**EDWARD L. AIKEN, PMP**

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**Current Title:** Program Manager **Clearance:** Held DOE “Q” (Top Secret)

Held DOE Badge (Public Trust)

Held State of NC Badge (Public Trust)

**Education:**

Virginia Polytechnic Institute Bachelors Degree: Mathematics

University of Maryland Graduate Courses: Computer Science

Professional Highlights:

Twenty-five years’ experience in Information Technology (IT) service planning and management; PMO management and support; quality assurance; process improvement; software development; cyber security management; implementing ITIL processes and best practices that align IT with government, business and administrative requirements. Provided Program and Project Management to business and Government and consistently and effectively provided strategic planning services to federal and corporate officials. Project Management Professional (PMP) Certification since 2005. Supported **State of North Carolina Department of Information Technology (DIT)**, Raleigh, NC; **U.S. Department of Energy (DOE)** Oak Ridge, TN Operations Office; **U.S. National Nuclear Security Administration** (NNSA) Las Vegas, NV Operations Office, the **NNSA Office of Civilian Radioactive Waste Management (OCRWM)** in Las Vegas and Washington, DC and the **DOE Office of Science (OSC)** in Germantown, MD.

Managed a $40M performance-based **DOE OSC** IT consolidation contract with 51 people. The management and operations of three OSC offices (Chicago, IL; Germantown, MD; and Oak Ridge, TN) are being consolidation into a single enterprise-wide organization managed from Germantown with Service Desk and Data Center in Oak Ridge. Remote sites across the country are also supported. Functional areas are: consolidation planning and migration execution, software application development and maintenance, infrastructure operations and management, centralized Tier I service desk support, distributed Tier II desk side support, mobile device support, inventory management, vendor management, cyber security, infrastructure design and deployment, IT Governance, Program Management Office (PMO) operations, financial management and capital planning, user training, and process improvement.

Managed a $35 million Federal Information Systems contract and a staff of 52 people for the **NNSA Nevada Operations Office**, providing direct support to the NNSA/NV CIO in IT project planning, analysis, review, and implementation; IT Strategic and Tactical Planning; developing and maintaining the IT and Enterprise Architecture; managing the IT Initiative Portfolio; implementing enterprise cyber security; and IT Capital and Financial Planning. Assisted CIO in generating ITIL-based service strategy, managing design of services and transitioning design into operations. As contract Cyber Security Manager, supported NNSA enterprise and local security managers, participating in review and implementation of new NNSA cyber security policies and procedures. Led staff in a process improvement program to achieve CMMI Level 3 and provided leadership and oversight for the Nevada Enterprise Architecture Planning (EAP) project. Managed the planning, analysis, and implementation of a successful Records Management/Document Control system pilot and was responsible for NNSA property management and software licenses. Was a major participant in the proposal for the re-compete of the contract and made the required 90-minute oral presentation to the NNSA source selection board. Wrote the Project Management Plan for implementing CPIC within the NNSA headquarters IT enterprise.

Managed the **U.S. Department of Transportation (DOT) Federal Aviation Administration (FAA) Office of Airports (ARP)** IT services contract supporting 28 task orders involving FAA Headquarters and 10 Regional Offices. The contract included Enterprise IT services (network and server management, desktop management, Help Desk support, web-based software development, Geographic Information Systems and cyber security). The work involved interfacing with a significant number of remote staff, contractors and FAA employees in FAA regions around the country. Provided direct support to the ARP Chief Information Office (CIO) and the ARP Information System Security Manager (ISSM). Supported the **Office of Commercial Space Transportation (AST)** in managing the remediation of formal findings resulting from security assessments.

