**Alisia L. Adams (PMP)**

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**CAREER SUMMARY**

Sr. Project and Program Manager with over 20 years’ experience managing mid – large projects in both application development and infrastructure. Strong background managing projects and programs in financial, AML, healthcare and government domains. Local to the Tampa, Florida area with excellent communication and writing skills and the ability to work across multiple businesses.

**Skills and Experience include:**

* Currently holds a Top Secret clearance with access to Sensitive Compartmented Information, PR completed May 2012, as well as a Masters and duel Bachelor Degrees.
* PMP Certified Project Manager with over 20 years of experience managing IT projects including but not limited to, AML, COTS and stand-alone application development projects, Cloud-Based projects, process improvement, infrastructure, integration and business projects.
* Extensive knowledge of standard Risk Management / Control frameworks including Archer, COSO, COBIT, ITIL/ ITSM, PPM, and PKI.
* Advanced proficiency in Structural Authorization, Microsoft BI technologies, Micro-services, Puppet, MS Project,SQL Server Reporting Services, Oracle, .Net, Peoplesoft, AML, Epic, Visio, MS Excel, SharePoint, Waterfall, Agile, SalesForce, Remedy, VPMI, SBM, SARs process, AV, SLP, Integration and Analysis Services.

**TECHNICAL SKILLS**

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| **Project Management Tools:** | Agile (SCRUM), Waterfall, Hybrid, ITIL/ITSM, PPM, SDLC, Critical Path, Budgets, MS Project, SharePoint, Lean Six Sigma, User Stories, Project Plans, Project Schedules, Project Charters, Transition Monitoring, PALANTIR GOTHAM, Business Processes |
| **Applications** | Microsoft Office Suite, PeopleSoft HCM, Adobe Acrobat Professional, Google Earth, Dreamweaver |
| **Systems:** | Windows, UNIX, Linux |
| **Project Domains:** | Healthcare, Financial, Government, Military Intelligence |
| **QA:** | UAT, Test Plans, QC, TestDirector, JIRA, Bugzilla, Ace Trac, etc. |
| **Technical Tools/Development:** | SQL, Data Warehousing, Tableau, IBM Cognos, Spotfire, Informatica Power Center, Teradata, Datastage ETL, Siebel CRM, Microsoft SSRS, Crystal Reports, JIRA, Rally, HP ALM, HP QC, Version One, Team Foundation Server, Informatica, Archer, PKI, Sultra, CHIMS, HTML, XML, CIA Tripwire, CIDNE, Pathfinder, Multi-media Messaging System (M3), PROTON, ArcGIS, National Exploitation System, HOTR, Intelink, SDLC experience, Business Objects, Arcview, Oilstock, Fireworks, Analyst Notebook, Starlight, GEMINI, Morpheus, SOMM, Portico, Corps Battle Simulation (CBS), JANUS Simulation System, Electronic Warfare (EW), Joint Advanced Distributed Simulations (JADS), Opposing Forces (OPFOR), Scenario Support Development, Orders of Battle (OB), Army Tactical Command and Control System, Simulation Support Modules (SSM), CHATS, VISION XXI, MCS, ABCS, and TACISM |

**PROFESSIONAL ACCOMPLISHMENTS**

***MedHOK 06/2016-Present***

***Director, Sr. Program and Project Manager***

Currently Providing Program and Project Management to Molina Healthcare (client) in the Medicare and Medicaid domain for the largest client MedHOK has ever undertaken utilizing Portfolio Planning Management techniques (PPM) technology, Cloud-based services, digital and mobile. This project unifies a media library and technical web service that manages Utilization Management (UM), Care Management (CM), and Pharmacy (MTM) in the cloud, encompassing Molina’s PC’s, web-based services, micro-services and mobile phones through a single platform. Currently lead efforts to integrate customer data and develop analytic processes to better understand, segment, and target Molina’s customers. Leverage Agile best practices, PM manage and oversee all project activities, to include strategic / Agile planning, resource estimation, budget tracking, executive reporting and issues resolution.

