## Jennifer Burns, PMP

Senior IT Project Manager

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**Professional Highlights**

* IT professional with over twenty (20) years of experience in diverse technologies and industries including healthcare (hospital setting), health insurance (Medicare / Medicaid), telecommunications, and state government
* Project Management Institute-Certified Project Management Professional (PMI PMP)
* Managed numerous complex, multi-million dollar information system projects from initiation to final acceptance (expertise is major system conversions / upgrades)
* Developed SharePoint repositories to maintain all project documentation
* Led large teams using SDLC and Agile methodologies
* Extensive vendor management experience

**Education**

**1995** Bachelor of Business Administration, Management Information Systems

*McCombs School of Business, University of Texas at Austin, Austin, TX*

**Certifications**

**2013** Executive Management Program (University of Southern California)

**2004** Six Sigma Change Facilitator (GE Medical Systems Healthcare Services)

**1999 – current** PMI PMP (Project Management Institute, Project Management Professional)

**Work Experience**

**Senior IT Project Manager February 2015 – Present**

***Department of Human Services, Honolulu, HI***

***(through eWorld Enterprise Solutions, Inc., Honolulu)***

* Led team of IT experts and business client on a major, complex database / code conversion project using mixture of Agile/Waterfall approaches.
* Led team of IT experts and business client on key projects to meet Federal regulatory requirements/deadlines using Agile approach.
* Led team of IT experts and business client to implement Call Center at DHS Field Office.
* Led team of IT experts and business client on implementation of mobile devices (and MDM software).
* Led team of IT experts on various infrastructure efforts.
* Developed key project deliverables (Charter, MSProject Plan, Business Requirements Traceability Matrix, RACI Matrix, Installation Cutover Plan, Closeout Documents, etc).
* Followed SDLC (and some Agile) to produce key deliverables during each project phase.
* Assisted client during User Acceptance Testing at off-site facility.
* Prepared reports and facilitated monthly status meetings with executive client.
* Held team meetings using structured agendas (and followed up with action items).

Key Projects:

* Large, high-profile Adabas/Natural to Oracle/Java conversion
* Lotus Notes Domino to Oracle or SharePoint conversions
* Call Center implementation
* Mobile application development / implementation (MDM deployment)
* Infrastructure projects (server upgrades)

**Implementation Project Manager April 2014 – December 2014**

***ADP Inc., (National HQ in Roseland, NJ - virtual telecommute job)***

* Led teams of (virtual) IT experts to implement client comprehensive payroll system.
* Prepared weekly status reports for formal presentation to client.
* Prepared presentations for managers, colleagues, and other PMs on training topics related to PMI principles and methodologies.

**Senior IT Project Manager January 2012 – March 2014**

***Kaiser Permanente, Honolulu, HI***

* Within one year of employment, selected as one of four Hawaii IT leaders to participate in the USC Executive Management Program; after receiving certification, offered an IT management position.
* Followed strict project methodology / repeatable processes.
* Managed teams comprised of technicians (network, servers, coding, etc.), analysts, vendors, consultants, and business resources.
* Within two years of employment, responsible for 12 complex, high-profile projects

Key Projects:

* + Critical Care Units of Moanalua Hospital (interface between bedside monitors/ ventilators and Kaiser electronic medical record system - EMR)
  + Sterile Processing Department of Moanalua Hospital (new bar coding system)
  + Laboratory Information System (OS upgrade for ICD-10 compliance)
  + Dialysis Laboratory (integration between vendor system and Kaiser EMR)

**Manager of Project Management Office (PMO) October 2006 – November 2011**

***AlohaCare, Honolulu, HI***

* Established a Project Management Office to be responsible and accountable for the coordinated management of multiple organizational projects.
* Developed a Sharepoint repository to maintain all project documentation as well as organizational GANTT charts, project status summaries, and PMO templates.
* Built credibility, establish rapport, and maintained communication with stakeholders at multiple levels, including those external to the organization (vendor management).
* Defined and initiated projects and assigned project managers to manage cost, schedule, and performance, while working to ensure acceptance.
* Executed project management processes in the areas of: project schedule, quality management, communications management, human resource management, cost management, procurement management, and risk/issue management.
* Developed project deliverables and obtained sign-offs. These deliverables included, but were not limited to: feasibility studies, project initiation documents (for CEO), project charters, design documents, test plans, training plans, implementation plans, and lessons learned.
* Developed other project deliverables (due to staff shortages) such as change management documents, acceptance test plans, test results, training plans, and user manuals.
* Developed RFIs, RFPs, and Statements of Work (SOWs).
* Submitted monthly status reports (red, green, yellow) that included high-level timeline, current/future activities, costs, resources, risks/contingencies.
* Mentored staff in the importance of repeatable processes and structured methodologies and encouraged best practices in project management and project planning.

