

# Jeffrey Dinkelmeyer - PMP

Arlington, VA  
973-919-9751  
Jeffd77@gmail.com

## **Profile**

- Certified Project Management Professional(PMP) with the Project Management Institute(PMI)
- Active Federal Government Secret Department of Defense (DoD) background clearance
- Led nationwide projects with budgets in excess of \$50 million annually
- Over 10 years with experience in Project/Program management including finance & healthcare programs
- Lead financial and healthcare related projects for DHHS, DOH, DOD and DOJ
- Managed national projects with over 90 direct reporting employees at multiple locations
- Full Project Life Cycle experienced combined with MS Project, Bizagi, JIRA and other PM software tools
- Successfully used Lean Six Sigma(LSS) to reduced project costs over 80%
- Successfully led Implantation and Deployment software driven global projects
- Process Improvement and Risk Management project experience
- Highly focused on client satisfaction and maintaining good customer relations
- Experience working in multiple PMO environments and building strategies for utilizing PMO best practices

## **Experience Overview – Program & Project Management**

Over ten years of experience in program/project management consulting with a focus in program management oversight, project growth development, financial, healthcare, and technical operational contracts. Managed a number of projects simultaneously for several federal and state government agencies including DOD, DOJ, DHS, and DHHS. Background experience covers operation implementation planning, process improvement including IT modernization transformation, IT cyber security, financial and healthcare management. Highly focused on budget and process improvements that included Earned Value Management(EVM) and incorporating various PM methodologies. Experience effectively managing a diverse workforce at multiple sites on nationwide project and involved in managing projects that deployed internationally. Highly focused on creating unique business improvement solutions to meet client short and long term needs through improving project workflow and lowering overall program costs.

## **Professional Experience**

### **Consulting Experience: 2014 – Current**

#### **Cisco Systems, Navy Federal Credit Union, and Dept. Health and Human Services**

#### **Cisco Systems, INC - Sr. Program Manager**

In Cisco Advanced Services Federal consulting division over saw the Healthcare Federal group that included two major customers, Defense Health Agency (DHA) and Veterans Affairs (VA). Led Program Engagement as a consultant for Cisco for these to federal two clients which included multiple congruent projects. Managed PM aspects of planning, scheduling, organizing and meeting client stakeholder needs.

- Lead the Program Engagement for Cisco with Advanced Services contract to DHA. This engagement was over \$4 million contract yearly. This team included approximately 15 members.
- Lead a security 'grew market' engagement for VA that lead to the discover of secondary and counterfeit devices which were valued over \$18 million in the VA environment.
- Engaged both clients with a security certification regeneration and renewal project that saved thousands of end users from security threats and helped prevent production outages.
- Implemented a fully prioritized risk mitigation process that addressed the risks in the client environments and dealt with them in organized priority process.
- Expanded government services engineering team in Cisco that focuses on risk migration testing and strategic long-term security analysts forecasting for these government clients.

### **Navy Federal Credit Union - Sr. IT Project Manager**

Navy Federal Credit Union (NFCU) is the largest credit union in the world with approximately 6 million members. This non-profit organization is head quartered in Vienna Virginia and it has over 250 branches offices worldwide.

Led multiple congruent projects that fell under the Project Management Office (PMO) Information Services Division. Provided predictive, reliable, high-quality driven management serves in the mortgage and financial sector.

- Worked for the PMO division which was the 2015 global “PMO of the Year” winner awarded by the Project Management Institute (PMI). The PMO was created to help better align its projects to the strategic vision and close more initiatives according to plan.
- To improve performance and shore up client satisfaction I followed the multiple project management methodologies with project budget financials tied to Earned Value Management.
- ROI: Project success rates within the PMO increased 96 percent. The projects under my portfolio I led at the rate of 99 percent.
- Managed critical program with Information Security division leading the global initiative for securing all vulnerable cyber risks identified in the full risk management plan in the NFCU environment.
- Created recommendations for the PMO for managing multiple project growth effectively and tracking various project information within the Project Portfolio Management (PPM by HP) tool.

### **Department of Health & Human Services (DHHS) – Program Manager**

This agency was South Carolina's grant-in-aid program by which the federal governments share the cost of providing medical care. Most of the funding provided to Medicaid, the total budget exceeded \$7 billion annually.

Led a number projects that fell under the Project Management Office (PMO) division of the DHHS. Managed critical projects under the federally funded Replacement Medicaid Management Information System program.