* Actively leading the planning and business processes, project stages, and customer engagements throughout a 15 state implementation (with 3 more states coming down the pipe-line), encompassing UM, CM, and MTM.
* Implemented weekly individual touch points with each of the 23 Molina PM’s associated with the Project.
* Hold ‘Daily SCRUM Meetings’ to walk through open action items, issues that need to be escalated, next steps, and the team’s communication plan.
* Consistently update both BBI Digital / IT Leadership and Molina Healthcare on daily / weekly progress and obstacles.
* Lead design, development, and implementation of Salesforce.com development products in adherence to client customized requirements. Ensure installation, configuration and maintenance of server systems for business operations.
* Provide technical assistance for development and integration of DevOps tools. Analyze and resolve issues in application deployment activities. Suggest and implement workflows for operational efficiency.
* Track and prioritize product ticket backlog to ensure weekly pushes in conjunction with the Digital Marketing Product Manager to coordinate client training and information collection within the implementation.
* Responsible for integrating Remedy Work Order Management with GE Small World and other Web Applications using Remedy Web services.
* Dissolves any client barriers and shelters team members from milestones / obstacles that could possibly preclude them from ensuring progress.
* Charged with integration of Remedy with LANDesk ALM for flow of asset data from ALM to Remedy using Atrium Integration Engine and Remedy workflows.
* Implemented a RAID for Molina and MedHOK implementation issues, and bi-weekly meetings / forum to discuss individual PM updates.
* Ensures the project team creates and maintains appropriate deliverables while following standards and best practices.
* Consistently drive collaboration between MedHOK functional teams and Molina to achieve milestones and deliverables.
* Developed sustainable, repeatable and quantifiable business process improvements utilizing a data driven approach.
* Provide DevOps solution alternatives to project issues / challenges to address first, second, and third tertiary effects. Continuously puts forward a recommendation with clear supporting business justification.
* Manages budget in terms of estimating forecasts, tracking actuals, reporting discrepancies and making necessary adjustments to ensure projects on time and within budget.
* Consistently informs management, team members and business stakeholders of critical issues, project status, and changes.
* Regularly develop comprehensive project plans for solution implementation; inclusive of project planning, scheduling, resource planning / coordination, risk management, communication planning, etc.
* Implemented an efficient business processes approach to measure, test, and score vendor performance. Project resulted in a more relevant and useful process and an 88% reduction in KPIs.
* Routinely organize and plan implementation activities to ensure business processes, product quality, predictability, and compliance.
* Lead Configuration Validation, Test Case Writing, Test Cases, and Functional Testing of software for the system under simulated and real world conditions to ensure Molina’s needs are met.
* Directly manage all aspects of the project life cycle and work in conjunction with matrixed IT partners to oversee all phases of the Molina implementation.

***MASEN INC.***

***09/2011-06/2016***

***Sr. Principle Consultant - Program and Project Manager***

Provided Program and Project Management consulting to various clients in the Financial, Healthcare and Government domains through mobile, iOS, and micro-services.

