**Rahder Agile Coach Cover**

I am a CSM-certified Agile coach with over 20 years’ experience in IT project management, object development and training beginning with permanent positions at Accenture/AC and IBM. I began incorporating JIT/LEAN concepts in my Waterfall/Method1 projects in 1992, have continued to do so as an independent since 1997, now working in Scrum, Kanban and Iterative Agile during the past ten years.

My most recent Agile ALM/SAFe tools: VersionOne; LeanKit; AgilityHealth; JIRA (Admin); Trello.

My most recent Agile project work has been in **Agile Coaching** and **Agile Program Management** with additional work as **Scrum Master** and **Program Agile BA** (i.e., developing Story format and training business owners).  My latest project included creation of control artifacts at the Program Management level for global, multi-vendor program covering 14 streams.  Although I have worked with small clients, I specialize in controlling risk and gaining control within large, multimillion dollar, international Programs in a distributed Agile environment.

Most recent technologies include Java 1.7, RESTful services using Restlet, Dependency Injection and IoC (Inversion of Control) using Spring, MarkLogic (NoSQL database), Hibernate, Spring MVC Git, Gradle, One-click deployments, continuous integration and test automation (Puppet, Jenkins, AWS, Selenium), HTML 5 and CSS 3, JavaScript frameworks and tools (Backbone/Marionette, jQuery, RequireJS, Jasmine, Grunt), XQuery, Agile (Scrum)

I hope you will consider me for your contract Agile Coaching or training position. I live in downtown Chicago so can easily commute within the city, or can work out of state if expenses are picked up.

Thank you.

Lisa Rahder

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Chicago, IL

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**AGILE CSM Coach:      Agile Certified - 10 SCRUM-Iterative-Mix, 10+ informal - TTD**

**Program Management:               15 years (5 formal, 15 years informally)**

**Project Management/Scrum Master:     25 years**

**SUMMARY**

From permanent positions with Accenture (Andersen Consulting) and IBM, I have been an independent IT contractor for over twenty years.  My experience in IT consulting includes Scrum Alliance Certified **Scrum Master (CSM)**; **Project Manager;** **Agile Program Management; Agile Business Analyst; Test Lead** anddesigner and documenter of **Agile Best Practices** in an Extreme programming, Test-Driven Designenvironment using a tailored selection of Scrum, KanBan, or Iterative Agile.  My management and business background is well balanced with **extensive hands-on programming** and technical design in object and web languages, as well as design and coding of enterprise integration involving legacy relational and mainframe systems.

**Agile tools** used include **JIRA-Greenhopper-Structure** (Administrator), **VersionOne,** and MS tools converted for Agile use. On-going SAFe review includes LeanKit and AgilityHealth, as well as smaller tools such as Trello.

I have experience in **Agile Coaching** as well as Change Management (tasks such as release-management and the creation of job aids). My **training** background includes over 20 years of writing and conducting End User and Developer training.

**Agile Program Management Coaching** covers several areas including Risk Control and modified Story formatting, among others:

* + Introducing artifacts for Risk and Dependency tracking in new, Program-level development Scrums.
  + Establishing controls among multiple vendors in global Program with the creation, documentation and enforcement ofglobal **E2E** (End to End) **processes** tracking the flow of stories from initial creation through all Program streams in a series of gateways and hand-offs, from initial creation through final Product Implementation.
  + Establishing new reports in Programs of mixed Agile and Waterfall streams;
  + Establishing new Story formatting to prevent scope creep and increase velocity among Sprints in multiple streams.

**Agile Scrum Master** and **Agile Business Analyst** experience includes conducting daily Scrum and point update; addressing/removing blocks; story weighing (Planning Poker & physical cards);task-assignment and simultaneous task-test ID; Sprint reporting and general Sprint follow-through at Program and Stream-Project levels. Also managing testers and SMEs during UAT in both Agile and Waterfall environments.  BA experience includes training end users on **User Story** creation as well as standard BA deliverables such as complex Visio workflows/diagrams and PowerPoint presentations.

