assist in event planning  **Gentera - Compartamos Bank**  Global Business Consultant Jan. 2017 – June 2017  Advised clients in Mexico City on customer acquisition and strategy development by implementing a new technology-based marketing approach, while managing potential risk through data analysis  Developed marketing strategies to attract new and existing customers while increasing the number of mobile- app users  Negotiated process of integrating services between “Compartamos Bank” and “Yastás” payment transfer  services  Oversaw group T&E, arrangements with travel providers; compliance of travel expenses with company rules and budget  Strengthened alignment of Compartamos Bank procedures with Gentera parent company business strategy  **Rein Teen Tours**  Crossroads Travel Team, Assistant Director May 2016 – August 2016  Directed a $100,000 monthly budget for seasonal cross-country tours, while negotiating contracts and  arranging all accommodations, entertainment, and dining services for tour members  Ensured that account statements and budgets complied with company policies and standards, Employed newer, more efficient file organization practice to reduce profit and time loss | |



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| **Samuel Russ** | |
| **[Junior Security Analyst]** | |
| Recent Cyber Security Risk Analysis Grad from the Pennsylvania State University. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| N/A | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Bachelors of Science, The Pennsylvania State University  CompTIA Security+ Certiﬁcation  Cover 6 Solutions - Security Operations Center Workshop | N/A |
| ***Professional Experience*** | |
| **[DrFirst]**  Tier 1 Technical Support [2017-2018]  Assisted with resolving and/or dispatching Help desk tickets  Used discretion to escalate issues that require collaboration with resources from Development, System Engineering, Database  Management, and Tier 2 Support teams  **[MC Global Tech]**  Intern [2017]  Used UTM devices to build and protect computer networks for both small and large scale  companies  Learned how to analyze vulnerabilities within computer networks through Wireshark and Nessus scans  Ran penetration tests (Brute Force, Dictionary ect..)  **[Northrop Grumman]**  Intern [2012]  Programmed an Excel based tool called “business query” to help re-organize data files for the  Business Sector of the Information Systems Branch of Northrop Grumman. The program I built helped identify minor flaws, mistakes and inconsistencies in the query log information to reduce errors and redundancies in the data. | |

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| **Samuel Russ** | |
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| **[Junior Security Analyst]** | |
| Recent Cyber Security Risk Analysis Grad from the Pennsylvania State University. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| N/A | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Bachelors of Science, The Pennsylvania State University  CompTIA Security+ Certiﬁcation  Cover 6 Solutions - Security Operations Center Workshop | N/A |
| ***Professional Experience*** | |

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| **Samuel Russ** |
| **[DrFirst]**  Tier 1 Technical Support [2017-2018]  Assisted with resolving and/or dispatching Help desk tickets  Used discretion to escalate issues that require collaboration with resources from Development, System Engineering, Database  Management, and Tier 2 Support teams  **[MC Global Tech]**  Intern [2017]  Used UTM devices to build and protect computer networks for both small and large scale  companies  Learned how to analyze vulnerabilities within computer networks through Wireshark and Nessus scans  Ran penetration tests (Brute Force, Dictionary ect..)  **[Northrop Grumman]**  Intern [2012]  Programmed an Excel based tool called “business query” to help re-organize data files for the  Business Sector of the Information Systems Branch of Northrop Grumman. The program I built helped identify minor flaws, mistakes and inconsistencies in the query log information to reduce errors and redundancies in the data. |
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| **Emily M. Matz** |
| **Analyst** |
| **Ms. Emily M. Matz** Recent college graduate who accepted an Analyst position with Attain starting in February. My degree gave me a diverse background with the capability of understanding sales, engineering, and supply chain processes. |
| ***Education, Certifications and Training***  Applied Engineering Sciences/Concentrations: Technical Sales, Supply Chain Management, Michigan State University  Skilled in Microsoft Office, Photoshop, Customer Service, Data Analysis, Project Management Basic understanding of computer science/programming: Python, JavaScript  Experience using Salesforce |
| ***Professional Experience*** |
| **Attain, LLC**  Analyst, Federal Services 2018  Supported EDGAR Filers with technical issues to allow successful submissions  Dissected errors in forms to find the issue and correct the problem Managed deletions of internal EDGAR accounts  Tracked and updated AMS Past Performances held by Attain at the SEC  **Arconic**  Sales Engineering Intern, Arconic Power and Propulsion 2017  Drove company to achieve monthly metrics of $23 million for the first time since hire  Excelled interdepartmentally within 5 separate roles Prepared audits for customers and located required parts  Created cycle count tracking system for wax baffle inventory saving thousands  **MSU Union**  Student Tech Assistant, Student Media Center 2013-2017  Assisted students in creating advertisements utilizing Adobe Photoshop and InDesign  Provided exemplary customer service and ranked among top employees  **Limelight Entertainment & Photography**  Sales Intern 2017  Managed customer retention program retaining 98.2% of clients  Called on prospects interested in our services and schedule informational meetings Ran booths at bridal shows and assisted owner where needed to market the company |