***Client: Health Plan Services (HPS)***

**04/2015 - 06/2016**

* Managed and coordinated all facets of multiple web-based projects, micro-services and iOS, to include AML, IT, Compliance, Financial Intelligence (FINCEN), Digital and Healthcare.
* Served as the owner throughout each phase and across every element of the projects, to include functioning as an effective liaison between HPS client departments, consultants, contractors, regulatory agencies and others.
* Directed team of developers in the areas of SalesForce architecture, technical direction, future planning and standard development practices.
* Integrated various Telecom domain interfaces to Remedy Platform; trained IT users on concepts on ITIL and use of Remedy 9.1 ITSM and CMDB modules.
* Assured highly complex or highly visible projects were simultaneously managed, designed and completed in accordance with approved program, budget, and schedule, in a manner consistent with PMLC, SDLC, Agile and Waterfall policies and procedures, and Healthcare Reform.
* Presented overall project plans using MS Project or Power Point to IT, Finance and Healthcare leadership including Service Link Platform (SLP) and CIO level; followed their recommendations and obtained support from management. Used plan vs. actual metrics as a lessons learned tool in order to start planning future projects.
* 97% of all business process improvement solutions sent to executive management was accepted and approved.
* Managed interface engine developers to establish data-translation routines and techniques which supported Epic's and external systems' data and format needs.
* Served as SME for SARs process, FINCEN guidelines, case management, relationship retention / termination, implementation of technological solutions, and AML issues / processes concerning Compliance, Legal and Business sector. In-depth knowledge of BW security, and the ability to provide optimization and tuning of DSOs, cubes and multi-providers.
* Managed multiple teams of AML Analysts to ensure compliance with specific AML policies and procedures across various levels of collection and reporting as they related to PeopleSoft HCM / ERP implementations and BI systems. Oversaw the creation of reusable components that were applied to iOS applications developed throughout the organization.
* Oversaw all aspects of IT / Finance, Clinical Trials and SLP projects; to include scope definition, design implementation and change management. Maintained all documentation to support these initiatives – project charters, plans and schedule following a Waterfall approach. Set milestones and adjusted plans as needed.
* Hands-on experience with requirements gathering, analysis, business processes, design, development, and clinical trials (involving multiple full lifecycle projects) as part of various development projects.
* Coordinated across business segments and technology disciplines to influence business and technical leaders.

***Client: Depository Trust & Clearing Corporation (DTCC)***

**10/2014 – 03/2015**

* Responsible for the definition and implementation of PPM to provide visibility on the contract. Charged with analyzing incoming information and data to ensure strategy consistency with DTCC objectives, operations and plans.
* Hand-picked to evaluate all aspects of business processes and improve overall order of client satisfaction. This resulted in several key development projects which significantly increased client case fill percentages and a dramatic reduction of budget cuts that led to an overall client satisfaction jump in the industry.
* Demonstrated experience in transforming ITSM implementations through change management, process improvement, performance management, and realignment to achieve higher performance levels.
* Worked closely with both Epic and Non-Epic Application teams and SMEs to determine the business needs and workflows surrounding interfaces. Documented the requirements, and configured the interfaces per the requirements utilizing EPIC Bridges and the Orion Rhapsody interface engine.
* Proven experience in overseeing the direction, development, and implementation of Salesforce.com solutions.
* Provided written assessments detailing context, actions required, compliance issues and other critically required and functional aspects of the contract.
* Ensured appropriate proposal development documents were implemented (i.e.; SOWs, PMPs, cost analysis, etc.), contract compliance was met, and the development of new business initiatives surpassed expectations.
* Provided direction of multiple sub-projects, cross-functional and integrated project teams, in order to deliver quality projects for mobile, iOS, micro-services and web-based services in accordance with contracted and compliance requirements.
* Identified volume and strategic customers, developed partnerships and obtained tasking.
* Guaranteed that key CTO programs and projects were aligned with the customer’s, stakeholder’s and PM’s vision, goals and objectives.
* Responsible for planning, organizing, directing, and tracking major aspects of the project; including technology, scheduling, cost, compliance, contract and customer satisfaction.