- Worked as a Project Manager managing multiple projects focusing primarily healthcare policy and IT changes that had both federal (CMS, Content Management System) and state mandated initiatives.
- Led as many as six projects that each ranged from \$500,000 to \$5,000,000.
- Managed a major cyber security project for the implementation of data encryption/decryption agency state wide using the Voltage data encryption & decryption tool suite.
- Worked with multiple vendors that reported directly to me regarded project health status including regular updates covering the risk management plans and cost updates tied to earn value management.
- Created recommendations for the PMO release management division for managing multiple project releases effectively in JIRA. This processes included forecasting budget financials with EVM information.
- Created portfolio management framework for DHHS following the PMI and CMS XLC methodologies.
- Worked with senior management to scope and prioritize strategic projects with CMS.
- Led, planned, and prioritized the work of other project managers and team members.
- Mentored new project managers as well as provided tools for determining level quality for the PMO.

### **Evoke Research & Consulting, LLC, Washington DC**

**2011 – 2013**

This Service Disabled Veteran Owned Small Business primarily focuses on federal government related consulting and contracting assignments. Evoke is located in the Washington, DC area and has approximately 100 employees.

#### **Project Manager**

Worked within the Veteran Benefits Association (VBA) department under Veteran Affairs (VA). VBA provides a number of benefits for all DoD Veterans.

- Project Manager overseeing process improvement with Veteran Affairs (VA) healthcare claims system on a document conversion process to a secure electronic database with proper physical document disposition.
- Executed process improvements via Project Management Professional (PMP) and Lean Six Sigma (LSS) methodologies.
- Managed project cost saving initiatives by utilizing Earned Value Management techniques and budget cost forecasting tied to the projected process changes.
- Made improvements through re-engineered procedure steps by making changes to the streamline workflow requirements that decreased process time and cost over 15% nationally:
  - Conducted think tank group meetings with regional and division PMO stakeholder clients to determine risk and necessary procedure constraints.
  - Evaluated risks and issues with proper correction action path in the full Risk Management plan.
  - Created fail-safe measures in the procedure steps for preventative risk analysis.
  - Performed cost-benefit analysis for the each change in the process workflow to determine cost savings while evaluation these against quality level changes.

## **Project Manager**

Consulting with Evoke worked for the Rapid Applications Development (RAD) branch under the Applications Development Division (ADD) that falls under the Department of Homeland Security (DHS). Included in this managerial program oversight was over a 100 overlapping projects, including projects with key shareholders in various federal departments that teamed with the DHS.

- Responsible for overseeing the status of project risks and change issues in the Rapid Applications Development (RAD) branch. Maintaining the full Risk Management plan for the division.
- Developed a dependency need program for the reporting of various individual project issues that can be handled in streamline fashion with in SharePoint and Microsoft Project among the divisional branch group.
- Deployed a successful project risk management control system with specific managerial user role access with SharePoint. Control system monitored full project risk health.

## **Hewlett Packard Enterprise Services, Alexandria, VA**

**2009 – 2011**

HP Enterprise Services is the global services division of Hewlett Packard's Enterprise Business strategic unit with over 130,000 employees in 60 countries. It was formed by the combination of HP's legacy services consulting business and the acquired Electronic Data Systems. In 2010 revenue exceeded \$25 billion.

### **Program Manager (Deployment and Implementation Management)**

Provided oversight on national and global directive for Department of Defense (DoD) card purchase program to include processes with data mining, financial analysis, risk assessment, reporting, and IT security improvements. This ERP implementation initiative included all DoD divisions, Army, Navy, Air Force, and DoD Agencies. The entire scope of the system program included financial and accounting transaction data in excess of \$500 million annually.

- Provided oversight on national and global directive for Department of Defense (DoD) card purchase program to include processes with data mining, financial analysis, risk management, process improvement assessment, and additional software support.
- Operated alongside senior leadership with the Project Management Office (PMO) to establish project objectives, scheduled reporting, and strategic operational needs.
- Worked alongside multiple teams to ensure proper documentation of status reports, workflow diagrams, project objections, and managing Microsoft Project plans.
- Re-engineered processes involved in the global program to help establish and integrate more organizations and users in the overall network. The effectiveness of these new procedures resulted in an increase in the rollout operational deployment of at least 15% more users in less than two months.
- Consulted clients frequently in order to meet their needs and solve operational issues and problems, so that all procedures followed project specifications.

## **Ruchman & Associates, Inc, Arlington, VA**

**2007 – 2009**

Ruchman focused on provided consulting business, technical, finance, and administrative consulting personnel to various federal government agencies. Ruchman is a privately owned company with over 30 years' experience.

