**Margaret Goldych, MBA, PMP**

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**SUMMARY**

I am seeking a business analyst or software developer position based on my experience. I have been a project manager from 2001 through 2014 on software development - Information Technology projects. I also have software development project manager experience from 1986 to 1989. I am a PMI certified PMP since July 2003. I started as a computer programmer analyst/ software developer in 1982 in a computer programmer training class at a large insurance company. It is difficult finding PM positions in the current job market as I worked on many various contract positions, therefore I am returning to software development and business analysis.

**SKILLS PROFILE**

**IBM Mainframe:** DB2, SQL, CICS, IMS, COBOL, COBOL II, TSO, ISPF, JCL, TELON, VSAM, Oracle, Planview.

**PC:** Microsoft Project 2007 & 2010, Microsoft Office, Visual Basic 6.0, Micro-Focus COBOL, Cognos Query Studio, Clarity.

**PROFESSIONAL EXPERIENCE:**

**PMO Engineering Project Mgr- Apex Systems at client Time Warner Cable, E. Syracuse, NY 1/2/13 -2/28/14**

* Contract project manager for multiple projects. Created project reports using Clarity and MS Project. Managed project resource requests. Tracked monthly costs for projects. Scheduled and facilitated project meetings.
* Managed Hub Newburgh Expansion project, NE RTN project, Hub Realignment Projects, CASA CMTS Trial project and Northeast CMTS projects within the PMO responsible for field engineering projects.
* Project manager for DOCK software deployment in Northeast, Carolinas and NYC. Scheduled training for software and ensured access was set up for users and regional data loaded to software database.
* Project manager for Connect NY project to expand internet service in New York State in unserved areas.
* Project manager for UAT testing for the Salesforce DOCK Integration software development project. There were 30 bugs corrected and 19 Request for Enhancement requests completed as part of this testing effort involving users across multiple states and markets.

**IT PMO Project Manager- Diasys Personnel at client BCBS of Western NY Buffalo, NY 8/29/11 -3/30/12**

* Contract project manager for 4 software development projects. Created project reports using Daptiv and MS Project. Managed project resource requests. Tracked monthly costs for projects. Scheduled and facilitated project meetings.
* Completed a project of modifying existing software for internal software of The Good Life product. The software release was implemented successfully at end of 2011. Another release of the software was under development.
* Project manager for federal mandate HCR Universal Benefit Summary through end of signed business requirements.
* Project manager for NYS mandate project for Restricted Recipient Access to Care project. Successfully made small software changes for manual processing the Medicaid members distributed by NYS to health plans for maintenance. A manual process was implemented for monthly processing of member updates with new system user messages.
* Project manager for value based product rider from beginning through business requirements. Estimates for how to implement a solution were in progress but there were system issues on how to meet the requirements. Product touch points to 10 different departments for potential changes for this new product.

**Project Mgr. Strategic Marketing Operations – Croop LaFrance at Excellus BCBS Dewitt, NY 2/1/11 -6/3/11**

* Contract project manager for guest membership enrollment move to another product. Letter was mailed to members in April. Move of guest membership will be completed in July. Small project team size of 8 people.
* Project manager for 2012 Product Discontinuances project to move groups and their member enrollment to another health plan product as of 1/1/2012. Project kickoff in April. Plan, organize and oversee execution of project work plan across cross-divisional and distributed project team members. Project team size of over 20 people.
* Facilitate and document meetings. Request information from multiple departments to determine group enrollment population to receive mailed letters and be moved to another product across multiple system platforms.
* Received Cognos Query Studio training. Use online Team Room for storing project documentation.

**PMO Project Mgr. & Testing Coordinator – Global Quest at M&T Bank Buffalo, NY 7/19/10-11/19/10**

* I was the 2nd contract project manager on a large, complicated software development project converting loan coupon books into printed monthly statements that used both vendor software development and in-house software development and also had an off-shore QA staff. I ran meetings, created status reports and updated project schedules. I attended weekly status meetings with the business side and also with software vendor.
* Coordinated testing by running daily system testing meeting for system testing. Resolved access issues for off shore contractors and in house staff. Develop daily testing progress report by exporting HP QC data to excel and creating graphs and charts. Stored project documentation in Sharepoint.
* Project finished on time with 11/5 software implementation for this large project with many software system interfaces.
* Received PMO New Hire training, Artemis training, and HP Quality Center training.