***Client: DEPARTMENT OF AGING & DISABILITY SERVICES (DADS)***

**01/2014 – 06/2014**

* Led high visibility database migration project affecting over 10,000 DADS users. Collaborated with various business stakeholders, SME’s, PPM, PMO, end-users and technology personnel to gather accurate requirements and construct the system, process, and procedures to meet exact specifications for Medicaid and Medicare. Responsible for rolling out ServiceNow at different DADS State Supported Living Center (SSLC) locations in a phased manner.
* Effectively managed product delivery and maintenance projects of business critical internal and third party enterprise systems. Generated project charter, business processes and work plans, implemented AML transition monitoring, tracked budget and scheduled progress via appropriate metrics.
* Documented risks and developed mitigation plans, managed scope, created and implemented communication plan. Identified customer needs, defined resource requirements / project parameters to meet work-plan.
* Communicated all risks, milestones and obstacles to appropriate leadership through project completion, addressed risk mitigation via procurement of necessary resources, created specifications and translated into IT (i.e. EDI, ANSI, ITIL, ITSM, etc.).
* Managed team of technical developers and business analysts to spearhead the development / implementation of high availability and disaster recovery solutions for Infrastructure, .NET Framework implementation (i.e. Oracle, SQL, etc.), Enterprise applications, Agile software, and web-based technology solutions to merge DADS coordinated consolidation across 13 SSLC sites and 20 Electronic Data Interchange trading partners. Eliminated single points of failure for all systems, managed a cross-functional team and implemented sound high availability and disaster recovery solutions to ensure physical and informational security for clients.
* Gathered detailed business requirements to ensure all projects were completed on schedule, within budget, and according to high-level quality standards. Managed vendor relationships and Change Management to deliver optimal technology solutions.
* Led software implementation projects for enterprise applications (i.e. iOS, Oracle, ArcGIS, PeopleSoft HCM, ERP Financials, eFax Corporate and custom .NET, etc.) to maximize business efficiency and ensure compliance / security of solution.
* Managed / implemented systems for new products or processes for enhancement of current products or processes by using industry standard software delivery methodologies, practices and standards (i.e. Project Management & Software Development Life Cycle [PMLC / SDLC], PMBOK, AGILE, etc.).

***Client: NORTHRUP GRUMMAN***

**01/2013 – 11/2013**

* Charged with the coordinated management of multiple related projects toward strategic business and other organizational objectives. Built credibility, established rapport, and maintained communication with stakeholders at multiple levels, to include those external to the organization.
* Established PMO / PPM charter, organization design, staffing model, audit committee interface / methodology and risk assessment, performance management, training curriculum and PM training approaches.
* Designed and delivered first enterprise risk management training curriculum; to include writing training modules and case studies based on original DoD doctrine, policy, training and client engagements.
* Responsible for the RSA Archer System organization that partnered very closely with key contacts in the DoD, Government, Banking, and Corporate organizations, as well as the Director-level leaders to analyze, evaluate and recommend changes in Sarbanes Oxley Act (SOX) compliance and governance initiatives across all functions and systems in the business.
* Managed upgrades and enhancements, system performance, user experience, data integrity, and system documentation for the RSA Archer application and Hardware Security Modules (HSMs).
* Maintained continuous alignment of program scope with strategic business objectives, while recommending modifications of program to enhance effectiveness toward the business result or strategic intent.
* Provided business consulting and knowledge expertise in strategic performance management methodologies and process assessment work, and managed the delivery of services and the application of technologies to business.

***Client: FACCHINA GLOBAL SERVICES (FGS)***

**09/2011 – 11/2012**

* Oversaw the appropriate collection and examination of financial statements, documents, and bank systems to identify, track, and report unusual transaction patterns for various global banking projects.
* Gathered stakeholder information, business requirements, and organizational needs to define project scope, build project plans, identify resources, coordinate development activity, track progress and implement daily stand-up meetings.
* Managed analysis of existing system processes through the interpretation of stored procedures and SLP data to ensure quality and detect opportunities for improvement using Agile / Scrum methodology and PPM.
* Implemented best practices in business knowledge of Mantas as an AML software for the financial industry while working with off-shore and global teams.
* Facilitated client meetings with SMEs to gather / collaborate with risk suppliers, built and created business / functional requirements, documented business use cases, Visio process / workflow diagrams, traceability matrices, BRD’s, stakeholder analysis and all required deliverables.
* Adopted best approach in requirements gathering / analysis and documented methodologies to conduct User Acceptance Testing (UAT) sessions; created test plans and scripts to test solutions using Business Objects and TestDirector. Cultivated and configured custom .NET workflow and PeopleSoft HCM / ERP solutions in VM and SAN environments with Oracle and SQL back-end, to include Crystal, WORx and PALANTIR Reports integration.

***SAIC – Tampa, FL***

***04/2008 – 09/2011***

**Sr. Program and Project Manager (PALANTIR GOTHAM)**

Responsible for the definition and implementation of project planning techniques and Portfolio Project Management (PPM) to provide visibility on the contract. Charged with analyzing incoming information and data to ensure strategy consistency with USCENTCOM objectives, operations and plans, while providing written assessments detailing context, actions required, compliance issues and other critically required and functional aspects of the contract. Comfortable speaking to all levels of leadership (CEO, Director, Vice President etc.), worked directly for GEN Petraeus, Mcchrystal, and GEN Tovo. Testified to State Department on a continuous basis.