**QA-Testing** includes the design and management of **Unit-System-Alpha/Beta/UAT testing** through rollout: identification of Agile Task testing for TTD (i.e., required unit, system and UAT for each task when assigned); creation of detailed scripts, and running those scripts.

In both Agile and Waterfall SDLCs I’ve **particularly enjoyed working with SMEs owners** and acting as an interface between business and technical departments.

**Systems** range from Domestic and International Banking; complex CMS for Finance and Healthcare; Risk Management Systems in International Finance; image-driven purchasing systems for Pharmaceuticals; judicial systems for the State of Illinois; and international Legal/Governmental Document Management, among many others.

**Clients** include:   Accuity; Wolters-Kluwer; CNA Insurance; BMO-Harris Bank; HSBC; NewEdge Group; Harris Associates (OakMark Funds); Equity Office Properties; Abbott Labs; Caterpillar; State of Illinois; among many others.

**Development Experience:**  In addition to **hands-on web and object programming** (Domino; VB; Java API; JS; HTML; XML; etc.), my **Enterprise integration** experience includes relational and flat warehousing systems (script LS, OLE transfers, middleware), and related DWH enterprise mapping of Oracle; AS400-mainframe; SQL Server; FoxPro; Cad Cam-Primavera for storage, duplication review, data flow and “clean up” of many backend relational and legacy systems, as well as designing new flow paths. Integration experience includes direct programming and design.

I also write professionally between technical contracts (non-technical). Multilingual.

*Systems, Languages*

* **JIRA-Greenhopper-Structure** (system administrator), **VersionOne SCRUM** project tracking
* Reporting & Management tools:  LeanKit; AgileHealth; etc., **MS Visio; MS Project Manager; SharePoint;** Caliber; **Documentum;** ArborText;  Accept360; Crystal Reports; etc.
* Remedy; Quality Center; Selenium
* Primavera; Oracle; DB2/AS400 and mainframe; most common SQL packages (SQL Server; MS Access, MS Project;  MC Visio; FoxPro, DB2);
* Middleware: DECS, LEI, ReplicAction, MQSeries, Z-Merge, Sentinel, NotesPump, Notrix; ETL Informatix.
* Desktop Publishing Packages, Graphical Editors for Windows and Macintosh.
* CBT - CBE Coding using Course of Action; Toolbook, MS proprietary  internal CBT tool DOT (Daughter of Ted);
* Hyperlinked Full-text Retrieval Packages, Imaging, Same-time Communications (CERL PLATO through current web, Domino, etc.)
* Visual Basic:  Advanced Notes / Domino Function & COM; LotusScript; JavaScript; HTML; CSS; Visual Basic; XML.

*Business Skill set*

* Waterfall and JIT/Lean/Agile SDLCs (Scrum – Kanban – Iterative)
* Agile Coach; Agile Program Manager; Scrum Master – Project Manager; Agile Business Analyst; Test Lead; Trainer; Writer

**EXPERIENCE**   
  
From permanent positions with Accenture (Andersen Consulting), and Technical Manager at IBM, now independent contractor of IT services for the last eighteen years (see below).

**INDEPENDENT CONTRACTOR:**  Current

**2014-2017 SAFe tool review** often with ICON Technology  
**Sabbatical**

*2014 – 2017* On-going review of SAFe add-ons to Agile ALM tools, as well as inexpensive/free initial tools for use before a firm’s Agile SDLC has been finalized (i.e., to avoid allowing premature adoption of an ALM tool to drive the way Agile is adopted within a company.)  
  
*2013 – 2015 Insight Guides Publications Fall 2013 through 2014)*

*(2014 – back injury – serious, fine as of winter 2017)*

**Accuity, January, 2013 to Fall, 2013**(AGILE) Bankers and Accuity merged to form “Accuity”, the single registrar of all electronic transfer codes worldwide (outside of Switzerland). In addition to registering all BICs and routing codes, Accuity creates the electronic “paths” over which all electronic transfers flow. The data gathered for these activities is then repackaged and sold to financial firms, banks, trading firms, etc.  
  
