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| **SHERL D. TAYLOR**  3542 Gettysburg Pl  Jefferson City, MO 65109  Contact No.: 573.634.2142  Email: [tsida@embarqmail.com](mailto:tsida@embarqmail.com) | | |
| Country of Citizenship: | United States of America |  |
| Veteran’s Preference: | No |  |
| Highest Grade | N/A |  |
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| **Availability:** | Job Type: | Contract, Full-Time, Temporary, |
|  | Work Schedule | Part-Time |
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| **Desired Locations:** | US- MO-Jefferson City  US-MO-Kansas City  US-IL-Chicago |  |
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| **Work Experience:** | **Taylor Consulting, LLC, Jefferson City, MO** | **03/2006 – Current**  **Grade Level:** N/A  **Hours per week:** 40+ |
|  | **Business Analyst/Technical Writer** |  |
|  | **Supervisor:** Self-employed |  |
|  | **Okay to contact this Supervisor:** N/A | **Contract Assignments** |
|  | * Developed and maintained consistent system documentation including writing, testing, and maintenance. * Analyzed and identified specific business requirements. * Documented of client (team) user stories. * Planned meeting agenda and scheduling. * Documented meeting discussions and decisions. * Reviewed, analyzed, and interpreted technical requirements. * Analyzed workflow and work processes. * Conduct research. * Met with subject matter expert to discuss and gather related systems changes, documenting issues and resolutions. * Assisted in evaluation of organization’s operations to provide recommendations for improvement in procedures and practices in performing organizational tasks with particular attention directed toward utilization of personnel. * Assisted in determining the need for changes in program or unit operations and the development of necessary procedures for implementing these changes based on review and evaluation of various management resources and reports. * Participated in a variety of meetings/conferences to exchange information and plan activities relevant to organizational needs. * Drafted or assisted with drafting of grant requests. * Drafted, reviewed, and revised documents, to include user manuals, personnel and administrative policy manuals, state and Federal regulations. * Strategic Planning facilitation. * Serve as project manager working closely with the organization administrative and support staff. * Establish project schedules and assigned tasks. * Prepare and analyze project specifications/design documents. | * **BA –** RKV Technologies for Missouri Department of Transportation (MoDOT) on the Maintenance Management System (MMS) Design Project (W2) * **BA-Trainer –** RKV Technologies for IBM on the MEDES Project (MO Eligibility Determination and Enrollment System) (W2) * **BA – (QA-Testing)** GoTech (Radiature) and Lapis Software Associates (Missouri Lottery Commission) (W2) * **BA** – Information Resource Group (Missouri Public Safety/Office of Fire Marshal) (1099) * **Proj. Mgt.** – (non IT) St. Francois County Health Center (1099) * **Proj. Mgt., Survey & Tech Writing** – (non IT) Madison County. Health Department (1099) * **Proj. Mgt., Survey & Tech Writing** – (non IT) Bollinger County Health Center (1099) * **Proj. Mgt.** – (non IT) Stoddard County Health Center (1099) * **Proj. Mgt.** – (non IT) Cape Girardeau Public Health Center (1099) * **Training** – Appriss (Missouri Department of Health and Senior Services) (1099) * **Research** – Imadgen, LLC (Missouri Department of Health and Senior Services) (1099) * **Proj. Mgt. & Tech Writing** – (non IT) Washington County Health Department (1099) |
|  | **Missouri Department of Social Services, Division of Medical Services - MoHealth Net (Missouri Medicaid Agency), Jefferson City, MO** | **03/15/1999 – 02/28/2006**  **Grade Level:** N/A  **Hours per week:** 40 |
|  |  |  |
|  | **Medicaid Manager (Social Services B2)**  **Special Assistant Professional**  **Program Development Unit** |  |
|  | **Supervisor:** Theresa Valdez |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Conducted analysis for the development of new Medicaid or State sponsored health programs. * Assisted the Deputy Director in coordinating activities related to the development of health programs among various State and Federal agencies, contractors, provider groups, recipients, and advocacy groups. * Prepared analytical reports regarding Medicaid and State sponsored health program activities. * Prepared proposals for modification or implementation of health programs. * Assisted with development of grant applications to CMS and the administration of grant awards. * Exercised supervision over professional, technical, and clerical personnel in the day-to-day operations and in the development of programs for the agency. * Acted for Deputy Director in his/her absence. Served as Division representative on committees, boards and workgroups, on behalf of the Division Director upon request. Worked on Special projects as assigned. * Assisted with quality assurance audits for managed care and fee-for-services programs as needed. * Assisted with review of over forty programs in preparation for enhancement and/or change of programs components. * Assisted with transition of Medicaid program design to comply with Federal regulations and State legislation. * Coordinated teams of staff from other units within the Division of Medical Services, other State agencies, providers, and other interested parties to work collaboratively on projects. * Participated in discussions, made recommendations, and assisted in implementing operational initiatives such as reorganization plans and reassignment of program areas. |  |
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|  | **Missouri Department of Social Services, Division of Aging, Jefferson City, MO** | **06/01/1997 – 03/14/1999**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Management Analysis Specialist II**  **(Business Analyst/Policy Analyst)** |  |
