INFORMATION TECHNOLOGY PROJECT MANAGER SYSTEM ANALYSIS (SYSANALSYS) [GS-2210-12]
Professional Overview

Highly-qualified Department of Defense (DoD) Program Manager (PM) professional, driven to maximize Mission Partner (MP) operational efficiency through planning, project management and Infrastructure Technology (IT) expertise. Excels at building dynamic team relationships and achieves project management process improvements. Looking to continue federal career as a strategic planner possessing exceptional knowledge understanding support agreements, basis of estimates, fiscal analysis, financial reporting, cost projections, business proposals and increased overall responsibilities within federal service.

Relevant Professional Experience
January 2010 to Current
Company Name City , State Information Technology Project Manager System Analysis (SYSANALSYS) [GS-2210-12]
*Holds Active Security Clearance*Â
Member of the Development and Business Center for Defense Logistics Agency (DLA), Defense Finance and Accounting Service (DFAS)
Program Management Office (PMO), as well as the Mission Partner Engagement Office (MPEO)/Engagement Executive (EE) team (BDM11).
Principle Job Duties:

- Engage with various DISA mission partners to provide critical IT requirement proficiency and Project Management support leveraging the DISA End-to-End (E-2-E) Business Flow Process
- Positioned as the DISA Program Manager for DLA's dynamic and complex Enterprise Business Systems (EBS) Test and Development (TD) environment which generates $39 million in annual revenue for the agency
- Also serving as the primary DISA Subject Matter Expert (SME) government Program Lead (PL) for the DoD mandated Federal Data Center Consolidation Initiative (FDCCI) providing IT and project support for Defense Contract Management Agency (DCMA), Defense Manpower Data Center (DMDC), Office of Personnel Management (OPM) and DFAS

DISA Project Manager support includes skill(s) in the following:

- Serving as the primary Point of Contact (POC) to the Mission Partner for identifying, tracking, managing and resolving project issues within Operational Environments (OEs) and applications
- Strong in-depth knowledge and understanding of DISA computing service offerings
- Providing functional and technical requirement analysis of all new DISA Mission Partner project initiatives through Service Request Forms (SRFs)
- Create workload utilization documentation of customer environments
- Schedule and facilitate Mission Partner stakeholder meetings to ensure all project risk has been identified and mitigated
- Develop and manage the overall project work plan for each Mission Partner project to be certain all workload has beenÂ identified and completed on time
- Coordinate with DISA Information Assurance (IA) personnel to ensure that Mission Partner IT systems have the required DoD Information Assurance Certificates and Accreditation Process (DIACAP) package completed, making certain the customer is in compliance before implementation of their application(s)
- Effectively manage project scope to ensure baseline time frames and tasks are delivered, unless changes were approved through the Baseline Change Request (BCR) process.
- Proactively manage the development of customer business proposals which are derived from approved Bill of Materials (BOM) and Solution Designs (SD)
- Monitor the timely acceptance of all project basis of estimate and receipt of Mission Partner funding
- Analyze and coordinate with customer to review upcoming Fiscal Year (FY) cost projection
- Ensure that the processing of Authorization Increases (AI) have been accepted
- Monitor the judicious execution of all preparation activities for Initial Operating Environment (IOE) of all Mission Partner IT systems, including arrival of hardware infrastructure and software delivery
- Completing the IOE checklist while staying in direct communication with the Customer Account Representative (CAR) assigned to the application(s) to assist in initiating Mission Partner billing to the appropriate Billing Account Number (BAN), for both implementation and recurring charges
- Coordinate with customer and CAR to review support agreement for application(s)
- Ensure that the timely execution of all Initial Operating Capability (IOC) preparation activities have been completed - including application build and testing have been concluded, Security Technical Implementation Guides (STIGs) have been applied, proper ports and protocols have been identified, Enclave Connection Authority (ECA) has been approved by the proper Designating Approval Authority (DAA) and Go-Live has been coordinated
- Transitioning projects to operational sustainment of all closeout activities resulting in Full Operational Capability (FOC)

DISA Project Manager experienced in various technologies:

- Multiple hardware OE chip-sets including x-86, Itanium, SPARC and PA-RISC
- Multiple software Operating Systems (OS) including Windows Server 2008 R2, Windows Server 2012 R2, Red Hat Enterprise Linux (RHEL), Hewlett Packard UNIX (HPUX), Solaris and SUSE
- Relational Database Management Systems (RDBMS) such as Oracle and Microsoft SQL
- ?Converged IT systems including Hewlett Packard (HP) HANA appliance and System Analyses Program (SAP) Business Warehouse Accelerator (BWA)