This multi-million dollar, 14-stream, 6-vendor Program was responsible for replacing all legacy data from the original firms with a single, centralized XML Data Warehouse, as well as replacing several existing B2B systems with a single Accuity SmartWorks web product.

Role: Agile Program BA – BA Coach; Agile Program Manager and Program-level Coach; JIRA Administrator; Scrum Master (as needed)

Project/Key Deliverables:   
  
Observed impact of “conflicting-Agile” methodologies in multi-vendor, multi-department environment, as well as internal UML-Agile conflicts. Tailored processes and created new artifacts to overcome these conflicts, in addition to authoring and teaching “Agile Best Practices” document for client firm (Scrum and Kanban)

1. Identified lack of Controls at Program and Stream levels, contributing to Risk in all areas:  
    - control over 5 vendors in 6 countries over 14 streams of mixed Agile methodologies  
    - control over velocity at Sprint level (i.e., slow/unpredictable velocities in high-turnover   
    environment)  
    - control over poor communication among stream leads  
    - risk over scheduling to meet release date  
    - control over Waterfall streams within Agile Program.  
      
    Created and enforced new artifacts/meetings to track or eliminate risk, below:
2. Created Agile “Best Practices” document, used as basis for Agile adoption across entire company worldwide (use of Scrum and Kanban, use of JIRA and links to online JIRA training, etc.).
3. Created and distributed “Welcome” on-boarding electronic packet and mandatory on-boarding procedure for all new hires: using this document, new hires (vendor or new permanent ) were actively coding in Sprint by *afternoon of second day*;
4. Created Program End to End (E2E) Story control artifact documenting mandatory flow of all stories from initial Customer need to final Release for entire 14-stream Program to control Risk, e.g., increase reliability of scheduling; increase velocity of Sprints; decrease confusion in communications; increase ;
5. Established and led weekly Scrum of Scrums for all Development programs;
6. Created Risk and Dependencies artifact for used in Scrum of Scrums;
7. Created new Story and Rules formatting requirements to increase Sprint velocities, and eliminate existing confusion of multiple vendors applying “their” version of Agile simultaneously;
8. Created Story formatting presentation, and presented to Business Owners and developers;
9. Created and maintained new Top Program-level reporting incorporating Waterfall streams into Agile reporting;
10. Administered JIRA
11. Negotiated purchase of JIRA Structure add-on, loaded and configured Structure in JIRA;
12. Did all Sprint reporting (e.g., burn-downs, week-to-date burn-ups against Release goals, etc.);
13. Created all Scrum boards;
14. Created and maintained physical Program Scrum board;
15. Acted as Scrum Master to web-development team when needed

Primary Technologies: JIRA-Greenhopper-Structure; XML/MarkLogic; JAVA/HTML5/JS.

**Harris Bank, April, 2012 - September, 2012**Merge all systems of newly-acquired bank with existing BMO-Harris banking systems. Enterprise integration/warehousing of banking data in 11 simultaneous projects.

Role: Business Analyst with Project Manager responsibilities, QA

Project/Key Deliverables:

1. Created all documentation for 11 concurrent projects in a CPD per project (Consolidated Project Document)
2. Created all business process diagramming;
3. Created all QA scripts;
4. Created/maintained all project schedules;
5. Acted as SME/tech interface.

Primary Technologies: PeopleSoft (central bank Management Reporting Processes); Db2-Cobol (central Bank Data Warehouse); Quality Center; ETL Informatix.

(AGILE) **Wolters Kluwer, April, 2011 – December 30, 2011**

WoltersKluwer is a world-leader in gathering, repackaging and selling access to government data, i.e., all Federal and State Publications, Case Law, Legislation, etc. This Program was to convert Case Law and Federal Publications into a new Documentum system.  
  