Key Projects:

* + QNXT 3.2 to QNXT 4.7 (claims processing system upgrade)
  + Comtel installation (new phone systems installation)
  + Care Management System (in-house care management system)

**Manager of Business Development October 2006 – July 2009**

***AlohaCare, Honolulu, HI***

* Worked with Board, Leadership Team, and Managers to develop tactical and strategic plans.
* Facilitated numerous business development planning sessions.
* Developed recommendations for project governance structure.

Key Deliverables:

* Leadership Team retreats (coordinated and facilitated groups of executives, board members, and invited panel members)
* 1 Year Tactical Plan / 5 Year Strategic Plan
* Vision/Mission Statement
* Accomplishments documents (plus/delta facilitation)

**Project Manager August 2005 – October 2006**

***AlohaCare, Honolulu, HI***

* Responsible and accountable for claims system upgrade project (managed scope, budget, timeline, and quality).
* Maintained regular vendor contact to manage activities and control vendor costs in accordance with an approved Statement of Work.
* Created weekly status reports to CEO, CIO, Sponsor and Steering Committee.

Key Project:

* + QMACS 4.14 to QNXT 3.2 (claims processing system upgrade)

**Project Manager March 2004 – December 2004**

***Providence Healthcare Systems, Portland, OR***

* Consolidation of data center - responsible for traveling to key sites to ensure movement and installation of servers.
* Created weekly status reports to CEO, CIO, Sponsor and Steering Committee.

Key Project:

* + Data Center move and consolidation (Oregon to Washington)

**Project Manager/Senior Project Manager August 1998 – February 2004**

***Oregon Department of Transportation (ODOT), Salem, OR***

* Managed numerous complex, multi-million dollar information systems projects from initiation to final acceptance.
* Oversaw the work of large project teams that included analysts, DBAs, programmers, business SMEs, and consultants.
* Developed RFPs and Statements of Work for vendors/consultants and closely monitored contracts for compliance with 1) budget, 2) timeline, 3) quality of deliverables.
* Worked with Governor’s process improvement team to elevate ODOT to SEI CMM Level 3.

Key Projects:

* Led the ODOT Y2K Project for the four major systems for DMV division; project was under-budget and on-schedule and seamless to the users at go-live.
* Led the Driver Licensing Remediation Project - $5 million project to convert drivers licensing field (similar to YK2 effort, but on a much larger scale).
* Two major systems converted from VSAM flat files to DB2.

**Analyst August 1997 – August 1998**

***Oregon Department of Transportation (ODOT), Salem, OR***

* As a team member with the Applications Department, analyzed system defects and presented recommendations to business.
* Responsible for gathering business requirements, transforming into functional requirements, and then coding. Documented all coding changes via P+ methodology templates. Participated in coding peer reviews.
* Offered a Project Management position after one year of employment (skipped two job grades).

Key Project:

* + Legacy system maintenance

**IT Analyst January 1996 – May 1997**

***GTE Directories, Dallas, TX (now Verizon)***

* Chosen from nationwide pool of recent university graduates to join GTE’s IT management training program.Completed rotations through several IT departments (applications, help desk, project management, quality, and testing).
* Worked independently to plan, design, test, and implement an on-line help system for GTE Directories’ National Call Center. (The system was installed within 6 months.)
* Offered a Help Desk management position after 18 months of employment.

Key Projects:

* Performed analyses and provided recommendations for new object-oriented methodology.
* Designed and implemented an on-line help system for use by the GTE National Call Center.

**Paralegal**  **1987 – 1995**

***Various law firms, Dallas and Austin, Texas***

* Worked full-time as a paralegal while attending college in Dallas and Austin

**Key Tools / Methods**

* Waterfall and Agile methodologies
* Formal agendas for all meetings (including Action Item tracking)
* MS Project
* MS Office Suite
* SharePoint
* PowerPoint
* Visio
* Jira

**References**

Available upon request