**Summary of SKILLS**

**Hardware:** IBM 360/370/390, 303X, 43XX, 3090, S/36, S/38, AS400, HP3000, Amdahl, Univac 9030 / 9300 / 1100 / 1108, Data General, Sun, Citrix, IBM Blade Servers, Dell Servers, NCR Servers, HP servers

**Software:** Excelerator, Panvalet, Xpeditor, , WordPerfect, MultiMate, Crosstalk, MS Word, Power Point, Excel, Access, Outlook, Lotus Notes, Novell, Visio, CICS, MS Projects, TSO/ISPF, , Roscoe, Librarian, ProComm, Lotus Notes, Intertest, NetXpress, PowerBuilder, Easytrieve, Easytrieve Plus, Webmethods, MQ-Series, File-AID, ABT Project Workbench, Lotus Notes, CRM / CCM, CIS, KIDASA, Clarity, MS SharePoint Services, Desk Top Applications, , Rational Tools, Quality Center, Plainview PPM

**Data Management**: Data Governance, Master Data Management, Data Verification and Validation, Data Masking, Data Marts, Strategic Data Repository, Interactive Data Hub, Data Steward, Data Council, Data Mining, Datacom DB, VSAM, DB2, Access, Oracle 9.I, SQL, Teradata, Informatica, Informix, PCI Data, MFS, CSP, BMP, BTS, DFU, IMS DB/DC, Business Objects, IDMS, Image, BMS, INFOS

**Windows Administration:** Install, configure Windows 2000/2003/2008, working knowledge with Novell GroupWise, Active Directory, Microsoft Exchange Server 2000/2003, SharePoint Services Administration and Maintenance, Terminal Server Administration and Support

**Protocols:** Knowledgeable in Network Routing Protocols and Network Management Tools

**Operating Systems:** Microsoft Windows Server 2000/2003/2008, , MS Project Server ,Microsoft Exchange Server 2000/2003, Microsoft SharePoint Services 2.0/3.0, Microsoft Windows Terminal Server 2003, Windows, 98/NT/2000/XP/Visio, Novell Netware 3.12/4.1/5.0, Novell GroupWise, Zen Works, Border Manager, AIX, Unix

**Programming Languages:** Cobol/Cobol II, ANSI Cobol, Assembler, RPG II/III/IV SAS, CLIST, Powerhouse, JES2/JES3, JCL, ECL, SQL MicroFocus Cobol, UML, Fortran, Basic, X12, EDI, XML/EDI, EDIFACTS, J2EE, JAVA, UML

**Methodologies / Tools:** System Transformation Framework ©, Warnier/Orr, Ernst & Young LRISP, Martin Marietta SDM, SDM/70, Information Engineering, Extended Relational Analysis (Logical Data Modeling), RUP, ERwin 4.0, BPwin 4.0, Six Sigma, Agile, Rational Tools, PMBOK, ISO 9001, CMMI, Waterfall, Lean IT SDLC

**Industries:**

* Manufacturing: MRP, MPS, ECC, BOM, Pick List Generation, Cost Control, Shop Floor Control, Purchasing, Copics / Mapics Implementation
* Government: Welfare Fraud Detection, Welfare Mgmt, Statistical and Inventory Reporting, Medicaid Mgmt, Cost Analysis, Engineering Assessment, Local Government Financial Systems (LGFS)
* Law Enforcement: CAD, RMS, Leads, NCIC, Hot Desk, E-911,
* Insurance: Claims Processing, IPDR, Life Systems, Retired Lives Reserve, Gain/Loss, Policy Exhibit, Personal Umbrella Policy, Loan and Collateral Protection, Dental, Vision, Medical, Property / Casualty, Membership, Financial Information Processing (FIPS), Policy Information Reporting (PIRS), NASCO, Facets, FSA, OPM, FEHB, FEDVIP, FEP, Crossover Claims, E-Payment, E-Billing, E-Enrollment, HIPPA 4010 to X12 HIPPA 5010 transaction set (270/271, 267/277, 278, 820, 834, 835, 837P, 837I, 837D), EDI, PCI, Data Governance, Data Warehousing, ICD-9, ICD-10, ERA/835 Payment Vouchers
* Telecommunications: Billing, CDR, JCS2000 Call Processing, Dms250 Call Processing, Integration Test Strategies, Local Resell Reporting, Traffic Summarization, Warehousing
* Banking / Investment Banking: Bank Card Rewards, Interactive Voice Response (IVR), Computer Telephony Integration (CTI), Statements, Settlement, On Line Trading, Funds Transfer, Securities, Earned Income, Visa / MasterCard, Data Governance, Data Warehousing
* Retail: CSM Assist, RF-ID, Bottom Of the Basket, In-Store Processor (ISP) Rx Processor (RxP), POS, Personal Shopper