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| **Galen J. Yanofsky** | |
| **Security Analyst** | |
| **Mr. Galen Yanofsky**  **Network Security Professional**  Technically sophisticated security professional. Experience supporting software systems and infrastructure through proactive computer network defense as part of a large-scale enterprise. Disciplined problem solver, critical thinker, and strong verbal communicator. | |
| ***Education, Certifications and Training*** | |
| **Education**  **University Of Maryland: University College, Adelphi, MD/Class of 2017 Bachelor’s of Science, Software Development and Security**  **Certification**   * (ISC)2 CISSP * EC Council | CEH * CompTIA: Security+   **Training**  **Joint Cyber Analyst Course (JCAC) / U.S. Navy: Information Warfare Training Command / Pensacola, FL 2014-2018**   * Router Security Implementation * Advanced Packet Analysis * Wireless Network Security * Identify Enumeration, Exploitation * Track Covering, and Backdoors * Security Scanning * Applied Forensic and Malware Analysis. * Object Oriented Programming * Shell Scripting Applying | |
| ***Publications, Honors, Awards, and Other Achievement*** | ***Associations*** |
| * N/A | * N/A |
| ***Professional Experience*** | |
| **Cyber Threat Analyst / Navy Cyber Defense Operations Command (NCDOC) / Suffolk, VA 2014-2018**   * Responsible for management of U.S Navy and Department of Defense (DoD) sensor and endpoint collector grid providing 24/7 coverage for over 500 U.S. Navy installations across the globe. * Monitored IDS/IPS alerts and events enabling visibility, preventing compromise, and increasing security posture. * Performed deep packet inspection, protocol, and log analysis providing clarity and verification for   network events. | |

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| * Implemented signature modification and tuning to reduce egregious alerting by 75% and improving efficiency. * Provided incident management assuring compliance through statistical analysis of endpoint systems. * Knowledgeable in IPS/Endpoint signature convention, regular expressions, rule writing. * Executed multifaceted analysis of network protocol and endpoint system data. * Mastery of SIEM systems to perform data correlation and publish reports |

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| **Jack A. Mullinax** | |
| **Executive Assistant** | |
| **Mr. Jack Mullinax**  A highly motivated, resourceful, emotionally intelligent, and agile leader, Jack Mullinax offers an exceptional ability to integrate into a variety of organizational structures and cultures and utilize a diverse and technical background to thrive in any situation. Dedicated to service and servant leadership, Jack possesses the initiative, detail-orientation, organizational skills, and adaptability to operate in a fast-paced and dynamic environment. A calm performer under immense pressure, Jack can lead, survive, and thrive in unfamiliar and challenging environments, while simultaneously maintain professionalism and discretion in a host of circumstances. | |
| ***Publications, Honors, Awards, and Other Achievements*** | |
| Bachelor of Arts, Political & Economic History, University of Maryland  Five achievement awards from the Department of the Army for performance and initiative | |
| ***Education, Certifications and Training*** | ***Associations*** |
| Bachelor of Arts, Political & Economic History, University of Maryland  FAA-Certificated Private Pilot |  |
| ***Professional Experience*** | |
| **American Security Programs**  Quality Assurance Manager, Operational Planning and Support 2017-2018  Lead a diverse team of 7 personnel to collect information of organizational importance regarding contract  compliance and personnel accountability supporting Department of Homeland Security Contracts. Report directly to organization’s president and Chief Operating Officer to present the current state of affairs in the operations branch of the organization, with tailored products and notification criteria.  Plan, coordinate, and execute physical penetration tests to identify critical security vulnerabilities and write comprehensive reports of test findings along with recommendations to remediate any vulnerabilities identified Lead and utilize robust information-gathering effort to provide real-time monitoring and notification of all site activity and establish criteria for baseline and anomalous inspection data  Developed comprehensive products to enhance organizational effectiveness in meeting new contract challenges, while simultaneously building comprehensive map and image products for clients to better improve their physical security posture.  **Federal Bureau of Investigation, GEM Technology**  Access Control Specialist, Security Division 2016-2017  Work closely with FBI Police in an 24/7 operations center to coordinate armed and unarmed response to  dynamic threats, requiring rapid analysis and decision making, in the presence of little information, in real-time Responsible for assessing real-time data and allocate resources based upon limited information to ensure security of sensitive information and preserve life  Independently, on own initiative, developed an accountability mechanism and overhauled existing systems to  mitigate risk, and transition the unit to a fully digital and secure method of record production and retention to | |