**Software Engineering Senior Project Manager – Video Gaming Technologies (VGT) Inc.,**

**Ruckersville, VA 5/2006 – 5/2008**

* Project manager on multiple software development projects for both protocol interface software and game software. Project manager for off-shore out-sourced software documentation project. Gave guidance and instruction to other assistant project managers on their projects. Used MS Project 2007 for project plans.
* Customer Relationship Manager (CRM) for two Native American casino clients that total over $30 million in revenue per year which included our largest client. Manage software deployment installations in multiple casinos in multiple states. Completed these software deployment projects on time and within budget. Attended industry tradeshows.
* Communicated with other software vendor companies (Bally’s and IGT) for situations where we interfaced to their software at mutual customer locations. Negotiated a new software interface to IGT’s back end system to benefit our mutual casino client. Worked on dual company software interface project.
* Gave power point presentations at monthly engineering project review meetings to company executive management. Work with patent lawyers to file patent applications.

**Project Manager – Computer Task Group (CTG) Syracuse, NY at client of POMCO 11/7/05 – 1/13/06**

* Brought into client of POMCO to finish two projects in progress that a former employee had managed. IT project manager for a PBM conversion project from mainframe to .Net technology.
* IT Project manager for Medicare Part D – RDS files for PBM’s. Schedule tasks for programmers for multiple projects. Completed project on time for end of year enrollment processing.
* Client relationship manager for PBM’s on projects. Contact PBM’s and schedule software updates and file processing dates. Liaison with Client Services and Information Services department.

**IT Program Manager at client of Excellus Blue Cross Blue Shield, Syracuse, NY**

**(Contractor with consulting firms of Keane Inc. & Croop LaFrance from Rochester, NY) 7/2/04 – 10/28/05 (Company wanted to hire me but Keane didn’t allow)**

* IT Program Manager for mainframe and Java web development RBRVS provider management project (01/14/05 to current) at Excellus Blue Cross Blue Shield health care insurance company. Received Microsoft Solutions Framework (MSF) project management methodology 3 day training. This distributed project team consisted of 3 Java developers and 3 mainframe developers in application development and 14 other team members located in 4 different cities. Development team members used Websphere for developing GUI web application and Java batch application. This project also had a cross validation of data to production testing phase.
* Gathered sponsor requirements. Developed technical solution proposal based on JAD session and estimated work effort needed to meet end of year deadline. Interviewed and hired consultants for 2 Cobol/IMS programmer positions. Managed project budget for contract resources.
* The Enhanced Automated Enrollment project (07/05/2004 – 12/31/2004) developed new mainframe Cobol and IMS programs to compare company full enrollment health insurance files in either a HIPAA 834 format or Excellus Intelliquick format to determine subscriber health insurance changes and generate reports along with creating records for adding and terminating subscribers. Completed project on time and within budget.
* Delivered presentation with product manager to senior management on our strategic project.
* Assigned project work along with tracked and reported on progress of project. Held weekly project status meetings. Utilized Planview for IT project resource allocation and project time tracking along with high level project plan for management to review. Used MS Project Professional 2002 for full project plan.
* Utilized iteration testing in stabilizing test phase. Stored project documents in Sharepoint.

**Information Technology Solutions Developer – Turning Stone Casino 9/6/2000 -12/13/ 2003**

Oneida Indian Nation, Verona, NY.

* Project manager for purging expired accounts and installation of software and hardware for new visitor badge system.
* Project manager, application support and quality assurance testing of business critical gaming system in client server Unix environment with 1000+ PC's using Java based software.
* Product Manager for software vendor upgrades for Java application system and wrote business design requirements and SOW’s. Determined which change control requests should be bundled in next software release. Inferfaced with software vendor on their software system.
* Developed software and tested 20+ ad hoc reports using PL/SQL and Oracle Developer 2000 Reports.
* Responsible for program maintenance and coding new applications using Visual Basic 6.0, Oracle databases, PL/SQL in Windows 2000 environment.
* Attended training on Infinium corporate software system used in AS400 environment.