|  | **Supervisor:** Alice Kinley-Wineteer |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | Business Analyst   * Served as technical analyst to the Division of Aging’s Institutional Services. * Assisted in the evaluation of operations for systems development. * Served as project manager working closely with the organizations mainframe and midrange computer users and Department of Social Services Division of Data Processing support to facilitate maintenance. * Established project schedules and assigned tasks. * Prepared and analyzed complex project specifications/design documents. * Developed and maintained consistent system documentation including writing, testing, and maintenance. * Provided training and support for end users. * Developed format and programs for user group meetings * Served on policy and technical committees. |  |
|  | Policy Analyst:   * Assisted the division by providing recommendations for improvement of procedures and practices in performing organizational tasks with particular attention directed toward systems utilization and personnel. * Assisted in determining need for changes in program or unit operations via policy and the development of procedures. * Assisted in the identification and use of management techniques such as systems and procedures analysis, management surveys, and feasibility studies * Prepared reports verbal and written which may include detailing program policy deficiencies and offered recommendations for action. |  |
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|  | **Missouri Department of Social Services, Division of Aging, Jefferson City, MO** | **09/01/1994 – 06/01/1997**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Management Analysis Specialist II**  **(Business Analyst/End User-Mainframe Systems Coordinator/Security Officer)** |  |
|  | **Supervisor:** Vince Ward |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Served as primary security officer for all mainframe data processing system activities and functions as the organizations liaison to the Department of Social Services Division of Data Processing * Served a project manager working closely with mainframe computer user and DDP support staff-indirectly supervising a team of programs to facilitate the maintenance of all current systems. * Established project schedules and assigned tasks, preparation and/or analysis of complex project specifications/design documents. * Developed and documented writing, testing, and maintenance. * Provided training and support to end users. * Developed format and programs for user group meetings * Served on policy and technical committees. |  |
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|  | **Missouri Department of Social Services, Division of Medical Services**  **Managed Care Unit, Jefferson City, MO** | **04/01/1993 – 08/31/1994**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Management Analysis Specialist II** |  |
|  | **Supervisor: Jackie Jung** |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Assisted Managed Care Administrator in executing the Missouri Medicaid Managed Health Care program. * Responsible for formulation of recommendations to improve policies, techniques, procedures, and systems of the Managed Health Care program. * Evaluate the overall operations in terms of effective use of resources to meet ongoing needs and organizational program goals. * Write or assist with the writing of comprehensive plans and program for managed care. * Prepare and assist with the preparation of Missouri Medicaid Managed Care reports and data * Assist with defining reporting needs to assure compliance with state and Federal rules and regulations. * Assist the budget unit in preparation of budget and analysis information on existing and new program, contracts, and their fiscal impact * Analyze cost and utilization reports, program operations and claims documentation. * Coordinate special research projects.   Attend planning, development and other meetings. |  |
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|  | **Missouri Department of Social Services, Division of Medical Services, Jefferson City, MO** | **03/09/1992 – 04/01/ 1993**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Budget Analyst II** |  |
|  | **Supervisor:** Bill Dugan |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Responsible for preparation of annual budget requests for specific Medicaid programs to include: Physician, Third Party Liability, Medicaid Management Information System (MMIS) and Administration appropriations. * Provide consultative support services to other units regarding budget and fiscal notes compilation process. * Research, review, analyze, and interpret state and Federal Medicaid legislation. * Prepare written financial impact estimates and narrative analysis of proposed legislation. * Collect, analyze, and interpret complex administrative and operational data related to state Medicaid program. * Monitor expenditures and other Medicaid/provider/user data. * Develop expenditure forecasts. * Conduct research projects and tasks as assigned. |  |
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|  | **Missouri Department of Corrections, Office of Planning Research & Evaluation, Jefferson City, MO** | **11/1986 – 03/08/1992 Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Management Analysis Specialist II** |  |
|  | **Supervisor:** Kenneth Hartke |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * **Assisted in evaluation of department operations for improvement of procedures and practices.** * **Assisted in development of departmental publications concerning operations and policies and procedures.** * **Assisted in the identification and use of management techniques such as system and procedure analysis, management surveys, and feasibility studies.** * **Provided supervision, direction, and planning for employees.** * **Prepared reports verbal and written detailing program status and/or deficiencies.** * **Provided technical assistance in overcoming management deficiencies.** * **Attend and participated in a variety of meetings and conferences to exchange information and to plan activities relevant to department activities.** * **Served as a member of the “Taskforce on Female Offender Programs.** |  |
