

Core Competencies

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| <ul style="list-style-type: none"> • Project Management • Change Management • Strategic Planning • Workshop Planning and Presentation • Marketing /Communications • Procurement • RFP/SOW Writing • Key Relationship Building | <ul style="list-style-type: none"> • Budget Development and Management • Leadership and Organization • Analysis & Research • CPR/First Aid Certified • HSRA, DCHRA, ADA • Grant Writing • Active Public Trust Clearance | <ul style="list-style-type: none"> • MS Office, Project Online, Visio, Quick Base, PeopleSoft, ACEDS, JIRA, IBM Curam, SharePoint, Salesforce • Policy and Advocacy • State and Federal Government Experience • Multi-lingual |
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Professional Experience

Practical Solutions, Inc. – OCIO Office at the U.S. Small Business Administration Washington, DC.

PMO Lead

Oct. 2017 – Present

- Lead the Strategy & Planning process; assist the SBA OCIO in guiding the Administration to modernize existing enterprise systems with industry-leading cloud-based solutions.
- Responsible for overseeing a portfolio of technical projects using waterfall and agile methodology in areas of data center infrastructure, software improvement, enterprise applications, and cloud migration.
- Oversee the establishment of framework /methodology for Project Management and ensure compliance to it.
- Responsible for responsible for improving the consistency, predictability and efficiency of the organization project delivery capability
- Provide project guidance to contracted and federal project managers.
- Monitor and communicate progress on all program & project activity; ensuring that any deviations from plans are escalated to the highest level for action.
- Direct day-to-day activity of the Project Managers to ensure that policies and procedures are being followed, that goals and objectives are met, and that services and projects are being executed efficiently and effectively.
- Identify potential risk factors and ensure proper mitigation actions are planned and executed.
- Create and maintain program and project management documents, including monthly status reports, project plans, and project artifacts.

District of Columbia Government – Department Of Human Services Washington, DC.

Strategic Planning Officer – Economic Security Administration

June 2016 – Oct. 2017

- Senior manager in close coordination with the DHS Executive Leadership and the District Mayor's office to ensure interests of the agency meet policy and legal requirements.
- Perform independent research and analysis of other state and local public benefit assistance programs to ensure that the agency is informed of best practice standards, innovations, and trends of public assistance programs.
- Oversee, plan, and coordinate various aspects of research, design, and program implementation.
- Implement strategies to redesign public benefit programs, including the development of community and inter/intra agency relationships that support the continuum of services for District constituents.
- Provide strategic analysis to ESA including analyzing and evaluating the TANF Employment Program.
- Develop program activities that impact the overall successful operation of the programs with ESA.
- Survey and analyze program performance of organizational structure and work streams.
- Collaborate with local and national officials to develop strategies to improve the quality and effective ness of ESA services
- Lead all touch points with DHS leadership, stakeholders, and Federal liaisons.
- Review and/or assist in the preparation of legislation for ESA programs or legislation that affects those programs.

Chief of Staff – DC Access System – Office of Information Systems

Oct. 2016 – June 2017

- Senior manager in close coordination with the Deputy Chief Information Officer to assure DCAS O&M program requirements are met and accomplished in a timely manner and accurately reported.
- POC for DHS Executive Leadership and the District Mayor's office to ensure interests of the agency meet policy and legal requirements as at applies to the DC Access System.
- Lead all touch points with DHS leadership, stakeholders, and Federal liaisons.
- Ensure accurate and transparent reporting to all federal funding agencies for food, cash, and medical assistance.
- Analyze and implement policies + initiatives for the agency, District wide stakeholders, and District Council.
- Drive the quality assurance review process, mitigate project risks, and make recommendations to stakeholders to ensure timely apt action.
- Evaluate all work streams for the Economic Security Administration and overall project outcomes to increase effectiveness, efficiency, and the economy of operations.
- Acts as O&M agent of change in performance management and coordinate multi-operational projects for the agency.
- Develop and maintain communication plan for increased transparency within various work streams and stakeholders as it pertains to the implementation of a modernized system of benefit issuance (DCAS), contingency plans, and satisfaction of end users.
- Develop performance matrix for use by managers to assess resources and measure workloads.

