

Bobbie Webster — Business Analyst, Mid

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Labor Category/Role	Business Analyst, Mid
Education	Bachelor of Sciences Degree, Information Systems Management, University of Maryland, Baltimore, MD
Certifications/Trainings	<ul style="list-style-type: none">• Certified ScrumMaster• Rational Unified Process (RUP)
Security Clearance	Public Trust
Skills/Competencies	<ul style="list-style-type: none">• Business Process Reengineering• Establishment of internal controls• Coordination & collaboration at enterprise level• Development of metrics to access performance• Business Analysis• Process Improvement expertise & guidance• Utilization of industry standard frameworks• Facilitates process alignment & improvement workshops & collaborations• Project Coordination / internal control establishment
<p>Qualification Summary. Ms. Webster is a Certified Scrum Master (CSM) and IT Professional with over 30 years of extensive information technology, system development life cycle, and business process reengineering experience. Demonstrated experience to achieve improvements in productivity, cycle times and quality. She has demonstrated solid success in positions requiring business process reengineering, business analysis, requirements management, organization, system testing, and documentation creation and updates. She has expertise in applying business process improvement and reengineering methodologies and principles to conduct process modernization projects for Federal customers.</p>	
Relevant Experience	<p>Business Process Engineer / Business Analyst, Ábaco Strategy, LLC 11/2019 to Present</p> <ul style="list-style-type: none">• <p>Maritime Administration Serves as a business process engineer / business analyst in support of The Maritime Administration (MARAD) using industry standard frameworks and processes for documenting and mapping current and new processes. Facilitates and supports the development of MARAD's Ship Manager's Contract Next (SMC-Next) Performance Work Statement (PWS), Manuals and Technical Exhibits.</p> <ul style="list-style-type: none">• Facilitates, develops content/presentations and manages multiple working groups across divisions in the solicitation of requirements.• Provides training, including development of training materials, on process improvement initiatives and to educate working groups on processes and requirements for creating new processes.• Provides process improvement expertise and recommendations.• Identifies opportunities for collaboration and process alignment.• Tracks and follow-up on action items. <p>Federal Energy Regulatory Commission Serves as a business process engineer / functional analyst. Many of FERC's ASD processes and procedures are undocumented, outdated or in need of revisions to support ASD's business process continuity.</p>

- Documents ASD's policies, procedures, and business processes.
- Conducts interviews and facilitates meetings with ASD stakeholders.
- Conducts initial analysis and inventory of existing ASD business process artifacts.
- Creates gap analyses of existing and To-Be ASD business process artifacts.
- Develops ASD's To-Be business process artifacts.
- Defines metrics to measure performance of current and new processes.
- Organizes FERC's collaboration platform to support greater collaboration and information sharing.
- Provides visualization of organizational initiatives by considering roles, responsibilities practices, and standards.
- Provides visual ways to understand, analyze, and improve upon the current method of working.
- Identifies opportunities for improvement, coordinates and facilitates process improvement meetings.

Serves as a business process engineer in support of the FERC's Office of Executive Director (OED). Develops Program Office (PO) Business Process Maps (BPM) and associated business process details to support the Application Layer Modernization (ALM) initiative. Develops requirements and performance metrics and standards for multiples phases; rationalization, establishing the ecosystem and modernization.

Serves as business process engineer and project coordinator in support of the FERC's Office of the Secretary. Supports the elicitation of business requirements and the development of acquisition artifacts to obtain contract support for information technology services and document operations. This support includes the development of Statements of Objectives, Statements of Work/Performance Work Statements, Independent Government Cost Estimates, Bid Models, Quality Assurance Surveillance Plans, Service Level Agreements, Requests for Information, Weekly Status Reports, and Meeting Notes. Additionally, provides support for Industry Day preparations, documentation, and execution.

**Sr. Business Systems Analyst Lead / Business Process Engineer, Pragmatics
07/2006 to 10/2019**

FDIC Business Intelligence Service Center (BISC) Team

As a Senior Business Systems Analyst Lead / Business Process Engineer on the Pragmatics BISC Team, was responsible for the collection, management and documentation of project requirements in Team Foundation Server (TFS) for all BISC solutions. Responsible for gathering, mapping and documenting of As-Is and To-Be requirements, identification of process improvement opportunities. This included the CIO Analytics Dashboard which was under a regular 6-8 week development and deployment cycle that included bi-weekly meetings with the Deputy to the FDIC CIO. Developed the Operations and Maintenance Release Process to be used by the BISC Team. Led the standardization of the operations and maintenance releases on all solutions within BISC and helped to ensure compliance with FDIC requirements and configuration management standards. Developed and maintained management charts to communicate BISC's yearly accomplishments, statistics, and alignment with FDIC's IT Strategic Plan.

