**Christy C. Hawkins, CSM, CAPM, CASP, ITILv3, AGF**

Location: Clinton, MD • Phone: 240-305-0610 • Email: chawkins76@msn.com

**SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

As a highly motivated and independent self-starter with a versatile technical and non-technical manager competencies. Expert with implementation of the Project Management Body of Knowledge (PMBOK), Earned Value Management, Waterfall and Agile throughout the System Development Lifecycle. Strong communicator with board room level client management experience.

**CLEARANCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Secret

**EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Experis Inc., Herndon, VA Aug. 2015 – Present**

**Cisco Systems**

**Program Manager**

* Managed customer engagement and serves as a senior member of cross-functional project teams consisting of individuals from various IT departments and business units. Customers include federal agencies and private companies including SSA, CMS, Raytheon, NGC, and CDC
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Managed customer deliverables and services for Advanced Services Team which include Routing and Switching technologies, Unified Communications technologies, Cyber Security, Telepresence, Voice Over Internet Protocol (VOIP), Video, and Wireless technologies
* Improved client relations through strategies such as technology brown bags and knowledge transfers on current or new platforms
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Oracle Projects (for EVM and forecasting), Primavera 6 (for scheduling and resource loading), and MS Project (for scheduling and resource loading)
* Reported project status and strategy to key federal stakeholders
* Managed revenue forecasts for Cisco’s Civilian Sector division

**Lin Tech Global Solutions, Inc. Dec. 2014 – April 2015**

**Naval Medical Research Center contract, Silver Spring, MD**

**Program Manager**

* As a Program Manager my primary responsibility is the management of multiple government projects such as, application projects and network/enterprise projects, including sustainment projects, SDLC projects, operations and management projects, Help Desk projects and Data Center build-outs. By using the Agile framework to manage SDLC releases for the government on a monthly and quarterly basis
* As Program Manager my other responsibilities are to oversee and direct IT service management and support activities related to help desk, service provider contracts, data center operations, COTS/GOTS system software, systems support, and technical contract performance, including budget management, release management, incident management
* Managed customer engagement and serves as a senior member of cross-functional project teams consisting of individuals from various IT departments and business units
* Responsible for managing Data Center migration, enhancement and maintenance projects from planning to migration to post migration to include Primary and COOP sites
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading)
* Responsible for keeping leadership and management informed of project status and show stoppers

**Lockheed Martin Inc. Dec. 2013 – Aug. 2014 IS&S GSA contract, Arlington, VA**

**Sr. Project/Release Manager – Clearance SSBI GSA**

* Primary responsibilities as a Sr. Project/Release Manager is to enhance, implement and oversee the IT Security Services and SDLC release using the Agile framework for effective release and project performance; in addition, to promoting and communicating sprint and release progress to the data center production environment, outcomes and results to the GSA customer and Lockheed leadership
* Responsible for facilitating the estimates for each sprint/release to the production/data center environment to promoted backlog requirements to the production/data center environment in a work breakdown structure with project schedules with project teams
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Managed customer engagement and serves as a senior member of cross-functional project teams consisting of individuals from various IT departments and business units
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading)
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope
* Provide leadership Story Card information to prioritize backlog requirements for Sprint iterations and sprint scope for each release to be promoted to the production/data center environment
* Responsible for Commercial-off-the-shelf (COTS) implementation to the Data Center
* Responsible for Software development projects that are subject to strict security compliancy and security requirements (FISMA, NIST, DIACAP) that are hosted in the Data Center

**General Dynamics Information Technology Aug. 2010 – Nov. 2013**

**Military Health Business Unit – Patient Movement Item Tracking Sustainment, PMITS project, Common User Database (CUD) project, VTIL Data Center, and GFE projects.**

**Honors: DMLSS Gold Coin of Excellence Award from DOD DHSS TMA/PMI Division - November 2011.**

**Program Manager - Falls Church, VA**

* As a Program Manager my primary responsibility is the management of multiple government projects, application projects and network/enterprise projects, including sustainment projects, SDLC projects, operations and management projects and Data Center build-outs. By using the Agile framework to manage SDLC releases for the government on a monthly and quarterly basis
* As Program Manager my other responsibilities are to oversee and direct IT service management and support activities related to service provider contracts, data center operations, COTS/GOTS system software, systems support, and technical contract performance, including budget management, release management, incident management and Service Level Agreements (SLA) support
* As a Program Manager, I was responsible for attending technical/non-technical meetings at the VP level for executive level briefings, customer interactions, and capture management for reporting status.
* I have managed strategies typically involve numerous tasks including performance monitoring (response times, latency, uptime, etc.), security and compliance auditing and management, and initiating and overseeing disaster recovery and contingency plans
* Provide leadership Story Card information to prioritize backlog for Sprint iterations and sprint scope for each release
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Managed customer engagement and serves as a senior member of cross-functional project teams consisting of individuals from various IT departments and business units
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading)
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope
* As a Program Manager I was to pursue and be actively involved in New Project Development within scoping, sizing and planning all product backlog work to increase productivity
* Manages the Project Budget with overall budget accountability for up to $5 million per project per year using EVM (Earned Value Management) metrics.
* Manage monthly EVM (Earned Value Management) Reports for CPI and SPI status of actuals verses planned resources/hours for each project and release.
* Create, monitor, edit and status WBS, milestone schedule, monthly status reports, release notes and schedule, EVM reports, financial forecast reports, Level of Effort documents, SOWs and other contract documentation on a bi-weekly, monthly, quarterly and yearly basis.