**Education**

Almeda University, 2012, Doctorial of Business Administration in MIS

Certificate, Boston University, 2009, PMP Prep, Project Quality Management, Project Procurement Management and

Project Human Resource Management

MS, Almeda University, 2004, Information Technology

Ottawa University, 1995, Advanced Information Technology Management

Roosevelt University, 1979, Data Processing Business Management

AS, Data Processing, 1977, Washtenaw Community College

**Military Experience**

US Army Paratrooper, 1972 – 1976

**SUMMARY OF MAJOR CONSULTING PROJECTS**

# CareFirst, Federal Employee Program Operations Center (FEPOC), August 2016 to Present

**Sr. Program / Project Manager, at CareFirst FEPOC Health Care Analytics**

Duties include management and implementation of the FEPOC, Enterprise Data Foundation Operational Data Store (EDF ODS). The EDF ODS will facilitate On Demand Reporting and Analytics for project across the enterprise in addition to being the source of truth for all data within the FEPOC. Duties entail oversight of all HW/SW procurements required for Enterprise Data Platform Buildout, management of the Infrastructure buildout to support the EDF ODS, management of the development of the Operation Data Store to support various analytical projects, management of an Actuarial DataMart for reporting and analytics to the US Department of Personnel Management (OPM), Management of On Demand Reporting for various BlueCross Plans, BCBSA, and FEPOC internal organizations. Also responsible for oversight of the procurement and installation of the Ab Initio ETL tool with Meta Data Hub, MicroStrategy BI tool procurement and installation and the Cloudera Platform for HAADOOP and Big Data implementation. Subject matter areas include Federal Employee Medical, Vision and Dental and include current employees, retirees, Tricare, and Medicare recipients.

**Sr. Program Manager, Enhanced Personal Healthcare Solutions, IT PMO, Anthem Inc., July to June 2016**

Provide management and support for 9 IT and Business Project Managers responsible for delivering Enhanced Personal Health Care Solutions for BCBSA, Anthem Insurance members, providers and business partners worldwide. Areas of oversight include Reporting and Analytics, BI, Data Ware Housing, Provider Care Management Solutions (PCMS), Data Quality, Data Exchange, Data Foundation and Payment Model.

# Blue Cross Blue Shield Association, Federal Employees Program, July 2012 to March 2015

**Sr. Program Manager, BCBSA FEP Affordable Care Act (ACA) Health Care Reform**

Responsible for being knowledgeable in the Affordable Care Act (ACA) published Final Rules that affect the Federal Employee Program (FEP). Analyze, administered/implement the ACA Final Rules/provisions from 2011 to present. Define FEP Affordable Care Act (ACA) Health Care Reform project scope, deliverables, risk, and issues; Maintain project data in project management systems; coordinate and track the progress and quality of work being performed by design disciplines/trades, and facilitating internal and external resources to fulfill the project activities within the prescribed time frames and funding parameters to ensure project objectives and stakeholders expectations are met.

Sr. Program Manager, BCBSA FEP Member Benefits

Provide Program Management and support for the development and implementation of the following for the 2015 BCBSA Federal Employee Health Benefits (FEHB):

* Benefit changes
* SOW/Business Requirements Document (BRD) development
* User Acceptance Testing
* Development of benefits brochure and member communication materials
* Plan communications
* Coordination with external and internal vendors {FEPOC, EIT, CVS Caremark, Ogilvy, Harte Hanks, WebMD, ADP), for the implementation of Provider, Customer Service, Enrollment, Claims Processing and ERA/835 Payment vouchers, Benefits, FSA, IVR, Premium, Admin Fees, Par Agreements, Government Reporting, Finance and Actuarial Reporting, ID Cards, Incentives, Focus Groups, WEB, and Mobile Apps to support the medical product and the enterprise data warehouse updates utilizing the PMBOK SDLC to facilitate Java and various mainframe and server technologies

Provide Program Management and support for the development and implementation of the following for the FEP BlueDental and FEP BlueVision Products for BCBSA:

* Benefit design and development for a Dental product
* RFP response for the dental and vision product
* SOW/Business Requirements Document (BRD) development
* User Acceptance Testing
* Development of benefits brochure and member communication materials
* Plan communications
* RFP development to select Dental vendor
* Development of operational workflow
* Coordination with internal and external vendors (FEPOC, EIT, Ogilvy, DeCare Dental, RR Donnelly, ADP) for the implementation of Provider, Customer Service, Enrollment, Claims Processing, ERA/835 Payment Vouchers, Benefits, FSA, IVR, Premium, Admin Fees, Par Agreements, Government Reporting, Finance and Actuarial Reporting, ID Cards, Incentives, Focus Groups, WEB, and Mobile Apps to support the dental and vision product and the enterprise data warehouse utilizing the PMBOK SDLC to facilitate Java and various mainframe and server technologies.