FDIC Rational Unified Process (RUP) Team

Was extensively involved in the review and evaluation of process improvement initiatives being introduced by the client. This involved communication and coordination with all stakeholders and intersecting organizations that maintained content on the RUP website. Participated in the creation and administration of RUP workshops that involved examination of industry-wide best practices as well as discussions on process improvement concerns within the organization. One of these initiatives involved a complete overhaul of the RUP Development Case used by all projects at the FDIC as well as the push to introduce Agile Development within RUP. Was responsible for the creation and execution of an extensive amount of test scripts in Mercury Quality Center. This included test script management and defect submission and resolution with the development team. Additionally, was responsible for the analysis of change requests to be presented to the FDIC Program Management Office (PMO) for review and approval of each new release. This involved meeting facilitation and client interviews to review content update requests. Was responsible for the development of internal metrics, collection of data and evaluation / analysis of data.

FDIC Documentum Application Reengineering Project (DARP)

Was responsible for the review of system requirements, the creation of all business-related RUP artifacts (As-Is, To-Be, requirements, communications, metrics), and the coordination and review of all milestone review activities and artifacts. Assisted with all configuration management, quality management and risk management duties. Participated in the maintenance of all project documentation in the StarTeam Repository. For each milestone review, facilitated the review and update of all RUP documentation. Updated and finalized RUP documentation throughout all lifecycles of the project. That documentation included: Quality Assurance Plan, Configuration Management Plan, Risk Management Plan, Risk List, Requirements Management Plan, Vision, and Development Case. Responsible for the creation and execution of over 200 Mercury Quality Center test scripts and participated in User Acceptance Testing with the client. Created the CDIS (Consolidated Document Information System) User Guides and conducted User training sessions for each of the clients.

Technical Writer/Editor/Project Assistant

Developed and reviewed project deliverables. As the documentation manager, was responsible for the timely upload of project artifacts to the Document Management Systems (DMS). Was responsible for the creation of the weekly, bi-weekly, and two monthly status reports for the team.

FDIC Deposit Insurance Reform Project

As the change control manager, was responsible for maintaining a change control database, creating project budget reports, and facilitating regular change control board meetings. For tracking and auditing purposes, all project budget requests were maintained accurately in this database and were validated against those change requests maintained in StarTeam. As the risk manager, was responsible for maintaining a project risk database, creating project risk reports, and facilitating regular risk management meetings. All project risks were reviewed and managed through this process and reported to senior management on a

regular basis.

Other duties included quality management, documentation generation and review as well as report management. Assisted with the creation, maintenance, and reporting of the team's project plans (MS Project) and was responsible for uploading and archiving various project deliverables. As team meeting coordinator and facilitator, created all team meeting agendas, documented and distributed all team meeting notes, and archived all team meeting materials to SharePoint for document management purposes. Additionally, assisted with the creation of the Research Information System's (RIS) project deliverables and produced all project notebooks necessary for each Rational Unified Process (RUP) milestone review. Throughout the project, developed SDLC artifacts such as User Acceptance Test Strategy, Lessons Learned Document, Data Integrity Review Document, and the Programmatic Assessment Presentation.

The Deposit Insurance Reform Team was successful in meeting all project deliverables on time and also came in under budget which resulted in the DI Reform Team receiving the Chairman's 2006 Excellence Award for a team.

Deputy Project Manager/Team Leader/Developer, Federal Deposit Insurance Corporation

06/1989 to 05/2005

As the Assistant Project Manager for a multi-year, multi-million dollar contract to implement a new financial environment at the FDIC, duties included tracking all contract deliverables, managing a multi-million dollar budget, submitting weekly and monthly status reports, maintaining a project digital library, and creating various project plan views/ reports. Other duties included Staff Liaison Officer for the entire budget and reporting process of the Treasury Corporate Services and Financial Management Sections. As the sole coordinator for this effort, responsible for reviewing, tracking, and reconciliation of all budget issues related to over thirty projects in both sections on a monthly basis. Assisted and managed an effort to create yearly budgets for each of these thirty projects. During the RTC/FDIC merger, served as Team Leader for both the Historical File Conversion and DYL/SAS Conversion efforts and managed a contract which staffed approximately 12 contractors. Successfully lead the merging and conversion of all RTC and FDIC historical files to a consolidated format and also modified all of The Division of Finance's DYL and SAS programs to read these newly formatted files. Developed and implemented a number of financial programs that became part of the nightly batch process designed to make information consolidation faster and more efficient. Assisted with the development of a new Payroll Bridge System as well as a new Interface Processing System. Received numerous awards for exemplary performance of assigned duties and responsibilities.