Managed a $46 million IT services performance-based contract with 52 people for the **DOE OCRWM** program. The work involved multiple projects spanning multiple locations. The contract included Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Level 2 software engineering, and support and planning for Level 3; wide area network (WAN)/local area network (LAN) design, operation and maintenance; telecommunications management and support; server farm consolidation, operation and maintenance; enterprise cyber security support; user support, including Service Desk operations and Desktop management; Materials Management, including procurement and asset management; and user training. Assisted OCRWM Program Manager in generating ITIL-based service strategy, managing service design and service transition to operations. Approximately 20 projects were active at any one time. Responsibilities included management, planning and operations of three government facilities, one in Las Vegas, NV, and two in Washington, DC, and ensured compliance with federal regulations and statutes, including FISMA. Oversaw transition of incumbent employees to the new contract, backfilling critical positions quickly with qualified personnel. Coauthored the winning proposal and made the required one-hour oral presentation to the OCRWM source selection board. Part of the innovative winning solution was the establishment of a Program Management Office and implementing quality assurance, ISO 9001 best practices, ITIL processes and a realistic management plan.

Managed a $30 million IT contract with 60 people for the **DOT Headquarters Office of the Chief Information Officer (OCIO)**. Provided day-to-day IT operations supporting users nation-wide. Two major projects were providing support to the DOT CIO in the planning and implementation of a consolidated enterprise architecture for all operational administrations within DOT and implementing a continuous improvement program based on ISO 9001 standards and ITIL best practices. The contract included WAN/LAN design, operations and maintenance, server farm consolidation, telecommunications management and support; application development and maintenance (including web and database development), user support (including Help Desk operations and user training) and DOT asset management. Managed the 24/7 operation of the Enterprise Network Operations Center (ENOC) and Transportation Cyber Incident Reporting Center (TCIRC) providing cyber security and emergency support for the entire DOT enterprise; the contract included a task order for business operations support to the OCIO. Participated in the Capital Planning and Investment and Control (CPIC) process, assisting in the preparation of the Office of Management and Budget (OMB) Exhibit 300 document. Developed project plan for implementing Microsoft Operations Framework (MOF), a version of ITIL.

Worked as scientific software engineer at the **Naval Research Laboratory,** and was elevated to **GS-14 Branch Chief** in the Research Computation Division. Received numerous awards and outstanding performance evaluations. As advisor to the Special Assistant, Office of Naval Research, recommended approval/disapproval of information system acquisitions at the lab. Acquired funding, designed and implemented the first NRL computer network using Ethernet technology.

As Mid-Atlantic Regional Management Information Systems Director at **Digital Equipment Corporation,** was responsible for enterprise architecture and office automation for a six-state region. At **Ogden Government Services** and was elevated to Program Manager at the Oak Ridge, TN, facility, supporting DOE and Lockheed Martin. At Ogden, was capture manager for a contract re-compete, winning a new four-year contract. Awarded Employee of the Year for that effort and received the Ogden Presidents Award three times over five years for outstanding performance.

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| **Program Management Skills** | |
| Business Development support | In-progress project/activity assessment and transition |
| Federal government proposal support (strategy, writing and compliance/red team reviews - management, technical, staffing, quality, performance) | Preparing/presenting contract transition plans |
| Leading oral proposal presentations | Position requirements assessment |
| Presenting approach at contract kick-off meetings | Staffing planning and employee development |
| Communications planning | Incumbent capture |
| Change Management planning and execution | Knowledge transfer |
| Quality planning | Contract transition and “right sizing” |
| Communicating with senior management/executives | Technology and process transition |

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| **Project Management Skills** | |
| Leadership/trust/integrity | Complete Life Cycle Management - scope, charter, planning, WBS, schedule, execution, monitor and control |
| Strategic planning/concept of operation/standard operating procedures | Deep understanding of State of NC Enterprise Project Management Office Quality Management System (QMS) |
| Budget preparation/management | Server/network management |
| Financial planning, forecasting and reporting | Enterprise Network Operations Center |
| Contract/task order modifications | Change control/advisor boards and IT working groups |
| Staff management (development/hiring/firing/rewards/discipline/motivating/team building) | Asset management (CMDB, formal tools) |
| Subcontractor/vendor management | Cyber Security (assessments, plans, NIST compliance, reporting) |
| Administrative (timekeeping, salary adjustments, performance reviews) | Significant understanding of State of NC Procurements Process |
| Performance management (metrics, scope/quality/cost, SLAs, reporting/program reviews) | Service Desk (tier 1, 2 &3) transition to single point of contact |
| Expert in State of NC Project Portfolio System TOUCHDOWN | User training (classes, one-on-one, documentation, newsletters) |
| Corrective action plans and actions | Application support (development, operations and maintenance, decommission, SDLC, Agile) |
| Change/configuration/release management | Information System Test and Integration |
| Process improvement |  |