While I was there, WoltersKluwer transitioned from Waterfall to Agile with Mike Cohen’s Mountain Goat. I took training with them, and coached informally as need arose.

Role: Agile Business Analyst, Waterfall Business Analyst, QA, Agile Coach

Project/Key Deliverables:

1. Complex process diagramming;
2. Use Case/Actor diagramming before transition to Agile
3. Wrote core architectural/requirements document for each Sprint (retained in Agile)
4. Helped Scrum Master devise Sprint “overlap” schedule for BA-Architect.
5. Helped Scrum Master transition to Agile, e.g., explained differences from project manager and temporarily took on Scrum Master responsibilities such as removing blocks.
6. Agile Story creation and weighing (Planning Poker)
7. Identified risk of slowing sprint velocity due to poor User Stories: recommended new construction (Business users based in Montreal, then took additional training)
8. Identified lack of control on MSP-developers   
    - Poor dev Sprint velocity  
    - Poor unit and system testing  
    - Client denied access to all code
9. Unit testing - Called MSP tester in Belarus at 3:00 AM US Central time to discuss. Female tester not being supported by male Belarussian management – cultural issue - no guidance, no time, no testing templates.   
     
   My solution - bypass MVP management and add all TDD script creation and planning to Scrum Story task assignment, and daily scrums. Once supported by the team, testing improved and velocity increased significantly.
10. System testing - Introduced changes in system test template; helped write scripts and conduct tests.
11. Client denied access - client scrum master had not wanted to press for access. After discussion with him, I escalated to higher levels cc’ing scrum master and reminding all of specifications of original contract allowing complete access.
12. Re-designed program’s SharePoint space.
13. Advised all scrums on writing in all deliverables/helped several teams with their writing.

Primary Technologies: Documentum; ArborText; VersionOne; SharePoint

(AGILE MIX) **CNA Insurance, August, 2010 – February, 2011**

CAN Insurance was working to create new procedures for managing IT after replacing 90% of US staff with three Indian MSPs. I worked on five projects in a mixed Iterative Agile and Waterfall environment: On/off Boarding, Release Management, MSP Reporting and Primavera retooling.

Role: Business Analyst; Project Manager; Test Lead

Project/Key Deliverables:

1. Requirement Specification and Design Documentation (RSDDs);
2. Business Process diagramming (Use case; Business Process Flows; Limited structural diagramming in waterfall streams);
3. UI Screens
4. QA Strategy document for Iterative Agile Primavera stream;
5. QA scripts.
6. Managed On/Off Boarding stream.

Primary Technologies: SharePoint; Visio; MS Project Manager; PeopleSoft; Remedy; Team track; Primavera; FileNet.

**Plymouth Tube, March-April, 2010**

Role: Server Administrator; 8.5.1 Designer overview Technical Training

Project/Key Deliverables:

1. Troubleshooting malfunctioning OOO, Archive, Calendar and other bugs for Notes 8.5.0, and upgrade to 8.5.1.
2. Also high level review of Notes 8.5.1 Designer for Client's Chief Administrator.

Primary Technologies: Notes Domino 8.5.1

**Mazak Optonic Corporation June- July 2009**

Role: Server Administrator; BSA

Project/Key Deliverables:

1. Restore crashed Mail Server, backed-up mail
2. Associated testing, etc.,
3. BSA planning for reorganization of outdated OU structure, servers, impact on dBs and mail, etc.

Primary Technologies: Notes Domino 7.5

(LEAN MIX) **Harris Associates, L.P., May 2007 – June, 2008**The OakMark Fund’s mobile analyst tool is used by Harris Associates analysts to analyze companies for possible addition to the Fund’s international portfolio. Harris had no formal SDLC at this time, e.g., no project documentation, no process for programming, testing, or release: they programed directly on the production server. I used Lean/Agile element for project management.