- Virtual Operating Environment (VOE) platforms such as Microsoft VMWare
- ?Cloud computing environments such as DISA milCloud
- Various enterprise storage platforms including Storage Area Network (SAN), Network Attached Storage (NAS) and Content Addressable Storage (CAS)
- ?Numerous enterprise storage vendor devices such as Hitachi Virtual Storage Platform (VSP) and HP 3Par for SAN, NetApp for NAS and EMC Centera for CAS
- Application and database consolidation devices including Oracle Supercluster
- Disaster Recovery (DR) / Continuity of Operations (COOP) planning and initiation

While supporting Mission Partner projects, IT systems and overall initiatives, important knowledge has been obtained in the following competencies:Â

- Defining and collecting tracking metrics to ensure that project deliverables are produced, accurate and accounted for
- Facilitating project meetings with DISA internal team members, Mission Partners and various stakeholders
- Hosting collaboration sessions dedicated to developing project scope, formulate agendas and negotiate schedules
- ?Managing expectations of Mission Partner IT requests and notional time frames for project completion
- Providing excellent customer service to ensure Mission Partner obtains operational sustainment for their applications and environments
- Technical analysis of DISA Capacity Services IT solutions
- Initiating processes to ensure project objectives are completed
- Negotiate with Mission Partner to solve complex technical and schedule hurdles
- ?Comparative analysis of modified business proposal from the original estimate
- Analyze proof-of-concept solutions
- Application migrations
- ?Compile and dissemination of all project documentation and noteworthy information to appropriate customer stakeholders
- Presenting clear and concise weekly project status reports to management
- Creating senior leadership briefings for high visibility Mission Partner initiatives

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Supplementary key proficiencies:

- A **ccumulated an average rating score of 4.57 (outstanding) over the previous five years during annual Performance Work Plan & Appraisal review**
- Superior oral and written communication skills
- Able to convey highly technical concepts in a manner that all can understand
- Strong technical acumen allows the development of trusted relationships with Mission Partner and DISA functional teams
- Routinely manages a demanding workload in spite of limited resources, conflicting priorities and demanding customers
- Outstanding team member willing to share knowledge, experience and recommendations with co-workers
- Willingly takes additional workload and responsibilities to support the overall agency mission
- A consummate professional that represents DISA in an articulate and professional manner
- Holds self to highest standards

January 2010 to January 2014
Company Name City , State
Relevant Training:

- Action Officer Course
- Acquisition Training 101
- Aspiring Leaders
- Briefing Techniques
- Customer Service Excellence
- Empowerment
- Interpersonal Communication
- Network Operations 100
- Planning, Programming, Budgeting and Execution course
- Teambuilding
- This Is Transforming DISA

August 2009 to January 2010
Company Name City , State Computer Technician Specialist

- Managed, provisioned, configured, built and staged operational computer systems for Navy/Marine Corps Intranet project

March 2008 to August 2009
Company Name City , State IT Specialist STEP (Student Technology Education Program)

- Reported to Lead Supervisor of DISA Naval service desk support
- Independently managed and filed data tape entry into appropriate storage drives

- Consistently received excellent evaluations on reviews

Education and Coursework
2015
Shippensburg University
City , State , USA Organizational Development and Leadership (ODL)
Master of Science
Concentration: Public Organizations
Relevant Courses:

- Applied Organizational Leadership and Analysis
- Ethics for Public Service Managers
- Leadership, Charge and Innovation
- Leadership, Theory and Practice
- Policy Implementation and Administration
- Public Policy Analysis
- Organizational Theory and Behavior
- Research Methods

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2009
YTI Career Technical Instituation
City , State , USA Network and Internet Security Administration (NISA)
Associate Technical
Relevant Areas of Study:

- Applications
- Computer hardware and technology
- Operating systems and provisioning
- Virtual machines
- Security and system hardening
- Network configurations
- Backup imaging and disaster recovery

2006
Millersville University
City , State , USA Sociology
Bachelor of Arts
Certifications, Training and Noteables

- CompTIA Security+ certified (active)
- Information Technology Infrastructure Library (ITIL) Foundation Certification in IT Service Management
- Foundations of Project Management for IT Professionals
- Introduction to IT Project Management
- The Project Management Professional (PMP) Certification Exam Camp
- Microsoft Project 2010 Level 1 and 2 Training
- Defense Acquisition University: Developing a Systems Engineering Plan
- Defense Acquisition University: DISA Information Systems Engineering Seminar (ISES)
- Defense Acquisition University: Engineering Management Workshop (EMW)
- Defense Acquisition University: Fundamentals of System Acquisition Management
- Was a member of the System Integration and Delivery (SID) proposal evaluation team to negotiate new vendor award. The SID team support contract is worth $45 million