Professional Experience

Rose International, Inc. 12/15 – 12/16 PMO Project Manager Raleigh, NC

PMO Project Manager for procurement of State-wide electronic contract bidding system. Led the multi-agency evaluation committee (DIT, DOA, DHHS, NCCS and UNC) in evaluation meetings and conference calls. Arranged and conducted reference checks with other States, vendor product demonstrations, and wrote the Vendor Recommendation document. Developed templates and guidance for the evaluation committee. Submitted recommendation and supporting documentation to procurement officials as scheduled. Became expert in the State Project Portfolio Management System, TOUCHDOWN, Microsoft Project Pro, and the Quality Management System (QMS) processes.

PMO Lead and managed all projects created under the newly created State of North Carolina Department of Information Technology (DIT) Transition Program Management Office (TPMO). Supported the Director by writing the Program Charter, Program Management Operational Framework and played a key role in the development of the State Agency Transition Plans. Used the State Project Portfolio System (PPS), TOUCHDOWN, to monitor and control multiple transition projects under the program. Tracked risks, action items and issues, and all relevant decisions made by state executives.

22nd Century Technologies, Inc. 2/15 – 6/15 Program Manager Germantown, MD

Managed a professional team of PMO specialists, system engineers, software developers, operations experts (service desk, networks, servers, desktops and laptops, Blackberry), cyber security experts, financial managers, and Quality Assurance specialists. Ensure that the contract is fully staffed with qualified people and all deliverable are completed on time and within budget. Participated in Change Review Board, PMO, Production Readiness Review, Application Status Review and contract issue meetings each week. The new consolidated environment is fully virtualized and based on standard platforms, Microsoft operating systems and a variety of automated tools for performance monitoring and operational support. The legacy applications and infrastructure are being supported during migration to the new environment. All performance is reported through the PMO. The major challenges are managing the impact of the client reorganization on migration and adjusting staffing to accommodate new technology and requirements. Routinely use video conferencing, MS Lync and SharePoint for managing widely distributed staff. Guided the contract through initial transition period.

A Square Group, LLC 11/14 – 02/15 Project Manager Frederick, MD

Project Manager for Department of Veteran’s Affairs (VA) Chief Business Office (CBO) deployment of an open-source content management/knowledge management and computer based training system. System is Cloud-based, and test environment is in Amazon Web Services (AWS) Cloud and initial production environment is in the Microsoft Azure Cloud, both FedRAMP security compliant environments. Responsible for all project plans, WBS, master schedule, daily/weekly client meetings and weekly/monthly/quarterly status reporting. Manage distributed staff using Microsoft Lync and Skype for on-line meetings. Interface daily with senior VA management, other contractors, Cloud vendors and consultants. The system is a combination of two open-source systems, OpenKM for content management and Moodle for computer based training, accessible through a common web-based user interface. Instrumental in the establishment of client data governance group and Change Control Board (CCB). Assist client management in organizational change management to overcome user resistance to a system that will replace existing systems across eight agency organizations.

