**Andrea M. Hall**

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| **EXPERIENCE HIGHLIGHTS:** | * Project Manager with responsibilities spanning customer relationship management, contract compliance management, performance management, risk/issue management, budget management and personnel management. * Possess in-depth knowledge of all aspects of software and systems development lifecycle, with strong focus on quality. * Lead project team in the analysis, development and execution of new or revised offerings. * Proficient in business partner/client relationships in the Federal and State/Local government climates. * Communicate major milestones and project risks/issues to stakeholders and management. * Work collaboratively with cross-divisional stakeholders to determine and manage operational and system impacts. * Solutions-driven and adaptable professional equipped with more than 7 years of progressively responsible project management leadership success in both Waterfall and Agile/Waterfall (hybrid) environments. * Experience with the following tools: Microsoft Word, Excel, Project, Adobe, Visio, PowerPoint, TFS, SharePoint, Siebel, JIRA, Rational Tools, One Note, SnipIt, Paint, Lotus Notes, JAWS, Google Chrome, Mozilla Firefox, Safari, Skype, IE, Dr. Explain, Nitro Pro8, Smart Draw, SQL Server, Oracle Applications, Unix , Microsoft .NET Platform, J2EE Platform, HTML, VBScript, JavaScript. * 10+ years of experience leading to successful demonstration of competencies as presented. | |
| **Skills Summary:** | * Active contributor in identifying business opportunities, developing effective change initiatives, and will participate in full solution delivery lifecycle with other team members to meet the business objectives. * Provide Subject Matter Expertise to support the Business Unit applications, and collaborate with other team members/teams including system infrastructure and administration in work-flows, issue diagnosis and resolution, and data processes to ensure technology needs are met. * Resourceful and detail-oriented team builder with an aptitude for process improvement. Decisive and customer-focused manager adept at resolving business challenges while exceeding customer expectations. * Develop and implement Capability Maturity Model Integration (CMMI)-compliant products and processes. | |
| **CLIENTS:** | Army National Guard, U.S. State Department, Centers for Medicare and Medicaid Services, U.S. Department of Education, National Institutes of Health, and National Science Foundation, and National Credit Union Administration | |
| **EDUCATION:** | **Granting Institution:** George Mason University, B.A. Degree, Psychology | **Year:** 1996 |
| **TRAINING/**  **CERTIFICATIONS:** | PMP Course/Bootcamp (7/17); PMP Certification TBC 8/2017); Certified ScrumMaster®, (11/2015) | |
| **CLEARANCE:** | Secret DOD Clearance (2009), Public Trust (2016) | |

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| **EXPERIENCE:** | **Blue Canopy Group LLC,** Project Manager, November 2013 – May 2017 |
| Relevant Skills: Business management, personnel management, project management, quality assurance management, issue management, change management, risk management, budget management, and proposal development. |
| **National Science Foundation Project Responsibilities/Accomplishments**:   * Managed the O&M of one of NSF’s oldest and largest applications. * Increased application participation by 2,000. * Engaged one of the toughest NSF departments and gained their trust and accolades for production efforts. * Created and reported Earned Value Management projections/results weekly to the federal client and monthly to the PMO. * Mitigated scope creep by identifying minor and major milestones and the critical path. * Identified new project work by managing scope which resulted in additional contract work. * Managed Statement of Work (SOW)/Service Level Agreement (SLA) and created a Rough Order of Magnitude (ROM) for additional new development work. * Acted as the government lead to NSF Senior Management. Provided detailed reports/accounts of releases and issues. * Performed User Interface and database design modeling. * Developed and managed Project Management documents and trackers (Project Charter, PMP, Project Scope, Project Schedule, Budget reports, Risk and Issues log, Change Request log, Impact Analysis sheet, RTM, IPR’s, MPR’s, and LOE/ROI documents). * Increased employee performance by doubling the amount of enhancements in a release. * Increased employee confidence resulting in broadening the team’s ability/tasks. * Reduced the number of defects through continued communication and documentation. * Provided guidance for Quality Assurance Control (RTM, Test Scripts, Release Plan, Defect Tracker). * Established corporate quality program; implemented IT Governance framework and CMMI-compliant processes, procedures, and templates. Conducted project quality audits; communicated quality expectations to projects; provided