

KYLE M. BROWN

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PROFILE

A project management professional that has used Business and Systems/Software development experience to manage software projects, drive efficiency, reduce cost, drive growth and profitability for Governments, Small and Large Businesses.

Developed and offered a business case that consisted of a \$10k technical solution to a targeted business problem with a potential of \$5 million annual cost reduction.

SKILLS SUMMARY

Business Process Engineering		Business Requirements Gathering			Telecom	
HealthCare	SaaS	HTML	Jira	WordPress	Project Management	
Microsoft Office		Microsoft VISIO		Microsoft Project		SQL
Outsourcing		Object Orientated Programming			Software Development Life Cycle	
Microsoft SharePoint Admin			Project Management		Agile	SCRUM

EXPERIENCE

8/2015 – Present

District of Columbia

District of Columbia Health and Benefits Exchange

Project Manager

- Served as the project manager and liaison for the Department of Human Services, Department of HealthCare Finance policy administrators / stakeholders for The Affordable Care Act - and the Operations and Maintenance team that supported the exchange including the infrastructure, IBMs – CURAM Developers, Testers, web security team, Drupal and the database teams
- Lead Developers, Testers and Business Analyst to meet objectives for enhancements and maintenance to meet stakeholder requirements.
- Identified process gaps, recommended, documented and managed the implementation of more efficient procedures to improve operations, saved time and increased profits while meeting project timelines and deliverables.
- Managed the Business Analyst to help with the gathering of business requirements from policy stakeholders and translated these requirements to the development team, documented manuals, processes and other training materials and managed delivery of the solution into production environments.

3/2015 – 8/2015

District of Columbia

District of Columbia Health and Benefits Exchange (on behalf of Connecture Corp)

Project Manager / Senior Business Analyst Consultant

- Served as the project manager and liaison for the Department of Human Services, Department of HealthCare Finance policy administrators / stakeholders for The Affordable Care Act - and the

Operations and Maintenance team that supported the exchange including the infrastructure, IBMs – CURAM Developers, Testers, web security team, Drupal and the database teams.

- Lead Developers, Testers and Business Analyst to meet objectives for enhancements and maintenance to meet stakeholder requirements.
- Identified process gaps and recommended, documented and managed the implementation of more efficient procedures that improved day-to-day operations, saved time and increased profits.
- Gathered business requirements for SHOP component of health care exchange of Washington DC @ dchealthlink.com. Translated these requirements the development team, documented manuals, processes and other training materials and managed delivery of the solution.

2012 – 2013

Maryland

quikStarts

Founder / President

- Founded, developed and managed a cloud / web based / SaaS knowledgebase management tool (similar to Confluence or SharePoint).
- Lead and managed the operations elements of the business, sales, marketing, and the development team.

6/2011 – Present

Maryland

Mayvik, Inc

Project Manager / Senior Business Analyst Consultant / Process Engineering / Founder

- Founded and successfully provided consultation and managed projects for business and technology services to help small, medium and large, businesses, and governments improve operations, become more efficient and profitable through the use of business intelligence, processes and technology.
- Successfully, rescued a web based Content Management software System used for enrollment by an Educational Institution / College, Human services department - previously abandoned by a former solutions provider. Gather requirements from the client, implemented. Result was increased registrations amongst prospective students and a 20% reduction of support request.
- Recommended, developed and implemented custom and commercial off the shelf software solutions to improve efficiency and reduce cost.
- Identified process gaps and recommended, documented and managed the implementation of more efficient procedures that improved day-to-day operations, saved time and increased profits.
- Gathered customer business requirements for Web Based, desktop and mobile solutions, translated these requirements to outsourced and internal developer resources, documented manuals and other training materials then managed delivery of the solution.

3/2004 – 6/2011

Maryland

Verizon

Business Analyst / Project Manager / Process Engineering / Six Sigma Greenbelt / Six Sigma Black Belt

- Managed the Software Development Life Cycle (SDLC) including the agile development and implementation of software applications for current and new initiatives. Including but not limited to gathering customers business requirements, delivering requirements to IT developers or vendors, developing test cases and testing beta applications to ensure requirements are satisfied. Organizing delivery timelines and implementing applications into production environments.
- Served as a project manager to assist Frontier with its \$8.6 billion acquisition of Verizon properties.
- Successfully provided operational support as the project management lead for the Verizon Online Broadband technical support call center staff of 7000+ representatives located in the United States and International locations around the world.
- Developed, documentation, presentations, white papers, flowcharts, methods and procedures for new products, applications and initiatives based on Business Intelligence for the project.
- Served as the subject matter expert for security product offerings, Broadband modems and routers, new customer registration application, instant messaging application, and various staff facing Broadband

- test and productivity applications, and various Broadband product offerings.
- Analyzed current software applications and provided recommendations for improvements to the IT organization to increase functionality and productivity for multiple projects.
- Provided operational impact assessments, including budget analysis, and incremental staffing requirements for current and new initiatives for the project.
- Provided trend analysis using business intelligence gathered via the Remedy CRM / Ticketing system for the project.
- Developed and offered a business case that included a low cost software solution to solve a targeted business problem with a potential of \$5 million annual cost reduction.

EARLY CAREER

Verizon Communications

Digital Loop Carrier Technician

- Implemented Hi-capacity data circuits (DS1, DS3) for accounts valued up \$150,000, between the Central Office and data centers / customer premises.

United States Army - Veteran

I served in the Operation Desert Shield / Desert Storm campaign during the early 1990. As a member of the 547th Transportation Company (Reservist). providing support to the 101st Airborne Honorably discharged in 1996.

EDUCATION

- SCRUM Fundamentals Certified, License number 594051, SCRUMstudy - Accreditation Body for Scrum and Agile, 2017
- Certified, Founder Institute Graduate – Tech Start up business Incubator, 2012
- BS, Computer Science, University of Maryland, Currently Attending eta 2018, GPA: 3.6
- Certified, [Google Analytics](#), Google Inc, 2011
- Certified, Six Sigma Green Belt, Six Sigma Black Belt 2006
- Certified, Project Management and Leadership Training, George Washington University. 2006

OTHER

PUBLICATIONS - Published September 2014

Authored, "Systematize", www.systematizebook.com

PROFESSIONAL MEMBERSHIPS / VOLUNTEERING - 2012 – 2014

SCORE Mentor - SCORE is a nonprofit association dedicated to helping small businesses get off the ground. <https://www.score.org/>.

AWARDS

- Semi Finalist for the Verizon Excellence Award for my role in AIMS (Advanced Instant Messaging Application)
- **Associated Patent – US 8645547 – B1-** <http://www.google.com/patents/US8645547>
- South West Asia Service Medal for serving in the US Desert Shield campaign in Kuwait.