* Created, implemented, and managed a specialty team of analysts, developers, architects, designers, and testers that started with 5 and grew to over 300 individuals and 12 teams in less than 6 months and eventually over to over 650.
* Gathered, collected, and analyzed
* Strategic thought leader, competent and confident to make critical decisions independently.
* Responsible for designing, delivering, implementing encryption technologies, and managing effective change management programs for organizational changes that impacted over 650 employees.
* Designed and implemented a solid PMO and official training process in order to handle the on-boarding volume of new assets to the team.
* Implemented a team of over 650 to gather, collect, and analyze all Afghani tribes within Afghanistan. Actively collected information from various sources of information in order to map out all tribes within Afghanistan to display pattern and trend analysis on a consistent basis.
* Led multiple counter-intelligence and debriefing teams in and out of Central and South America for various mission related counter-drug projects.
* Constructed proposal development (i.e. SOWs, PMPs, cost analysis, etc.), contract compliance and the development of new business initiatives, while serving as a hiring manager for incoming personnel.
* Provided direction for multiple sub-projects and cross-functional and integrated project teams, in order to deliver quality projects in accordance with contracted requirements.
* Guaranteed that program processes were aligned with the customer’s, stakeholder’s and PM’s vision, goals and objectives.
* Performed personnel management responsibilities to include involvement in hiring and termination decisions; coaching, mentoring, and professional development of practitioners; practitioner rewards and recognition; on-going performance management; and evaluation of staff productivity.

***ACCENTURE – Austin, TX***

***08/2006 – 04/2008*  
Sr. Project Manager   
*Client: Texas Medicaid Healthcare Provider (TMHP)***

Managed project team for the implementation of new system designs that resulted in higher efficiencies, and improved processes and reporting using the Project Life Cycle. Provided detailed knowledge of current business processes and accompanying documentation.

* Lead the development of complex, large scale, multi-year enterprise solutions and client proposals for Medicare and Medicaid projects; implemented the National Provider Identifier (NPI) for TMHP.
* Collaborated with product and finance teams to develop solution cost estimates and client proposal pricing for Healthcare reform projects.
* Implemented financial tracking program for RSV requests/injections, in order to track the purchase of black order requests (AML) for illegal immigrants from Mexico and the dates of the injections given. Implementation of the RSV tracking program dropped overall TMHP yearly costs by 40%.
* Defined project scope, budget, project delivery timeline, resource requirements, and staffing plans to enable successful project delivery by consulting and managing product delivery teams.
* Built, shared, and maintained expertise in Medicaid, Medicare and the client environment; regularly interfaced with Product, Infrastructure, and Security teams to deliver on customer commitment on time and within budget.
* Facilitated / managed the re-engineering of processes by use of best practices; improved service efficiency and produced tangible cost savings.
* Prepared detailed plans and schedules for assigned major problems while participating with management in operational and logistical planning.

***SAIC – San Antonio, TX***

***04/2004 – 08/2006***

**Human Factors Project Lead – Global Harvest**

Provided research, technical and analytical expertise to various National Intelligence Agencies through the creation of multi-source and multi-INT integrated Target Assessments on global entities to deny, disrupt, defeat and degrade an adversary’s ability to negatively affect U.S. interests. Managed and conducted fusion analysis of HUMINT, SIGINT, IMINT and OSINT.