### **Sr. Project Manager**

Led Project Manager for Ruchman & Associates largest overall contract. This contract had over 95 direct reporting employee personal at over 25 locations with various functions and duties for the Drug Enforcement Agency (DEA) under the Department of Justice.

- Led the national Ruchman DEA project that included employees at DEA locations in over 20 states and USA territories.
- Improved procedures and controls, where necessary, to ensure that all services were met according to the contract requirements. This included:
  - Increasing employment overall task efficiency by 18% in the first four months on the project.
  - Working directly with local clients to specify that site needs were completed within project scope.
  - Leading an HR directive to increase staffing needs by 24% to meet the needs of the project goals.
- Handled project managerial duties including project planning, capital planning, schedule reporting, and strategic operational needs for multiple projects including healthcare programs.
- Created and utilized project management tools to effectively and efficiently manage software implementation and upgrade projects for many entities. This included:
  - Constructing plans in Microsoft Project for effectively managing resources and budgets.
  - Configuring SharePoint to ensure effective project documentation and issue resource management.

- Building budget-monitoring tools to ensure that project resources were used according to budgeted hours and dollars.
- Effectively managed projects within the overall national program that included the Financial, HR/payroll, Healthcare, and IT consulting government services.

**Nortel Government Solutions, Inc, (Avaya Government Solutions) Washington, DC**

**2003 – 2007**

Nortel Government Solutions provided service consulting and mission-critical systems for a multiple federal government programs. In 2009 they became Avaya Government Solutions; they continue to focus on IT products and services that are tailored solutions for federal government objectives. In 2012 Avaya Government Solutions revenue exceeded \$5 billion and they have over 16,000 employees.

**Project Management Specialist**

Managed field of consultant team IT leads providing support for Transportation Security Administration (TSA). Supervised approximately 20 employees who reported various project updates, financial reports and client operational information.

- Scheduled multiple overlapping deployment team plans to meet the needs for TSA.
- Managed the procurement system ordering and receiving needs for projects within the program center.
- Handled project managerial duties regarding project plans, resource and strategic operational planning.
- Evaluated project financial data, including burn rate charts and graphs tied with full earned value management analyst.
- Managed various scheduling program controls and financial statistical reporting that tracked actual accrued costs that fell within the 8% range of the budget forecast cost goals.
- Successfully responsible for initiating Lean Six Sigma cost savings that reduced project costs over 80% that saved this project nearly \$8 million.

**Fleet Capital Leasing - Healthcare Financing, LLC, Parsippany, NJ**

**2001 – 2002**

This division of Fleet Banking provided over \$750 million yearly in overall healthcare financing. This division has been sold and merged with Wachovia which later was acquired by Wells Fargo in 2008.

**Compliance Coordinator**

Evaluated financial leasing requests for Lease Credit Department Healthcare leasing, submitted from various healthcare companies and hospitals to ensure that it is financially viable and that returns outweigh potential risk.

- Monitored reviews to ensure its compliance with risk ratings & financial exposure.
- Analyzed past, current and potential future market conditions, in combination with client's risk and probable returns. Presented relevant information to senior level management.
- Performed cost benefit analysis to ensure proper procurement-purchasing measures had been followed.
- Worked with customers and lender companies frequently to create an accurate estimate of property's value.

**Education**

- BBA Business Finance and minor in Economics, James Madison University (graduated 2001)
- Project Management Institute, Project Management Professional (PMP) certified (active 2018)
- Project Management Training, Project Management Professional University Learning Institute
- Lean Six Sigma Black Belt (LSSBB) certificate
- Course completion in Earned Value Management (EVM)
- CMS Expedited Life Cycle (XLC) certification

**Technical Skills**

Software: Microsoft Office Word, Excel, PowerPoint, Project, Works, Access, Visio; Windows 2000, StellarView, JIRA (Atlassian), Bizagi, Quickbooks, PPM (Project and Portfolio Management software, SDLC Waterfall project methodology tracking), Team Foundation Server (TFS), Salesforce

Other: WinTotal 2000, Altaira, WyldFyre, and FirstView. Procurement System Software: Deltek CostPoint.

Project Management Methodologies: Agile, Waterfall, PMI – PMBOK, Lean Six Sigma, SDLC, XLC

**Activities**

Volunteer for Capital Area Food Bank, non-profit organization that collects and provides food for various charity partners in the Washington DC metro area.

Volunteer as a hockey coach for the Arlington Middle School Hockey Program, 2010 – 2015