process compliance updates to senior management. * Led corporate CMMI L3 re-certification efforts including PIID creation and internal audit activities. Conducted project audits to assess compliance with Blue Canopy processes and customer life cycle methodologies. * Ensured a 508 compliant solution. * Managed Tier 2 ticket support program. Created new method of ticket management which reduced work. * Reinvigorated Program Management Reviews to provide a formal mechanism to monitor project performance; included representatives from Finance, Contracts, HR, and executive management in addition to project leadership. * Engaged cross functional teams; accounting, staffing, infrastructure/data base administration, security, communications and operations. * Implemented processes and templates for project management, configuration management, requirements management, quality assurance, and measurement and analysis. * Ensured security compliance using FIPS guidelines. * Reviewed project deliverables for conformance with company standards and requirements.   **National Credit Union Association Project Responsibilities/Accomplishments**:   * Managed the transformation and production of SAP application to.NET using an Agile hybrid approach. * Led daily stand up meetings. * Ensured Security Compliance using NIST guidelines. * Mitigated scope creep by identifying minor and major milestones and the critical path. * Identified new project work by managing scope which resulted in additional contract work. * Engaged cross functional teams; accounting, staffing, infrastructure/data base administration, security, communications and operations. * Performed User Interface and database design modeling. * Managed Statement of Work (SOW). * Provided detailed reports/accounts of releases and issues to client 3 times a week. * Developed and managed Project Management documents and trackers (Project Charter, PMP, Project Scope, Project Schedule, Budget reports, Risk and Issues log, Change Request log, Impact Analysis sheet, and RTM, documents). * Provided guidance for Quality Assurance Control (RTM, Test Scripts, Release Plan, Defect Tracker). * Created Epics and User Stories. * Ensured a 508 compliant solution. * Trained team members, customer support, senior management and the client on SharePoint. * Contributed to company proposal writing. |
| **HealthRX,**  Senior Business Analyst, July 2013 – October 2013 |
| Relevant Skills: Process improvement, project management, measurement and analysis, configuration management, quality assurance |
| **National Institutes of Health Responsibilities/Accomplishments**:   * Implemented Project Management procedures (PMP, Project Scope, and Project Charter documents) for a biomedical research software application company. * Designed and implemented Requirements Gathering System. * Designed Risk and Action Item procedures using JIRA. * Authored detailed User Guides for highly visible biomedical software modules. * Provided guidance for Quality Assurance Control (RTM, Test Scripts, Release Plan, Defect Tracker). * Assisted in training the client on IPAD software solution. |
| **2020 Company LLC,/Acentia,** Project Manager/Sr. Business Analyst, January 2010 – June 2013 |
| Relevant Skills: Process improvement, IT governance, project management, measurement and analysis, configuration management, quality assurance |
| **Department of Education Project Responsibilities/Accomplishments**:   * Accomplished in design, management and the CMMI Level 3 quality assurance of documentation and tools (Project Scope, Release Plan, PMP, CMP, Project Charter, Requirements Traceability Matrix, and Defect Tracker). * Defined requirements & analyzed possible technical solutions (Requirements Elicitation) with business users. * Developed and implemented processes/lists and tools for requirements gathering, Analysis, planning, tracking and delivery using SharePoint. * Co-Authored Data Dictionary/technical reference documents. * Defined requirements focusing on enhanced business information, competitive analysis, and, process workflow enhancement. * Maintained Earned Value Management reports using Microsoft Excel. * Managed changes to baselined requirements through change control processes and tools. * Managed Rational ClearQuest application supporting Software Change Requests and Defects. * Identified & managed issues, action items and risks, including devising mitigation strategies. * Assisted in maintenance of Project Plan using Microsoft Project. * Produced RTM’s supporting project deliverables including Business Requirements, Use Cases, Design Artifacts and Test Cases. * Assisted QA team in executing Test Cases * Trained Testing Team on Test Case generation related to the business. * Incorporated 508 compliance standards for web application. * Practiced growing business relationships vital to the success of the project. * Assisted in company proposal writing. |
| **2020 Company LLC,/Acentia,** Project Manager, August 2007 – January 2010 |
