

**Summary**

MBA graduate and PMP, CSPO, CSM, and ITIL v3 Foundation certified with over 10 years of experience in Information Technology managing software development and hardware modernization projects with commercial, financial, and biotech industries.

**Key Areas**

Program Management	Project Management	Earned Value Management
Office (PMO)	Professional (PMP)	(EVM)
Lean, Scrum, and Kanban	Conflict Management	Client Relations
Joint Application	Change Control Board	Risk Management
Development (JAD)	(CCB)	Change Management
Data Migration	Data Analytics	Agile, Hybrid, and Waterfall
Team Building and	Business Process Re-	Budget and Cost
Leadership	engineering (BPR)	Management

**Professional Experience**

NRM Security Systems, Hicksville, NY

09/2016 – Present

Serve as a **Project Manager** to integrate IT solutions for low voltage Audio/Visual infrastructure systems, installation of Fire Alarms, Smoke Detectors, CCTV, and Access Control budgeted up to \$2 million.

- Build strategic relationships with client and supply manufacturers
- Perform site visits in the pre-planning phase to assist with solution architecture
- Prepare engineering design with detail layout drawing using AutoCAD
- Develop and implement an effective project management plan - defines tasks, requirements, duration, risks, and communication plans
- Manage work deliverables, expectations, risks, and changes for complex projects
- Identify and resolve issues as well as track and analyze project performance
- Implement approve changes through the change control process
- Provide leadership and strategic direction for technical and admin workforce
- Manage and influence multi-discipline staff and cross-functional teams
- Define and develop processes and procedures for work efficiencies and obtain continuous process improvement
- Ensure the project deliverables conform to the required quality standards and provide inspection reports

Freddie Mac, McLean, VA

01/2018 – 03/2018

Served as a **Project Manager** to manage a wide range of projects for Corporate Data Warehouse (CDW) team; was accountable for project initiation, planning, developing scope, defining project guidelines, obtaining sponsor approvals, and coordinating resources necessary to successfully complete the projects.

- Led a variety of projects including launching new services, software development,

- and process re-engineering
- Gathered Level of Effort (LoE) and Timeline from various teams in a matrix environment
- Managed the project delivery and negotiated Cost, Scope, Risks, and Schedule

Booz Allen Hamilton, Washington, D.C.

11/2014 – 09/2016

Served Department of Treasury, General Services Administration (GSA), and Veterans Affairs (VA) in multiple capacities.

#### Department of Treasury PMO

- Served as a **Project Manager** for deposit processing application release of 2.4
- Organized and facilitated Daily Stand-up, Sprint Planning, Sprint Review, Sprint Retrospective, monitored tasks, and removed impediments along the process
- Document Management of 15 years of project data according to Department of Defense (DOD) and Personally Identifiable Information (PII) standards
- Managed migration of over 10,000 files from SharePoint 2007 to SharePoint Online cloud server budgeted for \$1 million and saved OTCnet 75% on server storage cost
- Managed Microsoft Project to manage project schedule

#### GSA PMO

- Served as a **Project Manager** for GSA PMO Center of Excellence (COE)
- Supervised a Salesforce Development team of 10 professionals on site and off site with a yearly budget of \$1.5 million
- Created Agile user stories, story points, acceptance criteria, and refined backlog
- Initiated projects and led the project team to develop a project management plan
- Utilized Smartsheet to manage project schedule and milestones
- Facilitated JAD sessions with impacted organizations and vendors to coordinate and finalize system requirements
- Developed and implemented a communication plan to address the needs of internal and external stakeholders
- Maintained JIRA to log issues and resolved them in a timely manner
- Managed stakeholders expectations effectively by providing timely financial and performance reporting to the sponsoring business unit
- Used EVM to assess and forecast project performance
- Identified risks and followed the contingency plan to manage risks
- Implemented approved changes through the change control process
- Ensured that all project documentation was developed and archived according to established organizational PMO processes
- Coordinated UAT and tracked issues
- Led stage gate process to acquire approval from architect, security, and legal team
- Provided monthly project status reports to Government client as deliverables
- Gathered and documented lessons learned at the end of each phase

#### VA PMO

- Served as a **Risk Manager** for Defense Medical Information Exchange (DMIX) to identify and assess threats and managed burndown logs

- Utilized PMAT to manage risks across multiple projects in matrixed environment
- Proactively coordinated with project managers and clients across multiple projects to update risk log for executive leadership

#### Other team activities

- Researched and selected small businesses for U.S. Securities and Exchange Commission (SEC) and Consumer Financial Protection Bureau (CFPB) contracts
- Created reports in Tableau analytical software for project leadership
- Edited Federal Information Security Management Act (FISMA) documents
- Documented application Security Impact Analysis for application releases

EHS, Herndon, Virginia

05/2013 – 11/2014

Served as a **Business Analyst/Project Manager** for a software development which provided customers a single entryway to access and review their portfolio. Led an offshore team of 10 developers and 5 QA professionals along with an internal project team, and successfully completed the project on a budget at \$2.9 million.

