

Ms. Nusrat Husain, PMP, CSM, ITILv3

Greater DC Area

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Summary

Project Management Professional PMP, CBP BI Active, Certified Scrum Master CSM

Level of Clearances: Customs and Border Protection Background Investigation Active Full CBP BI.
Inactive: Top Secret (DoD), Secret (DoD) and DHS Final Suitability.

A certified **Project Management Professional (PMP)** with over 25 years of experience in project management and over 15 yrs of experience in managing and delivering software applications and data migration/transition projects in the IT industry. An analytical, results-oriented, energetic and motivated individual. Produces high quality work, builds and maintains strong relationships.

Experienced Project Manager with excellent communication, supervisory, project management, writing and technical skills required in today's working environment. Excellent strategic planning, data analysis and report writing skills. Able to provide end-to-end management of projects and programs. Excellent at building client relationships. Solid negotiation, strategic and operational planning skills.

Works well with different teams in multicultural environments. Able to generate strategic ideas quickly. Able to conceptualize, initiate, plan, and execute projects. Excellent at monitoring, evaluating, and closing projects. Excellent at managing client expectations throughout the project cycle.

Professional Experience

Department of Homeland Security (DHS)- Customs and Border Protection (CBP)

Office of Human Resource Management (OHRM): Planning, Program Analysis, and Evaluation Directorate (PPA&E)

Business Process Solutions (BPS)

Project Manager

December 2016 – Present

- Lead transition of BPS Division from waterfall to Agile Framework to support adoption of new technologies and life cycle management.
- Coach teams on the use of JIRA and Confluence.
- Manage and Coach Matrixed resources.
- Provide strategies and processes to improve the delivery of services to clients.
- Evaluate projects within the Portfolio of Personnel Actions and Individual Position Number (IPN). Set priorities based on Leadership and Client feedback.
- Support Cloud migration initiatives
- Manage projects related to USASTaffing (Hiring), Shared Services and infrastructure upgrades.
- Track project milestones and deliverables. Manage Risks and Issues.
- Create and Manage Project Schedules.
- Provide status reports to the client and leadership. Create Program Documentation for leadership. Consolidate requirements for the Portfolio and Projects.
- Continue to be the POC for the different Program Offices within the Office of Information Technology (OIT) and DHS.
- Provide input into Inter Service Agreements (ISA), Memorandum of Understanding (MOU) and Privacy Threshold Analysis (PTA).

Department of Homeland Security – Customs and Border Protection (CBP)

Enterprise Data Management & Engineering Division (EDMED)

Program Manager: Middleware Group

January 2016 – December 2016

- Lead the Middleware Operations Team.
- Responsible for resource planning and task assignments.

- Supporting upgrades and maintenance of projects related to Network security, managing alerts, maintaining monitoring tools, upgrades to hardware and software for enhanced security.
- Work with Network Operations Center (NOC) and Technology Operations Center to monitor and address various alerts.
- Managing programs and projects that address and enhance cyber security, IT System Securities (software's, hardware, network, infrastructure, monitoring tools etc.)
- Main Point of Contact for the Middleware Government Lead. Manage all stakeholder communications and relationships.
- Provide status reports to the client.
- Create and manage Kanban and Scrum Boards in JIRA.
- Create and Manage the creation of Change Requests (CRs); co-ordinate with all Change Management approving bodies. Support Production Migrations
- As a **Certified Scrum Master**, facilitate daily scrum calls.
- Track project milestones and deliverables.
- Create the project plan, risk management plan and communication plans.
- Create and Manage Project Schedules
- Accountable for all deliverables as agreed in the project scope, statement of work and Task Order (TO) and requirements.

ViewSoft Inc

July 2015 – December 2015

Consultant (Scrum Master)

- Support different projects on the Use of Scrum /Agile Methodology.
- Develop Process documents to improve efficiency and quick delivery of projects.
- Assist with Resource Planning and creating project schedules.

Department of Homeland Security – Customs and Border Protection (CBP)

Passenger Systems Program Directorate (PSPD)

Northrop Grumman:

March 2015 – July 2015

BART and Associates:

August 2011 – March 2015

Senior Project Manager/Lead: Enterprise Reporting Team

- Support the PMO office providing management plans, project schedules, resource planning and transition plans.
- Lead the planning, implementation and monitoring of all Enterprise Reporting Team Projects. (TECS Modernization Initiative and O & M Projects).
- Responsible for the modernization of the legacy (mainframe) reports and applications through reverse engineering.
- Assist with the creation of Report Design Documents (RDD).
- Plan programs and projects that addressed and enhanced IT System Securities.
- Assist with the Design of data marts and data ware house.
- Created Universe (Data Model) and Report Templates in Business Objects that embed back end report business rules (PL/SQL queries).
- Developed back end PL/SQL code in Oracle.
- Troubleshoot and fine tune queries to resolve data base performance issues.
- Used Oracle Diagnostic and fine tuning tools to resolve performance issues.
- Wrote queries for SAT and QAX testers as per the test cases.
- Automate test cases in Quality Test Center (QTP).
- Design GUI for the front end portal.
- Complete the firewall spreadsheet per the DHS Template.
- Collate the Configuration Item (Cis) Asset Management Spreadsheet for both PSPD and DHS Headquarters.
- Document the security requirements implemented for auditing purposes.
- Create the project plan, risk management plan and communication plans.
- As a **Certified Scrum Master**, facilitate daily scrum calls. Used JIRA and Confluence to implement the Agile Scrum Framework.
- Plan SPRINT with the team and Product Owners using the Agile /Scrum Methodology.
- Communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Conduct and Facilitate SPRINT Retrospects and Kick of Meetings.
- Lead and the Enterprise Reporting team, including Matrixed and Cross Functional resources. Managing a team of 13 developers and testers. (ETL, PL/SQL , DBA, Java, Mainframe, System Analysts, Business Objects, Requirement Analyst, Testers)
- Main Point of Contact for the ER Government and Deputy IT Lead. Manage all stakeholder communications and relationships.
- Create and Manage Project Schedules for all TECS MOD and Legacy projects. Track all milestones and deliverables.

- Prepare all project documents: project schedules, Scope, resource planning, issue and risk logs, process flows.
- Plan and manage all Production Deployments.
- Submit regular resource planning worksheets to both the Client and BART leadership.
- Present reports defining project progress, problems and solutions to all stakeholders
- Track project issues and risks to resolution. Driving the technical teams to troubleshoot and resolve bugs found by testers and issues identified by end users.
- Maintain bug/issue tracking, maintain release dependency spreadsheet and track all help desk tickets to closure.
- Create Change Requests for Approval by the Engineer Review Board (ERB). Consolidate and complete implementations plans for migrations to different environments, including production.
- Work with requirement analysts on the development of functional, technical requirements and Requirement traceability matrix (RTM).
- Create presentations for the client.
- Track project milestones and deliverables.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations for all stakeholders, which includes the client.
- Work with different functional groups such as testers, developers, DBA's, System Analysts, Mainframe Developers, and Business Object Developer.
- Write, review, and edit ER reports for inclusion in the various System Design Documents.
- Provide ER information into all SELC gate review documents.
- Responsible for establishing team priorities and resource management
- Document Lessons Learned.
- Assisted the PMO office in process improvement to increase the efficiency of delivery to meet the tight schedules.
- As part of closing projects, create and update mapping documents.
- Provided information on ER assets to the PMO office. Tracked all assets (old and new) throughout the modernization process.
- Perform Staff Performance. Mentor and nurture staff.

Department of Homeland Security (DHS): Customs and Border Protection (CBP)

Qinetiq North America

Network Support Operations Center (NSO) and Security Operation Center (SOC)

Project Manager

January 2011 – August 2011

DHS Projects within Trusted Internet Connections (TIC pertaining to Headquarters and its 22 Components (ICE, FEMA, TSA);

- As part of the Service Delivery Implementation (SDI) team, plan, direct and manage all project activities related to the transition of projects from the Network Engineering and DHS OneNet to Network Service Operations.
- As part of the ICE Router upgrade initiative, created the Configuration Item spreadsheet to be handed over to NOC.
- Completed the Asset Management Spreadsheet (Listing all Configuration Items) for all the projects for NOC and DHS.
- Completed NOC monitoring spreadsheet used both by the Engineering team and NOC. Enhanced IT System Securities.
- Created the Requirement Traceability Matrix (RTM) for the various projects.
- Establish, maintain and manage collaborative working relationships with DHS components, Network Engineering Team, Network Tools and Network Management Teams, Network Operations Center (NOC), Security Operations Center (SOC) and government leadership and management.
- Participate in the review of Rough Order Estimates, List and Bill of Materials, Statement of Work and Task Orders.
- Provide input into the Requirement Traceability Matrix (RTM), Functional and Technical Requirements, Test Plans, and Test Cases.
- Engaged in the User Acceptance Testing before transitioning of devices from Engineering to NOC.
- Engaged in Production Readiness Reviews (PRR) and Operational Readiness Reviews (ORR) of systems following the DHS Systems Engineering Life Cycle (SELC) processes. Engaged in all Gate reviews.
- Responsible for resource management.
- Manage issues and risks throughout the project cycle.