TriTech Enterprise Systems, Inc. 8/13 – 11/14 Program Manager Washington, DC

Program manager for Department of Labor (DOL) Office of Public Affairs, Division Enterprise Communications (OPA DEC) Web Application, Content Management, Cyber Security and Enterprise Technology Support Services contract. Services include program and project management, process improvement, infrastructure support (Microsoft and Linux virtualized environment), application/web site development and maintenance, IT Governance (cyber security, change control and release management, and capital planning [CIPC]), enterprise content management, and desktop support to OPA personnel. Active role in implementing CMMI level 2 on OPA DEC contract and now implementing software development processes to achieve CMMI Level 3 for Development (CMMI-DEV) Oversees processes and staff for configuration and release management, web application testing, accessibility compliance and security testing. Maintains a development and test/integration environment that mirrors production architecture. Provides content management for DOL public-facing and internal web sites. Oversees CPIC and Certification & Accreditation assessment to the DOL National Call Center and the internal OPA environment. Managed current projects: Web Application Migration, infrastructure upgrade, Enterprise Architecture documentation, CPIC documentation assessment and revision, Drupal Content Management System implementation, public API enhancements, and application cyber security Certification & Accreditation efforts. Currently planning, establishing and staffing OPA DEC Project Management Office (PMO).

Next Tier Concepts, Inc. 4/12 – 8/13 Program Manager & Consultant Washington, DC

Program Manager for USDA Foreign Agricultural Service (FAS) Enterprise Transformation Support project. Managed a team of senior consultants specializing in Enterprise Architecture, Enterprise Governance, Business Process Reengineering, SAP training, Strategic Planning, Business Intelligence; and provide PMO support. Wrote the Project Management Plan (PMP), the Quality Assurance Plan (QAP) and developed and manage the Integrated Master Schedule (IMS) using MS Project 2010 and 2007. Provide monitoring and reporting of work by other support contractors. Review and approve deliverables, prepare Monthly Status Reports (MSRs) and executive status and financial presentations. Manage senior business analysts in developing requirements and process models.

For USDA Natural Resources Conservation Service (NRCS), developed processes and plans to implement client CIO IT Strategic Plan and established a test bed to integrate MS Project Server with the corporate Quality Management System (QMS). Conducted tests to demonstrate the integration of Project Server 2010 with MS SharePoint 2010 and MS Project 2010. Tested processes to use Project Server for the Integrated Master Schedule. Developed processes for establishing client Program Management Office (PMO), demonstrating deliverable quality, managing knowledge and risk, and for demonstrating overall success of contract execution. Wrote the Integrated Project Management Plan (IPMP), Quality Control Plan (QCP) and Integrated Communications Plan (ICP). Plans were compliant with Project Management Body of Knowledge (PMBOK) guidance and ISO 9000 standards. Wrote Contract Management Plan and Quality Control Plan for Army Headquarters client and the Quality Assurance Plan for potential DoD client. Support business development and proposal efforts as a Subject Matter Expert (SME) in project management.

Independent Consultant 9/10 – 4/12

PSI International, Fairfax, VA 9/11 – 4-12: Served as program management subject matter expert and proposal writer for a potential $250M government contract.

PRO-Sphere Tek, Reston, VA 7/11 – 4-12: Served as program management subject matter expert, solutions architect and proposal writer for DOJ, FAA and other civilian agency contract bids.

ReliaTrust Technologies, Sterling, VA 3/11– 5/11: Responsible for business development in the Federal civilian agencies. Identified business opportunities through personal contacts, and automated systems: INPUT and FedBuzOpps. Qualified opportunities and provided business intelligence to the proposal team.

B3 Solutions, Alexandria, VA 3/11 – 9/11: Conducted quality assurance and compliance reviews for Certification and Accreditation (C&A) security assessment documentation. Reviews included DHS Federal Law Enforcement Training Center (FLECT) and FAA Office of Information Security (AIS) Information System Security Plans (ISSPs), Security Assessment Reports (SARs) and other assessment documents.

