

TATYANA A. FURSA

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Tatyana is a Certified ScrumMaster and Project Manager with 10+ years of managerial experience in the field of Information Technology. She holds both, a Computer Science (B.S.) and an MBA degree.

SUMMARY OF QUALIFICATIONS

- 10+ Years of project management experience
- 3+ Years of working at a CMMI Maturity Level 3 Organization
- Obtained a Public Trust and SECRET security clearance
- Certified ScrumMaster (CSM)
- Worked with numerous government contracts/agencies (DoD, DTIC, VA, Air Force)
- Experienced with government procedures & processes (PMAS, ProPath, VIP)
- Supported numerous projects under the VA's Health IT Portfolio
- Managed various development projects using Agile and Waterfall SDLC methodology
- Managed remote development teams
- Managed customer satisfaction and relationships with clients and vendors in various time zones
- Created and maintained training, technical documentation, metrics & project plans for projects
- Kept pace with technology & IT community through courses & certificates

TOOLS

Software Applications: Microsoft Project, SharePoint, Atlassian (JIRA/Wiki), Subversion (SVN), Salesforce, MS Office (Excel, Powerpoint, Access, Onenote), Acrobat Adobe Pro, Rational Tool Suite

EDUCATION & CERTIFICATION

Cornell University

Master Certificate in Healthcare Leadership, 2012

SUNY Institute of Technology, Utica NY

Master of Business Administration (MBA), 2008

B.S., Computer Science, 2006

Scrum Alliance

Certified ScrumMaster (CSM) ID: 930822

PMI

PMI Member, PMP Certification – in progress (coursework completed)

SECURITY CLEARANCE

Active Secret, issued by Defense Industrial Security Clearance Office (DISCO - DoD), 2008-2010
Public Trust, Moderate – Level II (NACI) in 2013, 2014, 2015 – 2017

WORK EXPERIENCE

Senior Program Analyst..... 09/26/2017 – 5/18/2018
HMS Technologies, Utica, NY (Remote)

- Assisted the Department of Veterans Affairs (VA) in the execution and roll-out of an Information Technology Service Management (ITSM) Tool called ServiceNow.
- Provided project management oversight during the configuration, testing and deployment of the tool, as well as during Operations and Maintenance (O&M) activities.
- Participated in day-to-day operations of the project: meeting planning and facilitation, daily scrum meetings, reporting, technical writing, research, risk management, planning activities, schedule creation and monitoring, sprint planning and tracking, action item follow-up and tracking.
- Drafted and tracked deliverables to government, reviewed technical documents, and various project documentation.
- Prepared monthly, and weekly reports for VA customer.
- Developed and managed program & project timelines to ensure timely completion and delivery of program and project deliverables.

Project Manager..... 07/2014 – 07/28/2017
Technatomy, Utica, NY (Remote)

- Received Employee nominations for 4th Quarter 2015, and 1st Quarter 2016.
- Promoted to team lead at the request of the VA customer/VA contracting officer (COR).
- Provided project management (PMO) support to the Department of Veterans Affairs (VA) on the Research Administrative Management System (RAMS), Consolidated Patient Account Center (CPAC), Purchased Care (PC) and Mobile Health External Development (MHED) projects.
- Supported Community IT Engagement (CITE) and Veterans Information Systems and Technology Architecture (VistA) programs via collaboration and dialogue with the open source community and vendors.
- Assisted government in day-to-day programmatic operations of VA projects: meeting planning and facilitation, reporting, technical writing, research, risk management, project closeouts, transition of projects, schedule tracking, onboarding of contractors and milestone review preparation.
- Supported multiple government contracts and obtained exposure to government processes and procedures.
- Became familiar with VIP, PMAS, Critical Decision, Milestone Review and ProPath processes within the VA, and utilized these processes to successfully guide the projects from the planning to closure phase using Waterfall and Agile methodologies.
- Participated in numerous financial planning exercises at the VA, including revision of Quad charts and Budget Tracking Tool (BTT) strips.
- Assisted in reviewing proposals, deliverables, drafting statements of work (SOWs), technical documents, charters and various project documentation.
- Prepared monthly, bi-weekly and weekly reports and scrum reports for VA customer, as well as executive-level updates via various dashboards (EPMD, VIP).
- Developed and managed program & project timelines to ensure timely completion and delivery of program and project deliverables.

Program Manager/ Project Manager..... 11/2010 – 7/2014
Telligen, Syracuse NY

- Developed and managed program & project timelines to ensure timely completion and delivery of program and project deliverables.