* Collected, analyzed and fused multi-source information into a single web-enabled study for existing trans-national terrorist-related Target Systems Analysis Studies for viewing by the IC, COCOMs, DoD organizations and national security agencies. Provided a one-stop shop for all integrated data.
* Developed relevant research studies and recommendations through effects-based integrated target assessments characterizing an adversary’s capabilities, vulnerabilities and centers of gravity to support kinetic and non-kinetic targeting options; Performed collections management.
* Developed and published new and innovative ways of organizing and displaying data for ease of customer use through the development of HTML and XML webpages.
* Organized and managed focused CI and Anti-Terrorism fusion analysis in support of offensive and defensive CI / CT operations for Latin American Teams.
* Developed relevant research studies (focused on Iran, Hezbollah, Hamas and Al Qaida) and recommendations through the use of threat analysis, foreign intelligence, counter-intelligence, Mantas AML, risk and vulnerability assessments, military operations, investigations, technology protection, security and antiterrorism / force protection.

***U.S. ARMY – (CONUS and OCONUS)***

**06*/1997 – 06/2006 (2004 – 2006 army reserves)***

**Counter-Intelligence Agent, 97B**

Specialized in Strategic, Tactical and Operational CI / HUMINT analysis, the handling of Source Operations and Security dealing with CI investigations, CT, force protection and vulnerability assessments.

* Directed the development and implementation of force protection, security and CI assessment projects that resulted in higher efficiencies, improved processes and reporting methods.
* Ran essential counter-intelligence missions / projects overseas in various locations – Central & South America, Southeast Asia, the Middle East, Europe, etc.
* Implemented systems that enabled the preparation of serialized formatted intelligence reports and estimates, utilizing a variety of systems.
* Implemented, tested, and directed global rollouts of new software and systems (i.e. Counter-Intelligence Human-Intelligence Management System [CHIMS], Counterintelligence/Human Intelligence Automation Management [CHAMS]) using COBOL scripting language compatible with Combined Information Data Network Exchange (CIDNE) and All Source Analysis System Light (ASAS-L) for clients. Managed numerous teams across broad technical, financial, and business disciplines.
* Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
* Managed and directed the Single Point of Contact (SPOC) project from initiation to close inclusive of three applications (i.e. Pathfinder, Proton and M-3 Messaging system) spanning multiple business lines with government reporting capabilities. This required resource and financial management while delivering desired functionality to senior leaders.
* Led a team of Counter-Intelligence Agents for 90th RSC Southeast Army Reserve Intelligence Support Center (ARISC) to conduct Organizational Inspection Program (OIP).
* Mitigated risk factors through careful analysis of operational, intelligence, and statistical data.
* Anticipated and managed change effectively in rapidly evolving global business environments.
* Defined processes and tools best suited to each unit.
* Moved between SDLC and Waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
* Worked with technical managers to define and schedule resources required for implementations, upgrades and other projects as needed.
* Managed risk, escalated issues as needed and communicated project status to Client Services, Technical Implementation teams and senior leadership, to include providing serialized reports as requested.
* Managed the successful completion (of all phases of SDLC) of a high visibility project to bring CIDNE up to date for Intelligence Community (IC) users, on time and within scope.
* Collaborated with development and QA teams to plan project sprints, monitor workflow and make timeline adjustments as needed. Developed status reports and resource plans, made vital decisions and maintained development best practices. Documented errors, provided resolutions and escalated appropriately.
* Led a CI team of agents in Central and South America. Liaised with the Panamanian government, military, and intelligence community to implement physical security measures on local medical centers in order to provide security for one of the leading heart-valve surgeons. Achieved seamless physical security integrations that were transparent to local medical centers.

**PROFESSIONAL DEVELOPMENT**

Masters in Intelligence Studies, Major: International Relations

American Military University, Manassas, VA 2014

Bachelor of Arts in Criminology, Major: Criminology, Depth Study: Profiling Terrorism & White Collar Crime

University of Alabama, Tuscaloosa, AL 2006

Bachelor of Science in Criminal Justice, Major: Criminal Justice (Administration) & Psychology

Excelsior College, New York, NY 2002

Program & Project Management, Major: PMP (Active)

PMI, Tampa, FL 2010

Counter-Intelligence Agent Certification, 97B, Major: Counter-Intelligence Agent, 97B / 351B

Fort Huachuca, AZ 1997

Joint Source Validation Course, Major: Asset Validation

MacDill AFB, FL 2010

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Current Top Secret clearance with access to Sensitive Compartmented Information