Role: Object developer; TDD QA; Trainer/technical coach; BA/BSA; liaison with Business users

Project/Key Deliverables:

1. Extensive debug and addition of new functionality to financial analysts’ mobile research system used by OakMark International Funds.
2. Object code (JAVA; Domino)
3. Advanced Lotus Script and TOMS/Bloomberg integration
4. Wrote/oversaw all testing and UAT
5. Wrote all require process flows.
6. Creation of Notes Administration procedures for all Implementation to Production Notes Domino systems at Harris, including Domino Connectors to TOM’s system (e.g., implement prep, implement, backup, failover plans, etc.)
7. Trained client in the above.
8. Used JIT/Lean approach to manage  
   - Extreme programming, utility-based release;  
   - Product-Owner driven (daily scrums with product owners)   
   - TDD

Primary Technologies: TOMS; Lotus 1-2-3; COM; Notes Domino 7.0.1 and associated object languages

(Lean Mix) **NewEdge Group, Oct, 2005 - Sept, 2006 (Calyon Financial)**

NewEdge Group is one of the world leaders in derivative trading. I worked as a BA, developer and designer in the areas of International Risk Management internal projects such as On/Off Boarding and data warehousing.

Role: Business Analyst; interface between business and technical departments;

Project/Key Deliverables:

1. Use Case/Actor diagramming;
2. Requirements gathering;
3. Business Process Diagramming;
4. UI design;
5. Analysis of different internal systems (e.g., Notes integration with multiple legacy backends);
6. Analysis of migration from Notes dBs to other platform (e.g., Exchange);
7. Extreme Object development (client server and Domino);
8. External image storage   
     
   Systems include primary International Risk Assessment in International Risk; several HR systems.

Primary Technologies: iSeries; MS Visio; SQL; Notes Domino 6.5.3; Exchange.  
  
Agile responsibilities, incorporated Agile:   
  
- Extreme programming, utility-based release;  
- Product-Owner driven (daily scrums with product owners)

- TDD

**HSBC-Household Finance, June, 2005 - Sept, 2005**HSBCon-going creation of new web and client-server systems for internal use. I worked on five projects.

Role: IT Project Manager, Business Analyst, UAT/client liaison

Project/Key Deliverables:

1. All project documentation, i.e., scheduling all resource allocation and assignment (design/requirements, development, UAT, Release).
2. Conducting UAT (sometimes)
3. Development (one project)
4. Creation of all diagramming

Primary Technologies: Notes Domino v 5.6 web; internal SDLC Management Tool, MS Visio

**Klein Tools March, 2005 - May, 2005**

Role: Developer, web

Project/Key Deliverables: Convert workflow system to web-Domino; testing; limited Administration

Primary Technologies: Lotus Notes Domino 6.5.2 on AS400; Exchange.

**General Casualty Insurance (Wisconsin) Oct, 2004 - February, 2005**

Role: **End User Training**; Notes Domino Administration, Planning/implementing server/client- InstallShield upgrade 4.6.1 to 6.5.3; troubleshooting VPN communication, Review/Update procedures,

Project/Key Deliverables: Upgrade from 4.6 to 6.5.3; troubleshoot VPN communication; Administrative Procedures "Best Practices"

Primary Technologies: Lotus Notes 4.6, 6.5.3 ; Citrix VPN;

**Abbott Laboratories Sept, 2003 - Feb, 2004**

Role: **Business Analyst**, initial **Behavior Use Case through most subsequent Behavior and some Structural UML levels,** includingcreate and oversee all system testing and UAT. Developer; **End User Training** (sales system).

Project/Key Deliverables: Technical documentation of new system; system Design and Development (LotusScript), Active X Reports (Notes to Excel), Integration to Oracle backends.

Primary Technologies: Lotus Notes 5.06 - LotusScript, JavaScript, Sametime, Domino remote conferencing, COM Excel, Windows NT, MS Visio

**Abbott Laboratories Sept, 2002 - July, 2003**

Role: **Business Analysis**, **User Case and Activity mapping** for purchasing system; QA; Notes Domino Developer for re-engineering of existing Notes Systems. Includingcreate and oversee all system testing and UAT.