- Utilized Waterfall and Agile SDLC methodologies to manage various development projects. Projects were audited to ensure compliance with CMMI Level 3 maturity model.
- Managed remote development teams and relationships with clients and vendors in various time zones.
- Assessed project issues, risks and identified solutions to meet productivity, quality and customer goals.
- Developed and maintained documentation as well as prepared projects and project documentation for various internal audits.
- Managed customer satisfaction, initiation, planning, monitoring, quality control, execution and others aspects of projects.
- Assisted in reviewing proposals, negotiating contracts, drafting SOWs, charters, monitoring technical issues and preparing reports.
- Assigned resources, tracked project hours, led group meetings and provided project & program updates to senior management as well as clients.
- Took on duties of Quality Assurance and Business Analyst when needed (writing business requirements & testing functionality).
- Collaborated with a team of co-workers to improve Organizational Culture within the company.
- Provided PMO support to the Department of Veterans Affairs on the POC-R, VINCI, PCRT, GENSIS, GENSIS-DI, & RAMS projects.

Web Applications Developer & Workflow Manager.....9/4/2007 - 10/2010
Alion Science & Technology, Rome NY

- Assisted the Advanced Materials, Manufacturing and Testing Information Analysis Center (AMMTIAC) in digitizing documents for the Defense Technical Information Center's (DTIC's) Total Electronic Migration System (TEMS). This was part of a larger DTIC effort to migrate scientific and technical data from its Information Analysis Centers (IACs) to electronic format, which would provide fully searchable electronic reports, enable users to review large quantities of data in an automated fashion and support Department of Defense (DoD) efforts.
- Worked with SQL Server 2000 to gather and track data /metrics on projects. Generated database reports, graphed and analyzed information in order to spot patterns and trends that would increase quality & effectiveness of project.
- Performed rigorous bi-weekly quality checks through the use of SQL queries on all digitized documents and corresponding metadata generated through data entry. Created SQL queries to make mining and manipulation of the database easier.
- Managed the workflow of project by assigning tasks & resources, and monitoring and refining project plan and execution on a daily & weekly basis. Trained and monitored work of data specialists and engineers. Oversaw the scanning, review and digitization of over 60,000 documents, and ensured that bi-weekly, monthly and weekly goals and deadlines were met. Supervised additional projects that arose.
- Provided support for technical issues encountered on the project, as well as created/modified and programmed (VB6) supporting software for projects and technical support and administration for *www.defsus.org* websites.
- Interviewed candidates for Engineering and Data Analyst positions, & wrote employee evaluations/assessments for Data Specialists in order to help upper management to perform yearly employee appraisals.
- Participated in weekly project meetings to brief personnel on progress of the project and resolve/address any issues that arose. Interfaced with project manager on status of the project, issues, suggested process improvements, provided recommendations and resolutions to problems on the project.

- Created and distributed documentation on project related processes and procedures. Wrote abstracts for scientific and technical documents. Issued monthly e-Newsletters in order to inform about the progress and changes on the project.

IT Intern/Programmer.....6/2007 – 8/2007
Excellus, Utica, NY

- Worked on a J2EE platform, creating, updating and troubleshooting various web applications. Assisted in development, testing and support application systems through the completion of service requests and minor projects.

IT Technician/Network Specialist/Web Developer.....2/2007 – 8/2007
For the Good, Inc., Utica NY

- Resolved hardware, software and network issues. Configured software and software packages and replaced computer hardware components.
- Assessed all the computers in the organization and documented suggestions/recommendations for hardware and software improvements, (and implemented those suggestions.)
- Setup an office network and created and designed the initial website for the organization, (*forthegoodinc.org*).
- Managed schedule and work efforts for developing organizational website from inception to release.

Systems Analyst (Summer Internship).....5/2006 – 8/2006
Air Force Research Laboratory – IFEA Branch, Rome, NY

- Integrated several higher-level fusion technologies including various simulation environments (Vsim, UAVSim), across multiple platforms (Windows & Linux), for the purpose of creating, demonstrating and testing scenarios and simulations.
- Provided the documentation and problem/solution manual for the simulation software.

IT Technician/Help Desk Support.....9/2005 – 2/2007
SUNY Institute of Technology, Utica NY

- Provided quality hardware and software support with a high degree of customer service skills, technical expertise, and timely resolutions of end user problems.
- Developed documentation for software and software problem solving.
- Researched, resolved, and responded to technical support requests received via telephone calls, tracking/ticketing system, e-mail, and in-person, and participated in team projects when needed.