Alex Lilley

+62 811 880 0483 | alex.lilley21@gmail.com

Summary

Organized and detail-oriented technical project manager highly skilled in coordinating diverse teams and resources to complete objectives. Expertise in maintaining schedules and streamlining efforts to ensure customer satisfaction and a hard-working nature.

Education

BACHELOR OF FINE ARTS | 2007 | SAVANNAH COLLEGE OF ART AND DESIGN

- Major: Interactivity and Game Development
- Minor: Animation
- Related coursework: Web development and user interface design

Work Experience

IT PROJECT COORDINATOR | STATE OF MICHIGAN | SEPTEMBER 2015 – APRIL 2017

- Oversaw multiple projects across all development phases
- Monitored and maintained workflow, while following process to make timeline adjustments when needed
- Collaborated with development team to plan project sprints
- Coordinated with customers to gather requirements
- Developed status reports, cost estimates, resource plans, and supporting documents

IT PROGRAMMER/ANALYST | STATE OF MICHIGAN | FEBRUARY 2011 – SEPTEMBER 2015

- Developed technical solutions for customer
- Analyzed customer workflow and develop tools to aid customer's needs
- Supported software development and quality assurance to ensure product stability
- Provided customer service and detailed documentation to customer across the state

UNEMPLOYMENT INSURANCE EXAMINER | STATE OF MICHIGAN | MAY 2010 – FEBRUARY 2011

- Answered client calls regarding unemployment benefits
- Provided detailed information on documents and processes for acquiring unemployment from the state of Michigan
- Aided callers in troubleshooting their unemployment status

Representative Projects [2015 – Present]

SYSTEM INTEGRATIONS/MIGRATIONS

- Project-managed multiple large scale initiatives across multiple teams, involving the transition of different programs to new platforms, ensuring seamless migrations and integrations transparent to the client
- Sample Project Coordination Experiences:
  - *2015: MS Office 2013 Update for the Michigan Department of Health and Human Services.* Coordinated a state-wide system integration with all Department and Human Health and Services units and distributing organizations; Managed a team of more than 20 people, tasks, roles, scheduling, and performed routine progress monitoring.
  - *2015-2016: Windows 2003 Server Upgrade for the Michigan Department of Health and Human Services.* Managed a team of 50+ multi-sectoral and cross-departmental personnel; Coordinated identification of app owners, testers, user-base and required functionalities, server updates and software recoding project; Managed tasks, roles, and scheduling.

CUSTOM SOFTWARE DEVELOPMENTS

· Managed all phases of the software development lifecycle for multiple customized solutions, ensuring timely completion of schedules and fulfillment of all requirements and needs

· Sample Project Coordination Experiences:

  · *2016-2017: Michigan Central Adoption Registry.* Coordinated project from initiation through to construction phase of project and database development (ORACLE-based); Coordinated multiple teams including web services specialist, ORACLE design team, and interface design team.

  · *2016-2017 Quality Assurance Compliance Read.* Coordinated compliance program to provide information of child welfare to the US Federal government for auditing purposed; Managed a team of more than 15 DHHS and Federal government personnel for project for system strengthening and development of interface for user-access.

DATABASE DEVELOPMENTS

· Managed all phases of the development lifecycle for multiple customized solutions, resulting in improved consistency, accessibility, and security of data

  · Sample Project Coordination Experiences:

    · *2017: Michigan Child Support Enforcement System (MiCSES) Data Warehouse.* Managed scheduled release enhancement of public version of MiCSES, a federally mandated statewide computerized case management and tracking system, (v. 2.28); Coordinated preparatory work for v. 2.29.

    · *2017: Michigan Electronic Death Registration System Database.* Coordinated a team of developers and business analysts for maintenance and improvement of Michigan Vital Records web-based application and online portal, managed project timeline and software update release schedules

Skills & Abilities

PROFESSIONAL SKILLS

Agile/Scrum	Detail Oriented	System Migrations/Integrations
Business & IT Planning	Project/Program Scheduling	Team Building & Mentoring
Client Relations	Requirements Analysis	Testing/QA/Rollout/Support
Costing & Budgeting	Skilled Negotiator	Vendor Management
Custom Software Development		

TECHNICAL SKILLS

Languages	Years' Experience	Tools	Years' Experience	Operating Systems	Years' Experience
C#	1	Adobe Creative Suite	10+	Windows 95 – Windows 10	8+
HTML	4	Microsoft Office Suite	10+	Mac OS X	10+
Java	2				
SQL	2				