**Manpower, Inc. Nov. 2009 – March 2010**

**Fast Tech Inc. contract at Department of Commerce – NIST**

**Laurel, MD and Springfield, VA**

**Sr. Technical Project Manager**

* Responsible for leading quality control audits and perform remediation of quality issues, specifically regarding Contingency Plans for Disaster/Recovery.
* Responsible for running scan against IA documentation and providing results to clients**.**
* Managed a team of 6 IA Engineers responsible forpreparing C&A package for Department of Commerce, NIST Agency.
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Managed customer engagement and serves as a senior member of cross-functional project teams consisting of individuals from various IT departments and business units
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading)
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Responsible for managing team of testers for scans on network servers, routers and switches to ensure compliance, assesses the performance of IA controls
* Manages the Project Budget with overall budget accountability for up to $2.5 million per year.
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope
* Responsible for Commercial-off-the-shelf (COTS) implementation

**COMINT System, Inc. Sept. 2008 – March 2009**

**Department of Defense contract**

**Pentagon, Washington, DC**

**Sr. Project Manager for NISO-ITA Special Interest Team (3 month Contract)**

* Responsible for planning, organizing and managing projects in the NISO-ITA Special Interest Team for the Department of Defense for successful performance consistent with contractual agreements for cable and infrastructure projects
* Also responsible for acquiring follow-on business associated with assigned projects and for supporting new business development by leading or assisting with requirements for proposal documentation
* Providing leadership and direction to a team of 3 Project Managers and 12 Engineers. Responsible for creating and maintaining project planning, tracking, control and closure of projects
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Managed IT Security Services for application development projects hosted in customer datacenter as well as reporting product defects
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading)
* Support Security Services for PMO security policy compliancy as well as support cross-functional interactions with IT Security Services stakeholder, sales finance, and subcontractors
* Successfully used EVM (Earned Value Management) to accurately estimate timely insight into cost, schedule and performance of DoD NISA-ITA projects and services programs
* Create, monitor, edit and status WBS, milestone schedule, monthly status reports, release notes and schedule, EVM reports, financial forecast reports, Level of Effort documents, SOWs and other contract documentation on a bi-weekly, monthly, quarterly and yearly basis
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope

**SID,Inc. Rockville, MD Mar. 2008 – July 2008**  
**Department of Labor ESA contract**

**Washington, D.C**.   
**Project Manager for Business Objects**

* As the Project Manager for Business Objects Enterprise Architect Project; my primary responsibility is to establish and maintain processes to manage scope over the project lifecycle.
* Clarify and communicate project objectives and success criteria
* Lead the development and tracking of project plans, schedules and cost.
* Establish and maintain clear and consistent project communications to the entire stakeholder community
* Responsible for blending traditional project management principles and practices with an Agile development approach in the right proportions to fit large, complex, mission-critical, enterprise-level projects and with the appropriate level of planning and provide the right balance of agility and predictability
* Oversee project resources estimations and staffing of 9 Business Object SME’s
* Effectively addresses evolving and competing objectives and possess a mastery of project management tool such as Visio, MS Excel and MS Project (for scheduling and resource loading).
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope
* Create, monitor, edit and status WBS, milestone schedule, monthly status reports, release notes and schedule, EVM reports, financial forecast reports, Level of Effort documents, SOWs and other contract documentation on a bi-weekly, monthly, quarterly and yearly basis.

**reVisions, Inc, Denver, Colorado July. 2007 – Mar.2008**

**Department of Defense PENREN contract**

**Pentagon, Washington, DC**

**Sr. Systems Project Engineer**

* As a Sr. Systems Engineer/Project Manager, my primary duty was to perform business develop with the EMC team for VMware design, development and deployment
* Experience in following the life-cycle oriented processes and procedures including documentation and presentations, test plans, release and deployment plans, and implementation plans in line with ITIL V3 Project /Practice Management
* Experience in utilizing VMware ESX tools to perform cloud computing across the internet for customer business applications
* Responsible for managing VMware team of 5 engineers for best practice and infrastructure design, development and deployment
* Experience in vitalizing Microsoft exchange environments for customers for server consolidation efforts
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope

**Advantage Professional, Raleigh, NC Oct. 2006 - Jan. 2007  
Hewlett-Packard contract for US Postal Service**

**Greenbelt, MD**

**Project Specialist**

* As a Project Specialist my primary duty was to prepare business process documentation necessary for contract deliverables for Datacenter migration to stakeholders
* Assisted in migration plans for ThinClient technology on a Virtual server platform for 150k desktop users for US Postal Service Next Generation network design
* Experienced with managing enterprise-wide projects (as an engineer and P), including managing third party staff, working through contractual issues, proofing deliverables and booking new deals/work that is out of the current scope