**Mainframe Senior Programmer Analyst - Contract Consultant** **04/1990 – 10/1995**

* Located at health care insurance client of Empire Blue Cross Blue Shield in Syracuse, NY with JTS Computer Systems from 04/1990- 11/1991. Worked on re-engineering Medicare system region 6000 line reporting program and reduced code by more than 60%. Created and modified programs and performed system testing for software releases of Medicare system on IBM Mainframe using COBOL with VSAM file structure. Designed, coded and tested Cobol & VSAM Medicare client statistics report program.
* Located at electric and gas utility client of Niagara Mohawk Power Corporation (now National Grid) in Syracuse, NY with Ciber Inc from 12/1991 – 07/1994. Designed part of new customer service system. Gathered requirements, wrote functional program specifications for other programmers. Programmed and tested CICS, DB2 and micro-focus COBOL programs. Designed application screens and wrote program specifications for customer service and address portion of system that included 12 online programs for utility application system using ADW, DB2, SQL, and CICS & COBOL II programs in IBM Mainframe environment. Reviewed work of other team members in program walkthroughs. Worked with data conversion team to develop conversion requirements for 20+ DB2 relational database tables.
* Located at client of Farmers Insurance Company in Los Angeles, CA with Bridegton Inc and also as independent consultant 07/1994 – 10/1995. Designed, coded and tested (including integration and system testing) online screens for automobile insurance application in IBM Mainframe environment using ADW, DB2, SQL, Cobol II, CICS. Resolved anomalies found in system acceptance testing. Used Microfocus COBOL PC development.

**Product Manager,** **SUMMA COMPUTER SYSTEMS, INC., Syracuse, NY 06/1989 – 12/1989**

* Conducted research on competitors in the PC VAR software industry. Mailed letters to potential customers.
* Worked with magazine for designing software ad run in the magazine.
* Created Lotus 123 spreadsheets for financial statements and business plan.
* Assisted in developing strategic business plan for company; **company bankrupt in 1989**.

**The MONY Group (MONY Financial Services, Mutual of NY Life Insurance Co.), Syracuse, NY** **6/1982 – 5/1989**

* 1986-1987 Project Lead for new application software development project for marketing management application software system utilizing 6 people full time in development for 1.5 years. Application designer and architect of this new IMS and DB2 online application computer system for which I wrote all program specifications after working with senior level product management on gathering requirements. Completed on time and within budget.
* 1988-1989 Project Manager for implementation of software and hardware for a vendor purchased and customized voice response system accessing data from online application on IBM Mainframe. Wrote vendor functional requirements for customization to read mainframe software system data. This project was completed on time and within budget. Developed business reports for system usage by client departments.
* Created project plans and tracked projects using PMW project management software. Trained other department managers on using Project Workbench software.
* Held presentations at multiple corporate locations for corporate staff on potential use of voice response systems.
* Performed systems analysis and programming on financial transactions including billing, investment share purchases for universal life, reversal transactions and interfaces to other software systems. Managed project business requirements. Used DB2, IMS and Cobol II for software development.
* Received one shot award for outstanding work ensuring investment money was in balance between interfaces to multiple software systems. Fellow Life Mgmt Institute 1985, Master FLMI 1989 - specialty in Management Science.

**EDUCATION:**

**SYRACUSE UNIVERSITY, Whitman School of Management, Syracuse, NY - 1996**

Master of Business Administration (MBA) degree: major Innovation Management (New Product Development)

**SYRACUSE UNIVERSITY, Whitman School of Management, Syracuse, NY**

Bachelor of Science degree - Operations Management major; Management Information Systems (MIS) minor

**Bryant & Stratton College**, Syracuse, NY, Assoc. Science Degree -Accounting, most outstanding accounting student award