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| include building a user-based application in Excel utilizing VBA for complex data manipulation and formatting for the end-user  **U.S. Army, U.S. Military Academy Preparatory School** Transportation Coordinator, Assistant to the Commandant 2014-2015  Led multi-agency movements and made decisions in real-time to maintain accountability and meet objectives,  coordinating aviation, law enforcement, and ground transportation assets  Responsible for identifying resource availability and allocating it judiciously and responsibly to maximize organizational effectiveness  Publicly recognized and awarded for planning, resourcing, and actively coordinating movements of over 100 personnel in dynamic and unpredictable environments  Routinely conducted analysis of operational environments and developed comprehensive products for wide dissemination to coordinate complex and large operations  **U.S. Army, Fort Hood, TX**  Infantry Mortar Squad & Team Leader, Senior Communicator 2011-2013  Worked as direct assistant and administrative support for the organization’s senior leader, managed  correspondence, radio traffic, and facilitated meetings and working groups, and was publicly recognized awarded for performance and ability to coordinate events and tasks efficiently in support of the leader’s priorities  Publicly recognized and awarded for the effective training, management, and development of team members while leading a group of 5-8 individuals in fast-paced and highly dynamic environments  As the team’s primary communicator, received, analyzed, and disseminated data to the organization to safely and effectively employ kinetic effects in close proximity to partner elements and was publicly awarded for superior performance |



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| **Nicole Cohee, Senior Consultant** |
| ***Summary*** |
| **Nicole Cohee** is a senior consultant in Attain’s Higher Education and Academic Medical Centers practice based out of Atlanta, GA. Ms. Cohee has over 15 years’ experience in accounting and grants administration, including: research administration, post-award monitoring, grants accounting, grants management, grant and donor compliance, federal regulations, internal and external audit support, financial reporting and analysis, financial statement preparation and review, month-end close, year-end close, non-profit tax return preparation, budgeting, general ledger, complex account and grant reconciliations, grant closings, revenue recognition, deferred revenue, fixed assets, inter-company transactions, accounts payable, accounts receivable, billing, contract review, best practices and maintaining strong internal controls. Prior to consulting, she worked for several large foundations managing up to a  $100 million private grant budget. Her non-profit experience includes all merchant account consolidation and the development/implementation of a grant tracking system. As a consultant, Nicole assisted in managing several high profile grant management and reconciliation projects at large research institutions. |
| ***Key Qualifications*** |
| Proven ability to excel in high-pressure, deadline oriented environments.  Advanced user of Excel, including pivot tables, pivot reporting/charts, vlookups, complex formulas, and the ability to analyze large amounts of data and present it in a user-friendly format.  Extensive experience with grants database management, software upgrade support, process improvements, workflow processes, data integrity validation, data manipulation and testing, query and report writing, resolving end-user issues and errors, end-user training, and database maintenance.  Excellent communicator, trainer, and mentor with the ability to effectively present financial and technical data to outside departments, and have served as the liaison between grants and finance offices; proven track record of providing strong, effective customer support and building relationships with key stakeholders. |
| ***Professional Experience/Client Engagements – Attain LLC (June 12-Jan 14; Aug 15-present)*** |
| ***University of South Carolina, Columbia – May 2017 –Present***  Providing post-award administration services to USC, Office of Grants & Funds Management, including: award setup, financial analysis, compliance review, process improvement, complex award reconciliations, award closeout, cash reconciliation, direct and indirect cost analysis, F&A adjustments, working with departments to clear deficits, and past due collection activity.  Assisting GFM management with staff training, PeopleSoft post-conversion cleanup, and ad-hoc services.  ***University of Central Florida, Orlando – January 2017 – March 2017***  Provided post-award research and PeopleSoft functional expertise for UCF’s Research Information Systems Implementation project, including: accounting business process review and fit/gap; post-award accounting change management implementation; project management methodology.  Interviewed university key personnel, including principal investigators, senior level management, all levels of research staff to assess current business processes and challenges in order to provide recommendations for UCF needs/business requirements.  ***Emory University, Atlanta – June 2012 – January 2014; December 2015 – December 2016***  Provided pre and post-award administration services to Emory University, Office of Grants & Contracts, including: award setup, financial analysis, compliance review, process improvement, complex award reconciliations, preparation and filing of financial status reports (FSR), award closeout, budget adjustments, cash reconciliation, subcontract review, direct and indirect cost analysis, F&A adjustments, working with departments to clear deficits, and timely billing of Emory’s award portfolio.  Assisted OGCA management with developing key invoicing and FSR reports and charts, exception queries, reconciliation of unbilled expenditures, review of awards on hold, oversight of the batch invoicing process, implementation of the invoice milestone project, tracking and resolving invoicing issues, resolution of accounts receivable issues, training and mentoring new Emory staff, preparation of job aids, and testing of the pre-cabi exceptions report. |