**NetCentrics Corporation, Vienna, VA Sept. 2003 - Oct. 2006  
Department of Army IMCEN Contract**

**Pentagon, Washington DC**

**Sr. Project Engineer/Project Manager Liaison**

* As a Sr. Project Engineer/PM Liaison, my primary duty was to migration agencies to the Dept. of Army IMCEN division. Worked closely with customer to design, develop and deploy migrations plans. These duties consist of network migrations and datacenter migrations on a platform and infrastructure level, helpdesk migration for server’s and hardware/software compliancy
* Executed contract task orders to ensure on-time, on-budget delivery of projects while insuring customer satisfaction and project completion. Develop a cost-effective and efficient plan for scheduling migration deliverables and completion
* Responsible for managing resources related to data migrations projects. I was responsible for tasking work via Remedy ticketing assignments, performance monitoring, scheduling work and time keeping for 35 network engineers

**Depart. Of Homeland Security Sept. 2002 – Sept. 2003  
Location: Dulles, VA**

**TSA - Supervisory Transportation Security Officer**

* As a Supervisor, my primary duties included supervising 65 security screeners in two different checkpoints at Dulles Intl’ Airport.
* Responsible for supervising and preventing any threat on aircrafts at Dulles International Airport.
* Identifying, distributing, and balancing workload and tasks among Screeners.

**Booz, Allen & Hamilton, Mclean, VA March 2001- June 2001**

**Sr. Technical Engineer III (Corporate Office)**

* As a Sr. Technical Engineer III, my primary duties included monitoring, maintaining, configuring, and implementing Cisco Catalyst 6509, 7206, 4006, multicast switches, 2651 routers, 3640 routers, 3548 XL switches, Bay BCN router, Bay 450T, 353, 253 switches, as well as miscellaneous hubs/switches on the network

**MCI WorldCom Arlington, VA July 1998- Mar 2001  
LAN/WAN Manage/Engineer III**

* As a LAN/WAN Engineer III my primary duties included managing, configuring, implementing, and maintaining Cisco Catalyst 6509, 7206, 4006, multicast switches, 2651 routers, 3640 routers, 3548 XL switches, Bay BCN router, Bay 450T, 353, 253 switches, as well as miscellaneous hubs/switches on the network
* Project lead on Site Surveys and creating Visio diagrams for accurate site surveys of any new modifications to the network infrastructure, as well as created technical manuals for field engineers implementing conversions
* Managed team of 7 Engineers in monitoring Frame-Relay, T1, T3, DS1, and DS3 circuits using Hp Open View Release B06.00

**TekSystems Reston, VA Nov. 1997 – July 1998  
UNISYS Federal Help Desk Systems Contract**

**LAN Administrator**

* As a LAN Administrator on the DOJ contract, I was responsible for supported Novell Netware v3.12
* Troubleshoot and supported daily LAN/WAN software/hardware and end user calls
* Managed customer concerns about upgrades on LAN/WAN products and services

**Cost Management Systems, Inc., VA May 1996 - Nov. 1997  
Technical Analyst II**

**Pentagon, Washington, D.C**

* **Department of Defense (BMDO Contract) Pentagon**
* Provided daily helpdesk support to end users in a NOC environment

**Department of Treasury, IRS Dec. 1994 - Dec. 1995  
Part of the Stay-in-School Program for College Students**

**Washington, D.C.**

* Learned how to support and configure pc hardware/software problems. (Novell 4x environment)

**Certifications**

* ***Certified Scrum Master, CSM*** *Certificant ID: 628599*
* ***CompTIA Advanced Security Practitioner, CASP*** *Registration Number: 27967551*
* ***Certified Associate Project Manager, CAPM, PMI,*** *Registration Number: 1550245*
* ***ITILv3 Foundation, EXIN,*** *Registration Number: 241326956*
* ***Agile Scrum Foundation, EXIN,*** *Registration Number: 284219629*
* ***Information Security Foundation ISO/IEC 27002, EXIN****, Registration Number: 247552985*

**EDUCATION**

**DeVry University – B.S., Management Information Systems** April 2017

(95 credits earned, 122 required)

**Specialized Training**• **ARS Technical Institute, Alexandria, VA June 2000 – June 2001**   
- Introduction Cisco Routing Configuring   
- Advanced Cisco Routing Configuration  
• **Learning Tree, Alexandria, VA Sept. 2005 – Jan. 2006**  
 Project Management Professional Certification Classes   
- Advanced Project Management course 287,   
- Project Risk Management course 286  
- Preparing for the Project Management Professional Exam  
- Project Quality Management course 349   
• **VMWARE** **September 2007**  
- VMware Infrastructure 3: Install and Configure Course

* **Learning Tree**, Alexandria, VA Aug. 2008 – Aug. 2008

- Course 197 ITIL® v3: Achieving Foundation