B3 Solutions, Alexandria, VA 9/10 – 3/11: Supported the 90-day U.S. Department of Homeland Security (DHS) Transportation Security Administration (TSA) Information Technology Infrastructure Program transition from the incumbent vendor to Computer Sciences Corporation. As the Business Process Manager, responsible for the business process baseline and used the MS SharePoint Virtual Project Management Office web site to track and maintain process documentation during transition. Received ITIL v3 and IT security training as part of the transition process and assisted field personnel in the implementation of ITIL processes. Served as a Solutions Architect, IT Technical, and Project Management Subject Matter Expert for Federal government proposals and supported the company’s efforts to achieve SEI CMMI Level 3 appraisal. Conducted Quality Assurance and Federal Information Security Management Act / National Institute of Standards and Technology (NIST) compliance reviews for Certification and Accreditation contract deliverables. Provide continuing support as a consultant.

Digicon Corporation 2/09 – 9/10 Program Manager Herndon, VA

Managed a comprehensive IT support program for FAA ARP and various cyber security tasks for FAA AST. As ARP Program Manager, prepared Project Management Plans, project schedules, corrective action plans and status reports for ARP and corporate management. Tracked all work, using the corporate Project Management System, and reviewed invoices for completeness and correctness to ensure timely ARP approval and payment. Managed the allocation of resources to assigned task orders and tracked and reported progress. Wrote the overarching ARP Security Program Plan, working closely with the ARP ISSM. Wrote the AST LAN Policy and Procedures Manual based on NIST and other government standards, regulations and guidelines. Directly supported the AST CIO in remediating and closing security assessment findings in a timely manner. Supported the on-site project manager with managing contract tasks and regularly interfaced with the CIO and the on-site project team. Provided direct support for remediation of security findings for ARP and AST systems, improving their cyber security programs. Participated in the 2010 Certification and Accreditation of new web-based systems. Provided quality assurance and project management consulting services on industry best practices, and was the corporate resource for ITIL, Project Management Institute (PMI), and CMMI standards and processes. Served as a Subject Matter Expert and Solutions Architect on several major proposals. Was responsible for customer satisfaction, staff performance and deliverable quality, overseeing all task orders under contract, managing all subcontracts and consultants and meeting corporate and client financial goals while ensuring that deliverables were on schedule, within budget, and met or exceeded customer expectations.

Ace Info Solutions, Inc. 12/06 – 9/08 Program Manager Washington, D.C.

At ATF, managed a complex integration task order that expanded into new work. Acquired new task orders in Data Quality using the IBM WebSphere suite of tools modified to work in a UNIX/Oracle environment, and in Crime Gun Modernization (CGM) integration and testing. As an innovator, established a robust quality management and continuous process improvement program and was a key member of the ATF Integrated Process Management Team (IPMT), assisting ATF in improving overall life cycle process management. As a key member of the CGM Integrated Process Team (IPT), reviewed requirements and oversaw the integration and testing of multiple systems under development. Responsible for the day-to-day operation of the integration and test organization as well as a number of special projects, and introduced test automation using existing tools into ATF,avoiding major costs. Created the position of Quality Manager and developed quality control processes that included routine audits to ensure that the staff was following workflow processes. Responsible for multiple task orders, quality management, customer satisfaction; staff performance, including multiple teaming subcontractors; and overseeing multiple projects. Ensured that responses to incident and service management using BMC Remedy were timely and effective. Maintained the master schedule of all assigned work. The environment included Serena Dimensions for change management, HP Test Director for test management and defect tracking, HP LoadRunner for application performance analysis, and QuickTestPro (QTP) for test automation. Web Applications were developed using Java (J2EE) and Oracle; the client server applications used PowerBuilder and Oracle There were separate contractors for Analysis, Development, Seat Management and Independent Validation and Verification (IV&V). The task order required significant interaction, cooperation and coordination with multiple contractors as well as ATF’s Product Assurance organization. Wrote the Integrated Team Communications Plan, the Quality Management Plan, and the Project Management Plan and oversaw preparation of the Master Test Plan. Established the quality assurance (QA) program that included policies, procedures and routine process audits. Achieved the maximum incentive award for every quarter measured against strict performance metrics.

Catapult Technology 5/03 – 11/06 Project Manager Las Vegas, NV & Washington, D.C.