Project/Key Deliverables: Notes Technical Design, Development (LotusScript)

* Created-maintained SDLC project plan (required tasks, milestones, etc).
* Created **Use Case, Activity** and etc requirements through end user focus groups to collect business requirements of re-engineered system; problems with existing system; prioritize desired system functionality, etc.
* Research of technical options for image handling on - off web. – **Structural diagramming**
* Lotus Notes Domino programming. Complex frameset eBay-type graphical interface to existing Notes purchasing system, tabbed folder display of item by generic type, thumbnails, description, price, links to detailed information and purchase cart. Automatic generation of accounting requisition request from cart. E-mail notifications with links to the requisition documents for next department involved in the orders review. System designed for eventual web-release.
* Also updated workflow in second system for employee recognition to increase number of individuals notified of workflow-status as review cycles through system.

Primary Technologies: Lotus Notes 5.06 - LotusScript, JavaScript, Windows NT, MS Visio

**Equity Office Properties 2001**

Role: Lotus Notes Designer, Developer, **Business Analyst**/Data Architect

Project/Key Deliverables: Notes Technical Design, Development of fully functional System Prototype integrated to SQL Server Integration, Programming (LotusScript - Function, DECS, LEI), Project Workplan . Designed system to mass-email, mass-fax and mass-print of complex Notes e-mail documents auto-populated with SQL Server fields on send;

* Created workplan of required tasks in Notes design, development, selection of integration tool, modeling of Notes and SQL Server data, programming of transfers. Managed Notes and SQL Server personnel
* Created data model for required Notes and SQL Server data to be exchanged, timing of exchanges.
* Notes Mail LotusScript - Function programming, middleware transfers
* Managed SQL server administrator in requirements project to implement
* System prototype.

Primary Technologies: SQL Server, MS Word, DECS, LEI, Lotus Notes 5.06 -LotusScript, Windows NT

**Diamond Cluster International May, 2000- March, 2001**

Role: Notes Domino Developer, Designer, Architect

Project/Key Deliverables: Notes System Programming, Design, User Requirements, System Evaluation

. Notes development (function - command languages, LotusScript): complex

workflow database and web surveys.

. Gathering and documenting user requirements for system changes.

. Documenting required tasks, milestones, etc. for all system changes.

. Review existing Notes-Crystal Reports system, review existing data

modeling to evaluate for improvement

. Miscellaneous LotusScript programming - debugging in Firm accounting

systems.

Primary Technologies: Lotus Notes Domino 4.x, 5.05; LotusScript, Crystal Reports, Windows NT

**ASC Services, Inc. (Ameritech) February, 1999 - December, 1999**

Role: IT Project Manager; Trainer; BA; Developer; Enterprise Integration (Lotus Notes, Oracle, CAD, Word). Included creation and oversee all system testing and UAT testing.

Project/Key Deliverables: **Introduce SDLC Best Practices Standards** for all Notes Project work: Programming and related functions and management, including Programmers and Administration, and Training (gathering of Business Requirements, Technical Requirements, Programming, Testing (all cycles), Preparing for Roll-out, Rollout.). Catalogue and review all Notes databases; Y2K check of all Notes databases; Information - Infrastructure Map; Data Model of Notes, MS Access, Oracle, CAD Data, Design and Development of Notes Management - Programming database for use by Notes Director and Programmers, design and build Notes Development Server.

Primary Technologies: Oracle, Louts Notes Domino 4.6 and 5.01, ReplicAction, MS Access, MS Word (advanced) CAD, Primavera, AIA Project Manual Tools, Windows NT.