- Identified key stakeholders across multiple organizations to gain buy-in and ensure resource availability
- Worked with the product team to create project schedule and detailed Work Breakdown Structure (WBS)
- Developed and closely monitored the project budget to avoid cost overrun
- Facilitated multiple requirements gathering sessions with stakeholders and subcontractors to finalize the Statement of Work (SOW)
- Managed offshore development and QA teams to ensure that project deliverables conformed to the required quality standards
- Utilized EVM to measure performance and develop forecasts
- Prepared bi-weekly scorecard with Key Performance Indicators (KPI)

ATCC, Manassas, Virginia

01/2007 – 05/2013

Supported ATCC network and computer systems and successfully completed multiple projects to upgrade computers, printers, and phone system.

- Served as a **Project Manager** for company-wide printers upgrade budgeted for \$1 million per year which reduced printing costs by 75%
- Replaced all hardware based fax machine to e-fax and reduced 100% hardware cost
- Analyzed printer usages and business implications to obtain sign-offs from CIO
- Managed hardware acquisitions from vendors and installation by contractors
- Negotiated with vendor and reduced printer costs by 10%
- Served as a **Project Manager** for PBX phone and fax system for over 600 users which provided twice the phone features for half the cost
- Created technical documents of how to utilize phone and voicemail system
- Carried out impact analysis in order to support requirements changes
- Supervised contractors to upgrade phone system from PBX to Voice over Internet Protocol (VoIP) system which reduced call drops 100% and improved call quality
- Served as a **Project Manager** to upgrade company-wide desktop computers

- Managed two contractors for ERP software maintenance of Oracle database for QAD
- Analyzed and evaluated system technologies, configurations, and capabilities to automate system images and data backups
- Managed multiple system upgrade projects from Windows XP to Windows 7 which reduced computer hardware costs in half and provided more workspace
- Improved system performance which reduced IT service requests and improved employee productivity by 25%
- Served as a **Network Administrator** for Operations and Maintenance (O&M) Support for over 600 users and maintained required Service Level Agreements (SLA)
- Utilized Microsoft (MS) Exchange Server, Active Directory (AD), MS SharePoint, and Service Desk ticketing application to support users in GMP and ISO environment
- Managed Microsoft Exchange email and data file server backups
- Performed Business Process Re-engineering (BPR) to optimize process flows
- Trained technical and non-technical new team members and supervised (3) technical contractors and two (2), vendors
- Automated systems and software management and reduced costs by 35%
- Managed upgrade of internal network capacity to reduce equipment costs and lowered maintenance costs by 50%

Fannie Mae, Reston, Virginia

01/2004 – 12/2006

Served as a **Systems Analyst** to replace a legacy system with a new system which to support, purchase, and process Mortgage Backed Securities (MBS).

- Worked extensively with the user community to understand and analyze the effectiveness of the existing business processes
- Facilitated meetings with business owners at all levels to review and refine processes and gather business and regulatory requirements
- Conducted gap analysis, documented, and communicated business process gaps
- Gathered, reviewed, and classified data elements from legacy systems to compile a list of data for the new systems
- Worked closely with system architects to understand and map the flow of data between existing systems and their relationships
- Delivered a concept document which was presented to the executive team to secure funding and approval for development

## Education & Certificates

- **M.B.A.** | Western Governors University | Major: **IT Project Management**
- **B.S.** | Strayer University | Major: **Computer Science**
- Project Management Professional (**PMP**) | Project Management Institute (PMI)
- Certified Scrum Product Owner (**CSPO**) | Scrum Alliance
- Certified ScrumMaster (**CSM**) | Scrum Alliance
- Information Technology Infrastructure Library (**ITIL**) v3 Foundation | EXIN
- Occupational Safety and Health Administration (**OSHA**) | 360training.com
- Microsoft Certified Professional (**MCP**) | Microsoft XP
- Certified Help Desk Professional | STI Knowledge