6/06 – 11/06 USDA, Washington, DC

Managed a major project at the U.S Department of Agriculture Foreign Agriculture Service (FAS) with 15 people from other contractors to implement new enterprise infrastructure (network, servers, desktops and operating system) while converting email from Lotus Notes/Domino to Microsoft Outlook/Exchange at approximately 90 overseas sites. Implemented project management best practices and managed the planning phase to a successful conclusion to salvage the floundering project. Reporting directly to the FAS Deputy Chief Information Officer, prepared the Project Management and Communications Plans and managed the development the training materials, implemented a test bed and staging area for testing and oversaw the testing of critical applications, hardware configurations and the deployed desktop image. Conducted regular quality reviews of all work and reported results to the Deputy CIO and the project team. Used Microsoft Project Professional to manage the complex schedule for overseas and headquarters deployment, and MS SharePoint to manage project deliverables (project plans, test plans and results, network and system configurations, work breakdown structure, issues lists, overseas contacts and locations, corrective action plans, and status reports) and to allow effective collaboration among project stakeholders. Followed PMI best practices based on the PMBOK.

**2/05 – 5/06 DOE/OCRWM, Las Vegas, NV & Washington, D.C.**

At OCRWM, introduced formal project management into an organization that operated by initiating work by email, verbally and other informal methods. Directed and mentored a team of project managers conducting projects in software development and enhancements, server consolidation, telecommunications, implementing ITIL best practices, and facility upgrades. Became certified in ITIL fundamentals and took other process-oriented training. Developed and implemented quality monitoring and control processes and wrote the formal Transition Plan, prepared the annual budget, developed the contract performance metrics, established the performance improvement program, tracked contract performance and reported results in the monthly PMR and in the Quarterly Performance Requirements Summary. Brought together the contract elements to plan, execute and control projects, so that the DOE customer accepted project results and budgets were not exceeded. Led the project to achieve CMMI Level 3 using Catapult Technology CMMI Level 3/ISO 9000-approved templates. Implemented ITIL-based processes. The environment was EMC Documentum, eRoom, Oracle and Lotus Notes with Cisco routers and switches and HP and Sun servers. Was a senior member of the Change Advisory Board, an active participant in the OCRWM Corrective Action Program (CAP), and became skilled at using the CAP automated system. As project manager, was responsible for service quality, customer satisfaction; staff performance, including multiple subcontractors; overseeing all projects under contract; managing all subcontracts (SAIC and SCI Consulting); and meeting corporate and client financial goals. Ensured that deliverables were on schedule, within budget, and met or exceeded customer requirements. Earned PMP certification while managing this contract.

**5/03 – 2/05 DOT/OCIO, Washington, D.C**

Managed a team providing IT support for a DOT user community of 3,000. Assisted government officials in developing scope statements, defining project objectives, and proposing innovative methods for project planning and execution while DOT was undergoing major organizational and infrastructure change. Implemented a performance improvement program, participated in the CPIC process for the Enterprise Information Architecture project, and helped prepare the OMB Exhibit 300 for the DOT IT budget. Directed project management, application development and maintenance, operations and management for the DOT Asynchronous Transmission Mode (ATM) network backbone, a Gigabit LAN, over 60 servers, the enterprise Help Desk, the DOT ENOC and TCIRC, and provided enterprise-wide telephone operators, conference call support, desk-side telephone service, and wireless equipment service and management. Participated in the BMC Remedy implementation for change management by proposing and reviewing problem/change type categories, managed staff in using Remedy to complete change-related projects, and worked closely with the Remedy consultant to make the implementation successful. Served as a senior member of the Change Management Board, reviewing and recommending approval/disapproval for requested changes. Managed personnel assignments and schedules for the DOT Emergency Response Teams providing 24/7/365 coverage in the ENOC/TCIRC. Projects included infrastructure consolidation, implementation of Storage Area Network technology for electronic mail and file storage and the planning and implementation of a classified Continuity of Operations site at a remote location. Developed and wrote the ITIL Project Management Plan based on Microsoft’s version called Microsoft Operations Framework (MOF).