* Applied Industry Standards to internal Notes Development Group: all areas.
* Defined roles and responsibilities of developers, administrators, and user support based on industry standards; created procedures for all roles
* Designed structure and use of new development and test servers (partitions; activities and procedures in each area; template use and flow, etc.);
* Developed and implemented transition plan;
* Designed and implemented SDLC development-implementation system to control and track all Notes development from design through rollout, including automated feedback loops.
* Reviewed current level of Notes coding and scripting, recommendation for system and procedures re-engineering, data scrubbing
* Reviewed and advised on replication design. Also assisted in evaluation of CAD management tools; AIA Project Manual distribution, and management; and Primavera scheduler to ensure firm-wide workflow via navigator and - or dashboard
* Y2K analysis of Notes databases, documentation of required ongoing review
* Evaluated enterprise integration (Notes-ReplicAction-Oracle),recommendations for improvement
* Assisted in creation of firm wide information system map (Notes focus)
* Researched need for firm Navigator and executive reporting tool, linking auto CAD management, Oracle accounting, Primavera scheduling, and AIA Project Manual distribution systems with existing Notes project tracking and planning
* Designed replacement for centralized Engineering Project Manual distribution system with distributed Windows-based system; oversaw implementation, testing, and documentation

**Arthur Andersen January, 1999**

Role: Project Manager, Evaluation of system re-engineer/ architect - removal of existing Notes Databases

Client: Underwriter Laboratories

Project/Key Deliverables: Advised Andersen's client, Underwriters Laboratory, on re-engineering of existing, primary UL product review system, i.e., removal of internal Notes databases before potential distribution of re-engineered system to all client’s sites nationwide. Advised on technical capabilities of current system; enterprise integration issues; and resource requirements and time parameters for project plan.

**Synergistic, Inc. 1998**

Role: **Middleware Technical Trainer**; Technical Lead, Risk Analysis, Data Modeling, Project Management

Project/Key Deliverables: Mobile Sales System Interface with Oracle SAP System. End client was heavy equipment manufacturer with offices in the US and Canada. Integration of Synergistic's mobile sales system with client's Oracle SAP system housed on AS - 400 (using Sentinel) for use as a mobile sale and executive reporting tool.

* Determined project technical and staffing requirements
* Adjusted work plan to accommodate transfer-related tasks and milestones
* Assessed and documented project and technical risk
* Edited Synergistic's proposal with focus on risk management.

Primary Technologies: AS/400, Oracle, SAP, Lotus Notes, Sentinel

**PERMANENT EMPLOYEE:** Previous

**CGI Systems, IBM subsidiary 1995 - 1997**

Role: **Technical Manager.**  Enterprise Integration, Architecture – **Business Analyst** UML **object-based project modeling largely at Structural level**; Data Modeling; includescreate and oversee all integration testing and UAT. Proposal writer/ Risk Assessment

Project/Key Deliverables - Project Workplan; Remote Integrated System design (Mobile Lotus Notes; Remote Data Integration Design; BE Data Modeling/mapping (mainframe, Oracle, MS Access, Notes). Selection, management, implementation of Middleware.

Clients: Caterpillar Corporation (CRSI, Mobile Sales and Sales Force Management System), Caterpillar PC Software Group

Primary Technologies: SQL; MQSeries; ReplicAction; Z-Merge; AS-400; various mainframe data sources; MS Access; Lotus Notes R4.5, R5.0; C++; C.

* Design Lotus Notes sales-force automation systems for multinational clients.
* Create integration workplan.
* Managed all integration activities (Notes mobile to AS400, multiple mainframe systems).
* Specialized in design of remote data exchange - integration between Notes servers and centralized backend AS - 400 and mainframe data systems using both specialized C++ coding and customized middleware linking with Notes.
* Create systems testing through alpha level phase.
* Analyzed and modeled all data to be transferred.
* Evaluated and selected all middleware - programming required.
* Advised IBM Europe on conversion from PROFs mail to Lotus Notes Mail.
* Advised Paris office on Lotus Notes enterprise integration to proprietary ‘SAP’ (used ReplicAction).