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| ***Einstein College of Medicine, New York – August 2015 – January 2016***  Assisted in training and managing a team of 3-5 grant accountant consultants to assist in the reconciliation and cleanup of 1,000+ grants in preparation for the SII transfer.  Assisted in training and managing a team of 3-5 grant accountant consultants to assist in the preparation and filing  of over 300 federal FFR’s for the SII transfer.  ***Other Experience***  ***Emory University, Atlanta, GA – January 2014 – August 2015 Business Analyst III (DMG)/ Associate Director (OGCA)***  Provided system support to PeopleSoft end-users, including resolution and testing of system issues for billing, grants, A/R, utilization, prepaids, contract set-up, project costing, G/L, FAS conversion, award closeout, interactive reports, queries, and trial balance reconciliation.  Served as a grants liaison between functional staff, university business leaders, and post production PeopleSoft technical team to ensure the Compass system supports business processes and objectives; provide system training to end-users as needed.  Generated monthly and quarterly batch invoices for cost reimbursable awards for OGCA.  Managed FSR milestone page enhancements by working closely with OGCA, RAS and BPI.  Trained and supervised 11 grant accountants and financial analysts performing post award functions.  Served as subject matter expert to OGCA staff on invoicing, financial reporting, closeouts, and training.  Worked closely with research departments to resolve any research administration related issues.  ***The Home Depot Foundation, Atlanta, GA – November 2010 – June 2012 Grants Manager/Grants Administrator***  Managed the grants administration for a $38M giving portfolio (2,000+ grants annually); implemented and maintained strong internal controls, best practices, compliance, due diligence, and streamlining of grant processes.  Supervised external CPA firm to ensure GAAP compliance, accurate and timely financial statements, clean internal/external audits, and timely filing of the annual IRS Form 990.  Monitored and tracked grants and G&A budgets to ensure appropriate allocation of funds and resources; prepared monthly reconciliations to corporate budgets.  Evaluated, improved, and developed workflow processes to enhance end-user training around grants and financial administration and systems; ensured staff utilized full capacity of database functions.  Oversaw the maintenance, structure, data integrity and all upgrades of the GIFTS grants database, IGAM online application system, and QuickBooks accounting database; designed effective reports to capture total giving for executive leadership and internal/external stakeholders.  Developed and maintained strong relationships with corporate departments to ensure timely deliverables and process improvements; earned recognition as a high performer by President and COO.  ***United Nations Foundation, Washington, DC – August 2007 – October 2010 Senior Finance and Compliance Manager***  Managed and trained a team of accountants with the day-to-day financial operations, reporting, and database management of a grants portfolio, averaging annually $100M and over 200 new annual awards.  Prepared key grant reports for year-end close, external audits, 990 tax filing, financial statements, and Board meetings.  Oversaw month-end close of complex grant reconciliations and quarterly calculation of restricted interest revenue; worked with an external SQL expert to automate these processes.  Restructured grant-closing process, recapturing a record $3.5M of residual funds in a 6-month period.  Ensured compliance with internal and external policies (GAAP, FASB, donor requirements, grant agreements, UN regulations). |

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| ***Booze Allen Hamilton, Arlington, VA – June 2006 – August 2007 Financial Analyst/ Senior Consultant (NSF)***  Supervised and mentored a team of junior analysts in a start-up project performing post-award monitoring and financial analysis for the National Science Foundation (NSF).  Ensured awardees were compliant with Federal (CFRs, FARs, OMB circulars) and NSF regulations.  Reconciled and reviewed monthly project financials; assisted Sr. Management with annual budgets, cost proposals, and briefed new accounts and employees to the project.  Served as subject-matter-expert on awardees’ financial reports (SF-272), A-133 Single Audits, and indirect cost rate (ICR) proposals.  ***Children’s Defense Fund, Washington, DC – June 2005 – June 2006 Staff Accountant/Sr. Grant Accountant***  Provided financial analysis, grants accounting, and reporting for a $20M annual award portfolio; monitored project expenditures for GAAP and donor compliance.  Assisted CFO and Controller with audits, tax returns, revenue recognition, and monthly cash flow.  Performed month-end closing activities, including G/L and bank reconciliations, fixed assets inventory and depreciation, A/R analysis, and inter-company transactions.  Served as subject-matter-expert on awardees’ financial reports (SF-272), A-133 Single Audits, and indirect cost rate (ICR) proposals. |
| ***Education and Training*** |
| BS, Accounting, Indiana University, Kelley School of Business, Bloomington, IN.  Introduction to Federal Grants & Cooperative Agreements, Management Concepts, Inc. (12/2006).  USAID/Federal Rules and Regulations Workshop, Inside NGO (10/2009).  AICPA, Grants Managers Network, and Inside NGO conferences. |