| Relevant Skills: Business management, personnel management, project management, quality assurance management, issue management, change management, risk management, budget management, and proposal development. |
| **Army National Guard Project Responsibilities/Accomplishments**:   * Managed the implementation of a .NET solution (versus Cognos). * Accomplished contractual obligations of Service Level Agreements (SLAs). * Defined the scope of the project based on the gathered business requirements including documentation of constraints, assumptions, business impacts, risks and scope exclusions. * Developed and managed Project Management documents and trackers (Project Charter, PMP, Project Scope, Project Schedule, Budget reports, Risk and Issues log, and Change Request log documents). * Negotiated with department managers for the acquisition of required personnel. Developed timelines for project delivery, and resources for successful completion (WBS). * Organized Joint Application Development (JAD) interviews and workshops for Iterative Waterfall Development sessions with end-users/business users/stakeholders. * Presented Management Reports on Weekly, Monthly and ad hoc basis. * Lead Change Control Board as well as Team and Client Status meetings. * Performed GAP analysis between around the identification of business rules, business and system process flows, user administration, requirements and assumptions. * Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes. * Analyzed business processes, gathered business requirements, developed and supported mission-critical applications. * Presented deliverables to stakeholders and benefit clients for the review and sign off * Worked extensively with the users, SMEs, and with different levels of management to identify requirements, use cases and to develop functional specifications. * Interacted with developers to understand current version of application. * Focused on team integrity and various organizational aspects that promoted the culture, values and mission of the organization. Organized events for team building, motivation and performed staff training, assisted with scheduling. * Provided hands-on mentoring of requirements management, use-case analysis and design. * Served as key liaison between the client and the technical team. * Created test plans & test scripts and assisted QA team carrying out system integration testing. |
| **AMS/CGI,** Senior Business Analyst, October 2004 – June 2007 |
| Relevant Skills: Process improvement, IT governance, project management, measurement and analysis, configuration management, quality assurance. |
| **Centers for Medicare & Medicaid Services Project Responsibilities/Accomplishments**:   * Served as a Release Manager in a Rapid/Iterative Waterfall development environment for Medicare.gov Part D tool involving the communication with other managers during software development, updating test schedules, and updating Requirements and Release Plan documents. * Acted as Configuration Manager responsible for providing centralized control points for multiple simultaneous tasks during the concurrent stages of development lifecycle. Performed software configuration audits and developed reports. * Conducted workflow, process diagram and GAP analysis to derive requirements for existing system enhancements and managed the requirements communication process throughout the project life cycle. * Worked closely with the development team to clarify and understand functionality, resolve issues and provide feedback from the UML diagrams. * Authored System Requirements Specification document, Use Case Specifications, Data Dictionary/Technical Reference documents. * Worked with ERP environments using COTS solutions. * Co-authored system documentation including test case scenarios, for complex systems to ensure system accuracy and identify design flaws and potential gaps and ensure reporting accuracy and quality in CWF data. * Produced instructional Application guides for client deliverables. * Created test plans& test scripts and assisted QA team to carry out system integration testing. * Performed 508 compliance testing using JAWS. |
| **AMS/CGI,** Communications Coordinator, May 2000 – October 2004 |
| Relevant Skills: Measurement and analysis, quality assurance |
| **State and Local AMS ADVANTAGE Project Responsibilities/Accomplishments**:   * Wrote, edited and managed State and Local community website to include ERP system updates and announcements. * Edited user’s manuals for State and Local ERP applications. * Co-managed AMS ADVANTAGE yearly forum. * Assisted in creating and managed course training materials for annual symposiums. * Managed and disseminated Continuing Professional Education credits to state and local clients. * Drafted weekly status meeting minutes. * Posted and managed documentation versioning using Lotus Notes. * Performed SQL database queries. * Managed ERP software distribution. |