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|  | **Missouri Department of Corrections, Office of Planning Research & Electronic Data Processing, Jefferson City, MO** | **02/15/1985 – 11/1986**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Management Analysis Specialist I** |  |
|  | **Supervisor:** Kenneth Hartke |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Assist in the review and evaluation of the organization and management of operations of financial application of the Department of Corrections * Serve as project leader in coordinating financial management system between the Department Information Systems Unit and the Missouri Highway Patrol Information Systems Division. * Monitor the Departments fiscal management automated system. * Assist in the application development for the Department’s prison industries accounting system. * Monitor the inmate banking automated system. * Assist in the development of applications for the prison canteen operations. * Prepare documentation for end-user instructional manuals for inmate financial systems. * Develop and maintained complete departmental inventory of all leased and owned data processing equipment and software. * Preparation of all contracts and contract renewals for data processing equipment and software. * Monitor budget for all data processing purchases. * Prepare and administer written instructional materials for the use of automation software. |  |
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|  | **Wellston School District, St. Louis, MO** | **07/1984 – 09/1984**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Consultant** |  |
|  | **Supervisor:** Dr. Ronald Stodghill |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Assisted Superintendent of Schools and the new Director of Finance in assessing existing issues surrounding the school district’s finances. * Offered recommendations for solutions to those problems. * Assisted in the operational training and implementation of new methods for financial reporting. |  |
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|  | **Wellston School District, St. Louis, MO** | **09/1982 – 07/1984**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Director of Finance** |  |
|  | **Supervisor:** Dr. Ronald Stodghill |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Directed and coordinated the fiscal management program of the school district * Reviewed and participated in the development of general procedures, methods, and evaluation of results of the various activities of a financial nature including financial administration, accounting, purchasing, cash receipts, budgeting, and operational activities of computer systems. * Supervised and participated in accounting procedures including the reconciliation of transactions, the preparation of required reports, and the control of receivables, and payables. * Served as budget officer, established budget format, type and criteria, and assisted the district in the preparation of budget requests. * Exercised supervision over a clerical staff, buildings and grounds personnel, transportation personnel, and food service personnel. |  |
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|  | **Missouri Secretary of State,**  **Securities Commission, Jefferson City, MO** | **01/1981 – 09/1982**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Securities Examiner** |  |
|  | **Supervisor:** Martha LeMond |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Examined securities (real estate limited partnerships, common stock, and debt issues) to be offered to the Missouri public * Determined merit of security to be offered to assure conformity with the Missouri Code of State Regulations and other sets of guidelines. * Rendered approval or denial of registration to sell such security in the State. * Assisted the Securities Enforcement Division with investigations and audits for securities fraud. |  |
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|  | **Missouri State Treasurer, Investment Office, Jefferson City, MO** | **01/1980 – 01/1981**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Investment Analyst (Money Trader)** |  |
|  | **Supervisor:** Atty. Joseph Shoberl |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Appointed by Missouri State Treasurer to invest the State’s revenues in U.S. Government Securities through repurchase agreements and by direct purchases and sales of securities. * Reported economic news which could impact the State’s investments * Served in an advisory capacity to the Missouri Department of Elementary and Secondary Education in determining strategy used for investing public school funds. * Assisted the State Treasurer with the review of proposals brought before the Missouri Housing Development Commission (MHDC), of which he served as a Commissioner. |  |
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|  | **Missouri Department of Revenue, Division of Motor Vehicle and Licensing-Director’s Office, Jefferson City, MO** | **08/1979 – 01/1980**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Systems Analyst I** |  |
|  | **Supervisor:** Teresa Tillman |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Functioned as a business analyst for Motor Vehicle Bureau of the Department of Revenue. * Served as primary liaison between the bureau and the Department’s Division of Information Systems for the ongoing computer operations of the Department of Revenue’s General Registration System. * Conferred with management on issued relating to program goals. * Developed and planned time schedules for specific projects. * Reviewed system performance suggesting corrective action where appropriate. * Designed associated forms and prepared detailed systems documentation and procedural manuals. |  |