Department of Homeland Security (DHS)

HP Enterprise Services United States Government Services (USGS) – Herndon, VA

Customer Project/Program Manager

(April 2008 – January 2011)

USGS: Plan and deliver DHS data migration and transition projects.

Projects: FEMA Risk Map, FEMA Enterprise Electronic Messaging Services (EEMS), Enterprise Architecture Information Repository (EAIR); DHS OneNet Redundant Trusted internet Connection (RTIC); Biosurveillance Common Operating Network (BCON), FEMA IRRIS and Enterprise Service Delivery Office (ESDO) Headquarters (HQ) Development/Test and Production Environment Project, TSA Migration Projects.

- Plan, direct and manage all project activities related to the delivery of data migration.
- Prepared Statement of Work (SOW) related to different projects for the DHS components.
- Completed the Customer Requirement Template (CRT). This includes information on Server Host Name, Device Function, IP VLAN Assignment, Security Planning [C & A Firewall, Scanning, Digital Certificates]; Firewall : Server to Server; Firewall General Support; Rack Elevation Planning; SAN Server SPECS, BUR SPECS).
- Collected information related for the completion of the Network Engineering Document (EWO) (Switches, Servers, IP Address, VLAN);
- Completed the Asset Management Spreadsheet (Configuration Items: Cis): Cis included Device Host Name, Device Function, Vendor/Model, Serial Numbers Server Class, OS Version, Service Pack, Bit Number of CPUS, Processor Type, Install RAM, Hard Drive Size, Number of Hard Drive, Mounting (Rack or Stand Alone);
- Provided Data base specifications to the Service Delivery Team.
- Provided Input into the DC2 Event Monitoring Document.
- Completed the Rack Elevation Spreadsheet.
- Completed the Firewall Spreadsheet for DHS Security Scans by the Firewall Team as part of the acceptance criteria.
- Establish and maintain collaborative working relationships with customers, vendors and service providers at all management levels.
- Participate in the review of Rough Order Estimates, Bill of Materials, Statement of Work and Task Orders.
- Facilitate and coordinate the solidification of all project requirements. This encompasses Security, Database, Operating Systems (OS), Storage Area Network (SAN), Network, Backup and Restore (BUR), and Disaster Recovery (DR) requirements. Translate the requirements into cost estimates and actionable schedules and plans; monitor development and implementation activities.
- Work with different functional groups during Planning and Engineering (P & E) and Operations and Maintenance (O & M). Assemble subject matter experts on a regular or ad hoc basis to develop service delivery solutions required to satisfy the customer need or to address issues that may arise during execution.
- Manage resources from different functional groups (Engineers, DBA's, Network, Hardware and Software, Disaster Recovery, Back Up and Restore etc)
- Liaise with DHS Components during the Planning and Engineering Phase of a data migration projects to ensure client specific needs and requirements are met.
- Accountable for all deliverables as agreed in the project scope, statement of work and Task Order (TO) and requirements.
- Ensure the project design and its execution meets all DHS security requirements and contractual obligations.
- Manage project communication with all stake holders (Internal and External). Manage client expectations.
- Conduct regular internal and external project status meetings to track all accomplishments, issues and risks that may impact the project schedule and delivery of all milestones and deliverables.
- Develop project schedules based on the Work Breakdown Structures and packages.
- Identify all project milestones, work outputs and deliverables. Develop performances metrics and indicators for evaluating accomplishment of project goals and objectives. Document lessons learnt.
- Responsible for risk management and issue resolution. Maintain issue and risk logs.
- Work with different functional groups to develop Requests for Change (RFC's) during the execution phase of the project.
- Oversee the procurement of CFE funded equipment. Manage vendors.
- Prepare project ROMs and monitor Cost Performance Index (CPI) and Schedule Performance Index (SPI)
- Prepare briefing and presentations for senior management as well as clients.

Electronic Data Service (Now HP Enterprise Services) – (Alexandria VA)

Project Manager

(January 2006 – April 2008)

Defense Manpower Data Center (DMDC)

Projects: Real-Time Active Duty Personnel Information Data **[RAPIDS]** and Defense Enrollment Eligibility Reporting System Definitions **[DEERS]**

- Plan, design, analyze, and implement Quality Assurance and Quality Control processes and procedures encompassing the Software Development Life Cycle principals and the Lean Six Sigma (LSS) guidelines.
- Manage the development and deployment of all software's (RAPIDS) and [DEERS].
- Automated test scripts using WinRunner. Wrote PL/SQL Scripts.
- Collected the hardware and software requirements for the development of the first PIV Card. Completed the RTM.