**Accenture (Andersen Consulting) 1989 – 1994  
  
Pre-Agile Process Changes:**

Modify Method1 for use in RAD system development (later these procedures adopted by Accenture);

Read-access of Business Owners to development server

Mandatory, bi-weekly review of system development/design with Business Owners

Role – Technical Project Supervisor; BA; trainer; developer; server administrator.

Clients: CNA Insurance Companies; AMOCO Oil; State of Illinois; Nuclear Medicine and Environmental Engineering Companies; Internal Andersen Consulting & Arthur Andersen projects

Project/Key Deliverables - Information Systems Management; Business Analysis and dB Design; Development, Sales Force Management System; Human and Physical Resource Management System; Judicial Case Management System; Business and Financial Management Systems

Primary Technologies: Lotus Notes, beta R1 – R4.5; Visual Basic; SQL middleware (NotesPump/LEI, Notrix, ReplicAction, MQSeries, Z-Merge, etc); Crystal Reports; SQL relational systems (MS Access, FoxPro, etc); Basic, Toolbook CBT; MS Visio; MS Project.

CNA Insurance Companies: technical lead; Architect; evaluation of all Notes systems and re-engineering necessary to increase speed, remove redundancy. Create architecture, replication and routing plans required for installing Notes at all affiliated insurance companies (CNA Middle Markets Project). Wrote all project documentation.

* SDLC Project Management (Microsoft Project)
* Tabulation of all Notes systems
* Evaluate and plan alimentation of redundancy, unnecessary design overhead, increase speed
* Manage Andersen Notes programmers in reengineering of Notes Databases.
* Evaluate architectural requirements to install Notes in all Insurance Companies dealing with CNA
* Create required Administrative plans (servers required, replication and routing required, security required at remote sites, installation and maintenance required, etc.

AA

* Creation of first RAD management methodology at Andersen (replaced Method1 for all Lotus Notes Domino work at Arthur Andersen and Andersen Consulting);
* Systems installation and administration of first Anderson division using Notes.
* Design and programming of all Notes applications used in Andersen division.
* **Data modeling** - architecture of enterprise integration of first Andersen Consulting internal Notes systems to internal legacy systems (Knowledge Base, CIO group).

AMOCO

**End User Training; RAD-Dev Process Training;** Project Supervisor; Lotus Notes and VB programmer; designer; and end-user training

Created project workplan, diagrammed Functional system requirements;

STATE OF ILLINOIS

**BA and developer**; Business/Tech liaison; trainer: first State of Illinois mobile-laptop Judicial System for Illinois Industrial Commission. Lotus notes connected to State Mainframe backend legal data.

AC Legal Department  
BA-Structural design of integrated system; work with Business/Functional end design specs and UI; programming integrated system.

AA Accounting and Audit group

CD-ROM mastering for systems development; integration of backend systems into hyperlinked multimedia full-text retrieval systems; desktop publishing; CBT - CBE for internal Andersen use; Beta R1 Lotus Notes Domino

**EDUCATION**

**Professional**

* CSM (Certified Scrum master)
* VersionOne; JIRA
* Documentum – ArborText; Accept360; Caliber
* Lotus Notes/Domino (dev-administration from Release 1 (Lotus Development Corporation and Lotus Certified Training Centers); Domino Sametime.
* Andersen Consulting professional training
* HTML JavaScript, J2EE (Oracle); C Programming (Bell Labs)
* Validation (Abbott Labs)
* PageMaker Training (Certified Adobe Instruction)
* Strategic Planning, MBA curriculum, University of Chicago, Chicago, IL

*MBA elective coursework in Strategic Planning: University of Chicago*

**MA:** Development Econ-History: University of Illinois, Urbana IL. Elective IT classes.

**BA**: French Major, Geology Minor: University of Illinois, Urbana-Champaign, IL

**Diplome du langue**: University of Paris, Paris IV and the Sorbonne, Paris, France