**IT Project Manager | Business/Systems Analyst-Developer**

# SUMMARY

Personable, degreed, IT professional, with *Secret Clearance*, adept at bridging the gap between business and technical staff. Demonstrated success managing all phases of the *System Development Life Cycle (SDLC)*, working with system users at all levels of an organization to design optimal solutions that meet the business needs on time and within budget. Experience with on-line, real-time transaction systems in the mainframe environment, and client/server and web applications in the .Net/SQL environment.

# Core Competencies

* Project Management
* Systems Analysis & Design
* SDLC Oversite
* Waterfall|Agile Methodologies
* Technical Writing
* Process Improvement
* SOP|VSM|VOC|Cause/Effect
* MS Project-VISIO
* MS Office
* Advanced MS Excel
* Coding – Procedural, Interpretive & O-O
* Testing – Unit, Integration, Acceptance, Regression
* Training In-Person|Virtual

**TECHNICAL SUMMARY**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **.NET | Client-Server** |  |  | **MAIN FRAME** |  |  | | **AGILE / LEAN SIX SIGMA | KANBAN** | |
| Visual Studio (2003-2010) | | Audit Command | | XPEDITER |  | | Process Mapping |  |
| .NET Framework 1.1 – 4.0 | | Language (ACL) | | INFOTEST | | Standard Operating ­Procedures | | |
| ASP.NET, C#.NET, VB.NET | | Assembler (BAL) | | FILE-AID |  | | Value Stream Mapping | |
| XAML – Silverlight |  | COBOL II/370 | | Panvalet |  | | Voice Of the Customer analysis | |
| HTML, XML, CSS |  | SAS |  | Endeavor |  | | Ishikawa, Cause/Effect analysis | |
| SQL Server 2000 – 2008 r2 | | CICS |  | RDMS |  | | User Stories | Epics |  |
| Team Foundation Server | | IMS/DLI | DB2/SQL | | ZEKE |  | | Entity Relationship Diagrams | |
| Visual Source Safe |  | TSO/ISPF/SDSF/ICCF | | JIRA |  | | UML artifacts |  |

**SELECTED ACCOMPLISHMENTS**

* Saved WMU **thousands** by creating an interface between Payroll and Financial Aid systems to meet Federal government regulations.
* Generated nearly $60,000 in income for WMU through consulting on the design and creation of a library conversion program to create an on-line card catalog for the Southwest Michigan Library Consortium.
* Saved 25% in costs at Bronson Methodist Hospital: Developed an application to manage costs based on shift premiums; 10% more savings by developing an interface between the existing DRG reporting system & new MEDIPAC patient accounting system.
* Converted mainframe Order Management (COBOL) system from IMS/DLI databases to DB2/SQL databases increasing the flexibility of the system.
* Garnered 100% support for United Way in the department I represented.

**PROFESSIONAL Experience**

Deloitte Transactions and Business Analytics LLP, Indianapolis, IN Office 10/2017 – 10/2019

**Advisory Project Delivery Specialist –** Provided support to DFAS Reconciliation and Financial Services

program through the development of reconciliations in ACL Analytics including:

* Developed end to end reconciliation process flows including development, variance and root cause

research and testing, **resulting in as much as 85% improvement in match rates**.

* Analyzed and diagnosed client issues, and authored ACL scripts to reconcile transactions between systems.

Real Estate Certification Program (RECP), Indianapolis, IN 05/2015 – 12/2015

* ***IT Project Manager*** – Spearheaded replacement of the Association Management System with a new Student Information System and integration with their Library Management and Financial software systems **improving process efficiency by 30%**.
* Assisted in the negotiation of contracts and terms with the vendor.
* Facilitated training, assisted with data conversion (TSQL), and drove the implementation of the system.

C**ontract Project Management & earned Bachelor’s degree**  04/2008 – 12/2014

IRS Detroit Enterprise Computing Center (DECC) Detroit, MI 12/2005 – 04/2008

***IT Specialist/.Net Developer***

Consulted and advised stakeholders in Joint Application Development (JAD) sessions to convert Enrolled Practitioner Program System (EPPS) from Informix to a VB.NET desktop client/server application with an MS-SQL Server 2000 database. **Acted as the Project Lead and developer**, responsible for enhancing the EPPS system to interface with Pay.Gov to retrieve an XML activity file and update the EPPS database **resulting in 45% + savings in data entry costs.**

* Created appropriate documentation such as **Functional Specifications Package (FSP’s)**, **Program Requirements Package (PRP’s), Visio Flow Charts**, Problem Reports, Test Plans, Customer Sign-Offs for (Design, Testing, & Implementation) of the fixes/changes and lessons learned.
* Converted the Sponsor sub-system data, by mapping the legacy data to the new system, extracting data from the legacy system, Transforming the data to the new format and Loading the data (ETL).
* Coded the Sponsor sub-system and maintained and enhanced the EPPS system, including writing various SQL stored procedures and triggers for the main system.
* Monitored all phases of testing including initial debugging Unit, Systems Integration (SIT), Systems Acceptance (SAT) and Regression testing, as well as creating test cases/ data for the conversion.

Affiliated Computer Services, Government Solutions, East Lansing, MI 04/2005 – 12/2005

***Programmer***

Wrote portions of the Detailed System Design specifications and created **VISIO** flowcharts for a **State** **Medicare/Medicaid** solution at a level of detail that a programmer could be hired off the street to write the code and have no questions.

***Work Experience Prior to 2005***

Unemployment Agency of Michigan, Detroit, MI, Computer Operations & Systems Programming/Analyst

Herman Miller, Inc., Zeeland, MI, Sr. Programmer Analyst

Old Kent Bank, Grand Rapids, MI, Sr. Programmer Analyst

Merchants National Bank and Trust Co., Indianapolis, Indiana, Programmer, promoted to Programmer/Analyst

# EDUCATION

# Bachelor of Science – Computer Information Systems, cum laude, Ferris State University

# CERTIFICATIONS – Lean Six Sigma Green Belt, Value Stream Consulting February 2015

Certified Scrum Master, SCRUM Alliance, Project Brilliant, LLC August 2017-19

SCRUM Fundamentals Certified, SCRUMStudy, on-line December 2019

**ORGANIZATIONS**

* PHI THETA KAPPA, *International Honor Society for Community Colleges*
* AITP, (formerly DPMA) – KVCC Student chapter: *Program Director*

**VOLUNTEER WORK**

* Deloitte IMPACT Day – sorted clothing and personal care items at Wheeler Mission
* Women & Hi-Tech – Passport to Hi-Tech, and Discover Your Superpower, STEM events for girls ages 7-22
* Indy Give Camp – Our team added a CRM to the CMS for BPE organization