**SCI Consulting, Inc. 11/95 – 2/03 Program Director Las Vegas, NV & Oak Ridge, TN**

**11/96 – 2/03 DOE/NNSA, Las Vegas, NV**

Managed a cost-plus Information Systems Support contract, which included transitioning 20 incumbent staff from SCI’s major subcontractor teaming partner on their premature subcontract termination. Directed information technology planning and implementation; IT project planning and implementation; advanced technology evaluations and technical studies; classified and unclassified computer security support; and software engineering services, including database development and maintenance. Supported users in a campus environment that included remote users at the Nevada Test Site, DOE and NNSA headquarters, the Nellis Air Force Base Remote Sensing Laboratory in Nevada, and Andrews Air Force Base in Maryland. Provided direct support to the NNSA/NV CIO in IT policy and planning, cyber security, budget presentations, other Capital Planning documents, and Strategic/Tactical Planning documents. Managed the successful development of the NNSA Cyber Security Plan that resulted in the Certification and Accreditation of the NNSA Enterprise Network and its supported systems; this plan was adopted as the NNSA headquarters model. Maintained the master schedule for all formal projects. Responsible for implementing the Integrated Document and Records Management System, managed the acquisition of PCDocs and ForeMost commercial off-the-shelf records management and scanning software, and the planning (including developing the cost estimate and schedule), testing and successful deployment of the system. As Program Director with a solid and stable budget from NNSA, implemented innovations such as Frontline Leadership training, off-site management retreats, employee rewards programs, an internship program, an employee training and development program, a formal control process that included hiring a skilled project controls engineer, developing an automated timesheet/project management and reporting system, earned value management, and formal work request forms. Created the Quality Manager position; established a QA program; and began implementation of CMMI level 2 processes, training the entire staff and developing IT policies and procedures.

1/95-11/96 DOE/Lockheed, Oak Ridge, TN

Managed a task order contract with Lockheed Martin Energy Systems (LMES) in the Data Systems Research and Development Division (DSRD) under the DOE Work for Others Program. Concurrently, was a Senior Information Engineer and the Quality Assurance Manager on a major software development project, the Management Control Information System (MCIS). While working on these projects, was Oak Ridge Operations Program Manager, responsible for customer satisfaction; business development; supervising all personnel, including conducting performance/salary reviews; overseeing all projects under contract.

Ogden Government Services 6/89-1/95: Program Manager (1/91-1/95) Oak Ridge, TN  
Deputy Program Manager (6/89-1/91)

Promoted to Program Manager in 1991, managed a task order contract with DSRD, oversaw all projects, managed multiple contracts, met client performance requirements, and met corporate financial goals. For Ogden clients, served as Lead Facilitator developing data and process models (IDEF0 and IDEF1X models) and preparing Life Cycle Management documentation. Developed and implemented the QA program and participated in the development (requirements and modeling) of the LMES MCIS, a major Earned Value Management system for tracking all work under the DOE Environmental Management program. System was developed using PowerBuilder and Oracle.

**Professional Training**

TOUCHDOWN Training DIT 2016

TOUCHDOWN SPI/CPI Training DIT 2016

Microsoft Project Pro Training DIT 2016

CMMI Training iPower, Inc 2013

PMI PMP Certification PMI July 2005- renewed July 2012

ITIL V3 On-line Training Thought Rock 2012

Microsoft Project Server Training IT for Enterprises (it4e) 2012

PMI PMP Re-certification Training PM Educate 2012

ITIL v3 Introduction Computer Sciences Corporation 2010

NIST Risk Management Framework NIST 2010

PMI PMP Re-certification Training PM Educate 2009

Apollo ITIL Process Simulation ITSM 2006

ITIL Foundations Certification DOE Provided 2005

Earned Value Management Training DOT provided 2004

ISO 9000 Training Catapult Technology 2003

Cyber Security Training MIS Training Institute 1999-2002

ITIPS (now called CIPC) Training DOE Provided 2001

CMM Training DOE Provided 1999