Functional Design Lead for DCAS Client Facing Portal – Office of Information Systems

Dec. 2015 – Oct. 2016

- Determine scope of work for DCAS client facing portal.
- Schedule and lead all Functional JAD Sessions.
- Review of Functional design documents and provide sign off.
- Review RTM with the IPS (District Contractor) Functional Lead.
- Liaise with business to ensure decisions are made at leadership level from all stakeholders (ESA, DHCF, HBX).
- Conduct all Inter-Agency Stakeholder Communications/Meetings relating to client facing portal.
- Track issues, assess risks, and advise PMO on mitigation options.
- Manage the advocates and host focus groups.
- Work with Security and UI/UX team to implement seamless unified user experience.
- DCAS lead for DCAS/CATCH interface - ensure all issues are addressed and resolved.

Homeless Services CATCH Connection Coordinator – Economic Security Administration

Aug. 2014 – Dec. 2015

- Monitored movement of customers with in the District's Continuum of Care HSI Secondary Service Providers in CATCH.
- Provided CATCH technical assistance to HSI Secondary Service Providers.
- Monitored the CATCH system daily and serve as the liaison for OPM and HSI Secondary Service Providers.
- Coordinated with DHS Administration on challenging areas affecting the HSI Secondary Service Providers.
- Collected and compiled data from HSI Secondary Service Providers Weekly Action Request (WAR) Reports and completed a comprehensive Homeless Services CoC WAR Report inclusive of removal requests and attachments and submits to OPM Monitor.
- Assigned Homeless Services Provider cases to appropriate HSI Secondary Service Providers daily using the STEP Tool Reporting feature.
- Pulled and reviewed Homeless HSI Secondary Service Providers PIT Reports weekly.
- Conducted CATCH training and refresher classes for all HSI Secondary Service Providers.
- Developed webinars on various CATCH subjects for HSI Secondary Service Providers.

Special Projects Coordination Unit – Economic Security Administration

Oct. 2013 – Aug. 2014

- Reengineered the Virginia Williams/Homeless Services Integration Provider Policy and Procedure Manual.
- Liaised with inter-agency personnel (CFSA, DHB, Strong Families, etc.) to ensure customers receive the highest level of unified care.
- Developed collateral and visual presentation materials for educational workshops geared to educate various community organizations on Virginia Williams' business process and services.
- Identified and implemented ways to streamline business processes for improved efficiency of the integrated homeless services at Virginia Williams for improved delivery of services.
- Advocate for families at risk of homelessness to assist them with additional preventative/remediating services and resources.
- Assisted with various special projects as needed per the request of Program Manager.

Liberty Screens Inc. McLean, VA

Senior Manager of Marketing & Communications

Mar. 2005 – Aug. 2013

- Managed, developed, and maintained business relationships with existing and potential clients to meet marketing and budget objectives.
- Implementation and Project management: manage new business implementation by creating a project plan; organize implementation meetings with technical and other groups.
- Managed corporate marketing and communications functions, overseeing a budget and team.
- Developed, revised, and managed preparation of sales proposals (RFPs) for B2B expansion and collaboration.
- Lead Marketing team on business development initiatives, campaigns, and new business opportunities.
- Directed brand management, PR, media relations, corporate positioning, product launches, advertising, and tradeshow marketing.
- Supervised development and propagation of advertisements through directing the planning and acquisition of media sources.
- Cultivated and adhered to yearly marketing and sales operation goals through monthly report analysis.
- Develop coop-marketing opportunities for expansion of dealer network. Proven record of success in driving B2B.

Education + Achievements

York University Toronto, ON

June 2004

Bachelor of Arts, Honors Graduate (Cum Laude)

Anthropology and Communications, Double Major Dual Degree

PMP Certification – Winter 2018

ITIL V3 Certification – Winter 2018

Languages

English | Italian | French | Amharic

References

Available upon request
