

Elliott J. Collins

EXPERIENCE

Booz Allen Hamilton – Senior Consultant - Mclean, VA

Feb 2012 – Present

- Managed the design, deployment, operations and maintenance of an enterprise IT service management tool suite (Serena) including; incident management, problem management, change management, configuration management, development management and release management to 600 users.
- Promoted and expanded the usage of an enterprise IT service management tool through the delivery of tool demonstrations, training workshops, and individual workflow design sessions.
- Developed project plans utilizing resource management techniques while monitoring and tracking the progress of project tasks, resources, and schedule performance.
- Created standard operating procedures, training materials, and policy documentation to reengineer and standardize enterprise IT service management processes.
- Designed training and implementation strategy to facilitate the transition of users from legacy systems and organizational processes to an enterprise standard.
- Developed metrics to communicate and monitor tool and system performance, organizational compliance with newly established enterprise processes, end-user satisfaction, and system transition progress.

RGS Associates - Consultant - Arlington, VA

Department of the Navy – Systems Analyst

Nov 2010 – Jan 2012

- Provided functional assistance utilizing the Department of the Navy Applications in Database Management System (DITPR-DON/DADMS) and completing annual reviews for over 1400 Systems used across the Navy.
- Interfaced with developers to resolve software anomalies and respond to user ad hoc requests, maintain metrics for system activity, develop user guides, prepare training materials and deliver user training.
- Developed enterprise wide application rationalization processes including the criteria scorecard which is to be used across the Navy and Marine Corps.
- Facilitated Navy-wide Working Groups and Integrated Product Teams (IPTs) with the purpose of resolving enterprise wide problems and issues with systems/applications..

Department of the Navy-IT Portfolio Analyst

Feb 2009 – Nov 2010

- Provided functional assistance of more than 12,000 Enterprise Services application records in support of planning, programming, budgeting and execution processes for the Navy.
- Developed strategic guidance, organizational processes, and institutional knowledge regarding migration planning and execution across the Navy Functional Area Managers (FAMs) in communicating issues, encouraging collaboration, and establishing policy.
- Conducted analysis of the Federal Government and DoD energy efficiency and electronic stewardship implementation plans in support of the Navy's Green IT Initiative; contributed to the Navy's IT Electronic Stewardship and Energy Efficiency Implementation Plan.

TECHNICAL SKILLS

Tools: MS Project, Serena Business Manager, Serena Service Manager, DITPR-DON/DADMS, IT Procurement and Request Review Approval System (ITPRAS)

EDUCATION

George Washington University-Washington D.C.
Masters of Science in Project Management

Graduated: May, 2013

Norfolk State University-Norfolk, VA
Bachelors of Science in Interdisciplinary Studies

Graduated: May, 2007

CLEARANCES & CERTIFICATIONS

Clearance: Active Top Secret/SSBI
Certification: PMTI PMP Course Certificate of Completion
Certification: ITIL Foundation Certification
Certification: Global Manager in Europe Certification

Feb, 2015
Apr, 2012
Jun, 2012