Create and maintain appropriate project artifacts as required by the FEP PMO (e.g. Project Charter, Project Plan, Project Schedule, Communication Plan, Resource Plan, Monthly Financial Reports, Risks and Issues Log etc.).

Manage project per the FEP PMO Project Management Life Cycle processes which includes initiation, planning, implementation/execution, monitoring and control and closing.

Ensure that three key project constraints are met (scope, schedule and budget) while maintaining quality.

Ensure that all risks and issues are properly monitored, resolved and/or mitigated.

Conduct status meetings for the project and actively participate in the PMO weekly and monthly status meetings.

Provide weekly, monthly and ad-hoc status reports as requested by PMO or the Business Owner of the project.

Work closely with Business Leads assigned to the project for the planning, execution and issue resolution.

Perform additional responsibilities, tasks and duties as determined by the FEP PMO.

Release coordination with entities and groups.

Attend various meetings associated with FEP Dental and vision benefits design and administration as directed by the Business Owner and document key decisions and action items.

# WellPoint, Inc. May 2011 to June 2012

Sr. Program / Project Manager, Corporate Applications PPM Team

# IT Program / Project Manager, within WellPoint, Inc.’s Corporate Applications PPM Team. Utilized WellPoint’s Lean IT RUP SDLC for managing WellPoint’s various Enterprise Information Management and Finance delivery efforts for the following:

# Implementation of IBM’s Cognos Clarity software for WellPoint’s Securities and Exchange Commission FSR and XBRL reporting

* Implementing Request DX, a web base application for data mining from the Enterprise Data Warehouse and analytical reporting for various internal and external customers on the following subject areas: Product / Benefit, Customer, Member, Provider, Rx Claims, Rx Carve Out, Claims / Master Medical, External Lab Values, Actuarial/ Underwriting, Medical Informatics, and Strategic Informatics. Also served as project test manager for effort.
* Decommissioning of the New York regional Data Warehouse and integration into the Enterprise Data Warehouse (EDWard)
* Decommissioning of the VA Regional Data Warehouse and integration into the Enterprise Data Warehouse (EDWard)
* Pre Discovery for Report RQ, a web based Enterprise Data Warehouse application for generating Underwriting Reports for all WellPoint Underwriting regions

# HP. Jan 2011 to May 2011

Program Manager

Temporary Director of HP’s Testing organization at CIGNA Insurance for the HIPPA 5010 implementation. Maintained ownership of all activities associated with HP’s testing program in support of CIGNA’s implementation of the HIPPA 5010 federal mandate. Testing areas include but not limited to system testing, integrated system testing, performance testing, and trading partner testing.

# WellPoint, Inc. June 2009 to Dec 2010

Program / Project Manager, Corporate Applications PPM Team

IT Program / Project Manager, within WellPoint, Inc.’s Corporate Applications PPM Team, responsible for managing WellPoint’s Information Management delivery efforts required by the US Department of Health and Human Services under the Health Care Reform act for all 46 of WellPoint, Inc.’s legal entities across 14 states. In addition to being the Overall IT Program Manager, provided direction and oversight of the business and technical requirements development within WellPoint and outside e-portal vendors Connecture, E-Health and Online Insight as it pertains to the development and delivery of the applications and data required by HHS for inclusion on the Healthcare.Gov web site.

IT Program / Project Manager for the IT Financial portion of WellPoint’s migration of all pharmacy claims from the Amisys, Chips, Star, and Qcare systems which cover the states of CA, NV, WI, IN, CO, OH, MO, KY, GA, NH, CT, ME and VA to Express Scripts of St Louis.

IT Project manager for HIPPA 4010 and 5010 MQ Series Upgrade to complete the remaining development to the Enterprise EDI and NY EI systems to facilitate migration of the NY Trading Partners from the NY Gateway to the Enterprise Gateway. Oversaw the planning of the 4010 and 5010 MQ Series upgrade and integrated end-to-end testing to ensure all claims, remittance and supporting processing was successful.

# Blue Cross Blue Shield of South Carolina February 2007 to June 2009

Program / Project Manager, Strategic Commercial PMO

As a Program / Project manager within the Strategic Commercial PMO, performed process improvement initiatives, lessons, PM mentoring, executive management, and dashboard development and reporting. Developed Project, Scope, Change, Risk, and Issue Management policies and procedures based on PMI’s Project Management Body of Knowledge (PM-BoK) to manage the successful delivery of project-based solutions.