- Establish and maintain collaborative working relationships with customers, vendors and service providers at all management levels.
- Assemble subject matter experts on a regular or ad hoc basis to develop service delivery solutions required to satisfy the customer need or to address issues that may arise during execution.
- Created project plans, Work break down structures (WBS), Issues and Risk Logs, Communication Plans, documented lessons learnt prior to formal close down of the project.
- Identify all project milestones, work outputs and deliverables. Develop performances metrics and indicators for evaluating accomplishment of project goals and objectives.
- Document lessons learned.
- Manage budget, funding and procurement of external resources (contractors and consultants).
- Liaise with different functional groups: Developers, Hardware and Software teams, Common Access Card (CAC).
- Plan and design end-to-end testing procedures to integrate several applications and processes.
- Write test plans for major releases.
- Establish clear processes for communication, documentation, software development, and production support.
- Provide project status reports for management and client.
- Facilitate regular meetings with the client, business analysts, vendors and developers.
- Provide guidance and clear and concise project goals to team members.
- Developed automation framework and technical specs for a Department of Defense (DOD) Projects.
- Planned and managed resources which included project managers, product manager and a team of engineers and IT consultants. Negotiated contract for resource procurement.
- Monitor and evaluate projects continuously.

Futures Group – Washington, DC

Consultant:

(February 2003 – December 2005)

President's Emergency Plan for AIDS Relief (PEPFAR)

- Managed the on-line web-based applications including the PEPFAR.
- Wrote the Project Scope document.
- Planned and managed resources which included supervisors, product managers and a team of engineers and IT consultants.
- Defined the functional and technical requirements for the project.
- Develop project schedules based on scope of work to ensure the timely delivery of all key milestones.
- Developed tools for impact assessment and performance measurement.
- Effectively communicated the formal and informal concerns, ideas and objectives between team members, technical leads and upper management that increased productivity and morale.
- Responsible for resource and change management.
- Responsible for planning project tasks and budget. Monitored Cost Performance Index and Schedule Performance Index.
- Reported performance and risks to steering committee and other project stakeholders.
- Managed cross functional teams i.e. testers, developers, production support and client.
- Improved testing processes and define new automation methodologies.
- Interacted with business analysts and developers to resolve technical issues to ensure expectations are evaluated considered and managed.
- Ensured timely and within budget each application release.
- Early identification of risks and issues and developing the appropriate strategies to mitigate in time and in a cost effective manner.
- Developed the Start Now Assessment Protocol (SNAP) tool to assess the impact of the AIDS Relief programme across the globe. The SNAP consists of 16 modules and approximately 700 questions.
- Developed web based forms to transfer the collected data to be stored in an access data base at the back end.
- Created a code book.
- Utilized SAS to clean and analyze the data using various statistical tests.
- Designed and develop a HTML menu with information and links for the first 6 training videos about PEPFAR and AIDS Relief. Created a CD ROM for distribution across the globe.

Computer Skills:

Operating Systems : MS Dos, Windows, Linux and UNIX
 Languages : C, C++, SQL, PL/SQL, HTML, SQABasic, TSL, Java, SAS
 GUI : Developer 2000, and Visual Basic
 Databases : Oracle, SQL Server, Sybase, Access
 Automated Test Tools Professional Experience : WinRunner, Quick Test Pro, SQA Robot, and SQA
 Performance Testing Tools : Load Runner
 Test Management Tools : Test Director, Quality Center
 Requirement Management Tools : Borland's Caliber RM, Quality Center
 Agile Tool : Atlassian Suite (JIRA & Confluence)
 Applications : MS Office, MS Project, Visio, Snagit, Sharepoint, Crystal Report
 Bug Reporting Tools : Lotus Notes, ClearQuest, PVCS,
 Browsers : Internet Explorer and Netscape Navigator, Opera
 Servers : Microsoft IIS, WebLogic, WebSphere, BlueCoat
 Source Control : Microsoft VSS, StarTeam
 Monitoring/Reporting Tools: : CA UniCenter, Opsware, Netcool, eHealth
 Security Tools: : Internet Prevention System (IPS) and Internet Detection System (IDS)

EDUCATION BACKGROUND

George Mason University, Fairfax Virginia
SAS 501 (Base SAS), SAS 502 (Graphs/Charts) and SAS 503 (Macros) George Mason University: Department of Engineering (2004)
MS (Social Policy, Research and Program Development) University of Zambia, Lusaka Zambia

Certification

Certification PMP	Project Management Professional (PMP) from Project Management Institute (PMI).
CSM	Certified Scrum Master
SPOAC	Scrum Product Owner Accredited Certification
SCAC	Scrum Coach Accredited Certification
STAC	Scrum Trainer Accredited Certification
ITILv3	ITILv3
508 Compliance Trusted Tester Certification	Training in Progress

2017

Completed Training in Developing Accessible Microsoft Office Documents

1999 – 2000

Completed Web Designing and completed several Database courses at NOVA.