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|  | **Missouri Department of Revenue, Division of Administration-Budget Office, Jefferson City, MO** | **10/1978 – 08/1979**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Systems Analyst I** |  |
|  | **Supervisor:** Dr. Richard Judd |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Functioned as business analyst for the Office of Budget within the Division of Administration. * Served as project manager in the development and presentation of interdepartmental training procedures and classes for the department’s automated payment system (employee expense accounts, and vendor billing). * Conducted detailed methods and systems surveys to assess data processing needs. * Designed appropriate/associated forms. * Prepared systems documentation and procedural manuals. * Coordinated systems activities and end-user training. * Coordinated with management relative to program goals and needs, time schedules, and project specifications |  |
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|  | **Missouri Department of Revenue, Division of Administration-Budget Office, Jefferson City, MO** | **01/1978 – 10/1978**  **Grade Level:** N/A  **Hours per week:** 40 |
|  |  |  |
|  | **Account Clerk II** |  |
|  | **Supervisor:** Edna Owens |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Processed payments of contract and non-contract items purchased by the Department of Revenue * Balanced and distributed computerized inter-departmental budget reports reflecting expenditures by Revenue in accordance with the S.A.M. system. |  |
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|  | **Lincoln University of Missouri, Office of Cooperative Extension and Research, Jefferson City, MO** | **11/1977 – 01/1978**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Administrative Assistant** |  |
|  | **Supervisor:** Billy Sykes |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Assisted fiscal officer in the control and maintenance of receipts and disbursements of Federal funds for the Department of Agriculture, Cooperative Extension and Research, and Farm Project. * Designed accounting and management reports. * Developed procedures necessary for financial controls. * Established procedures for the continuous control of various accounts and funds * Developed forms and procedures to expedite work flow and to adapt department accounting techniques to meet the needs of the department. |  |
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|  | **Southwestern Bell Telephone Company, Commercial Business Office, Oklahoma City, OK** | **02/1977 – 11/1977**  **Grade Level:** N/A  **Hours per week:** 40 |
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|  | **Service Order Writer** |  |
|  | **Supervisor:** Linda Holman |  |
|  | **Okay to contact this Supervisor:** Yes |  |
|  | * Input of customer service orders into service order distribution system * Analyzed system rejected orders for corrections mode of entry * Reentered rejected orders for distribution |  |
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| **Education** | B.S., (August 2000) William Woods University, Jefferson City, MO Campus  132 Semester Hours  GPA: 3.642 out of 4.0  Major: Computer Information Management | |
|  | M.S., (May 1984) Lincoln University, Jefferson City, MO  36 Semester Hours  GPA: 3.083 out of 4.0  Major: Business Administration | |
|  | B.S., (May 1976) Lincoln University, Jefferson City, MO –  133 Semester Hours  GPA: 2.450 out of 4.0  Major: Business Administration | |
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| **References:** | Submitted upon request. |  |
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| **Additional Information:** | **Skills:** |  |
|  | * Use of Axure RP8 * Use of Microsoft Office products (Word, Outlook, Visio, Excel, PowerPoint, Publisher) * Agile (User Stories) * Grant writing experience (Medicaid Infrastructure Grant, Real Choice Systems Change Grant, Missouri Foundation for Health Grant * RFP document development |  |
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|  | **Leadership and Service Roles:** |  |
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|  | *Past Business:* | |
|  | * State Representative – Center for Workers' with Disabilities | |
|  | * Coalition Member – Missouri Ticket to Work Work Incentives Improvement Act (TWWIIA) Coalition | |
|  | * Missouri Olmstead Stakeholders Group | |
|  | * Lincoln University AgeWorks | |
|  | * Rural Missouri Genetic Services Council - University of Missouri Columbia | |
|  |  | |
|  | * *Past Community:* | |
|  | * Board Member – Cedar Creek Therapeutic Riding Center | |
|  | * Thomas Jefferson Middle School Leadership Team | |
|  | * Committee Member – Missouri Inclusive Childcare Council, Missouri Department of Health and Senior Services, Division of Maternal Child, and Family Health | |
|  | * Committee Member – Missouri Childcare Advisory Committee, Missouri Department of Health and Senior Services, Division of Maternal, Child, and Family Health | |
|  | * Commission Member – Missouri State Interagency Coordinating Council for Infants and Toddlers, Missouri Department of Elementary and Secondary Education-Special Education | |
|  | * Committee Member – (S.C.R.I.P.T.) Supporting Change and Reform in Inter-professional Pre-service Training, Missouri Department of Elementary and Secondary Education - Special Education Division | |
|  | * Committee Member - Department of Elementary and Secondary Education - Special Education Division Committee Member - Opportunities in a Professional Education Network in Early Childhood Care and Education (O.P.E.N.) | |
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