Managed a gap analysis of the HIPPA 4010 to X12 HIPPA 5010 transaction set (270/271, 267/277, 278, 820, 834, 835, 837P, 837I, 837D.

Managed multiple projects for BCBSSC, Blue Choice Health Plan and Companion Life with emphasis on quality, budget, scope and schedule utilizing the: RUP and Waterfall methodologies. Projects entailed the migration of legacy DB2 and VSAM based dental(full and skinny), membership and billing, payment processing and financial applications to a new server based Client Enrollment System (CES), Payment Information Reporting System (PIRS), Financial Information Processing System (FIPS). The projects utilized the HIPPA 4010 transaction set (270/271, 267/277, 278, 820, 834, 835, 837P, 837I, 837D and included the addition of e-enrollment, e-billing, e-payment, and PCI compliant based payment processing capabilities while supporting adjudication and payment of NASCO, Facets, FEP, dental, pharmacy, provider and institutional claims. The system was enabled on Oracle, DB2, and Teradata Data Warehouse platforms with inherit Business Intelligence capabilities.

# Blue Cross Blue Shield of Michigan March 2006 to January 2007

PMO Portfolio / Program Manager, Data Governance

As a Program manager within the Enterprise PMO, performed process improvement initiatives, lessons learned, PM mentoring, and executive management dashboard development and reporting.

Managed multiple NASCO and Local projects Claims processing and payments and Membership and Enrollment processing utilizing the HIPPA 4010 transaction set (270/271, 267/277, 278, 820, 834, 835, 837P, 837I, 837D.

Used significant Data Warehouse and "Data Governance" experience as program manager to manage 10+ Business Information Stewards and Subject Matter Experts across Business Intelligence, DB2, Oracle and Teradata Data platforms who: managed their individual budgets (~$2.0 + million-budget per subject area) to support the Business Intelligence program which included both business and IT activities for the following subject areas: (Product/ Benefit, Customer, Member, Provider, Rx Claims, Rx Carve Out, Claims/ Master Medical, External Lab Values, Actuarial/ Underwriting, Medical Informatics, Strategic Informatics).

# National City Bank, July 2005 to March 2006

EPMO Enterprise / Portfolio Quality Assurance Manager

# Wal-Mart, January 2005 to June 2005

Project Manager

# Kansas City, Missouri School District, January 2003 to January 2005

Chief Technology Officer, Fairview Alternative Middle School

Independent / SBC Communications Marketing Systems Portfolio Management Office, Jan, 2002 to Dec, 2002

Consultant / Portfolio Manager / Deputy **Director CRM** Offer Management IT Program Office

**Ajilon 1999 2002**

Practice Director, System Transformation Practice.

(Ajilon Project Manager/Director on multiple projects as follows)

Severn Trent Systems, March 2001 Jan 2002

Project Manager

Franklin Templeton Investments, Dec 2000 to July 2001

Project Manager

Sprint PCS, October 2000 to March 2001

Program Manager

CareFirst BlueCross BlueShield, April 2000 to December 2001

Project Manager

Wellington Financial Management, January 2000 to Dec 2000

Program Manager

**MCI/WorldCom, October 1999 to October 2000**

Program Manager

Independent / Merrill Lynch, March 1999 to October 1999

Project Manager

Compuware 1995- 1999 (Project Manager/Director on multiple projects as follows)

Sprint Telecommunications, June 1998 to March 1999

Program Manager

# Kansas City Southern Railroad, Feb. 1998 to Dec. 1998

Project Manager

Sprint Telecommunications, Feb. 1997 to Jan. 1998

Project Manager

Sony Electronics, June 1995 to Jan. 1997

Project Manager

**Summary of Major Clients/Employers Pre 1995**

Resolution Trust Corporation, Severn Trent Systems June 1993 to Jan 1995

Sprint Telecommunications May 1991 to Jan 1993

Chicago Police Department and Department of Purchasing March 1989 to Sept 1990

Chicago Transit Authority, Chicago Police Department June 1987 to Jan 1989

CNA Insurance, Blue Cross Blue Shield of Illinois Dec 1985 to Jan 1987

Software Design Associates, (CNA, Blue Cross Blue Shield of Illinois, RT Hepworth Insurance, M&M Mars, Chicago Police Department) Nov 1982 to Dec 1985

Martin Marietta, (Cummins Engine Company, Nippon USA) April 1981 to Oct 1982

Lambda Technologies Inc. (Xerox, Sun Bank) July 1980 to April 1981

Informatics Inc., (Amoco Oil, CNA, Blue Cross Blue Shield of Illinois, State of New York, State of Illinois (MMIS), Boeing, United Airlines June 1978 to July 1980