**Sherise Allen**

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Hartford, CT 06106

(860) 830-5937

Professional Summary

Six and half years of experience with IBM Hardware Development, IT Systems, Marketing/Sales Configurators and Business Transformation. Experience in new product development, announcement, and End-to-End (E2E) process development with specialized experience in brand specific product solutions lines.

Professional Experience

**Substitute Teacher** 2011-present

Kelly Services River Valley Area, CT

* Served as substitute teacher in the River Valley Area of Connecticut area schools.
* Followed substitute lesson plans provided by Teacher.
* Provided support to other teaching staff.

**IBM-System Management Specialist (Brand Interface)**  2004-2011

Computer Task Group RTP, NC

* Served as primary contact of multi-million dollar announcement process for the development of new products into an internal/external user interface (UI) system.
* Successfully introduced new products, gathered requirements and coordinated final validation after development completion.
* Lead and assisted in the development of multiple product user interfaces’ that was successfully implemented on both internal and external US and International websites.
* Interfaced with 1 to 25 development team members to ensure that development issues and questions stayed within stakeholder requirements.
* Planned and executed verification of 2 to 4 (internal and external) websites ensuing that they meet announcement process requirements and stakeholder expectations.
* Provided expertise concerning technical issues for internal and external websites, submitted feedback to appropriate internal technical teams for resolution.

**IBM Security Registrar (Manpower Focal)**  2002-2004

Manpower Temporary Service Raleigh, NC

* Served as the Manpower Focal (lead registrar) for 3-5 Manpower employees.
* Trained Registrars on IBM computer security processes, profile development, and duties.
* Control inspected (audited) Manpower employee reports.
* Addressed educational concerns and developed plans of action to improve productivity.
* Reviewed Registrar work performance with the Manpower manager, IBM team lead, and Manpower employees.
* Provided security access to internal clients through an online application (client/server) and troubleshoot profile data problems.

Education:

**Master of Business Administration** 2011

Strayer University Raleigh, NC

**Master of Public Administration** 2008

Strayer University Raleigh, NC

Thesis title: Developing Alternative Energy Resources in the United States: Does the United States Reliance on Oil Imports Jeopardize United States National Security?

**Bachelor of Arts - Political Science** 2000

Winston-Salem State University Winston-Salem, NC

Certificates and Software Knowledge:

Fort Hays University Grant Certification, Basic Tutor for Wake Co Literacy Council, Creating User Requirements Documents (Wake Tech Comm. College (WTCC), Raleigh, NC), Introduction to C++ Programming (WTCC, Raleigh, NC), Fundamentals of Technical Writing (WTCC, Raleigh, NC).

Volunteer Experience:

**Literacy Council of Hartford** 2011-present

Adult Teacher Hartford, CT

* Taught ESL Adults in English grammar.
* Developed lesson plans.

**Jewish Literacy Council of Hartford** 2011

Student Tutor Hartford, CT

* Tutored elementary students in reading.
* Developed lesson plans.

**Tutor for English as a Second Language** 2007 – 2008

Wake Co. Literacy Council Raleigh, NC

* Tutored ESL students’ in reading and math.
* Developed lesson plans.
* Wrote progress reports of students’ progress.

**Citizen Advisor (Appointee)**  2007 – 2008

Wake Co Nursing Home Community Advisory Committee Raleigh, NC

* Visited rest homes in the Wake Co area.
* Determined if needs of nursing home patients were met and that facilities followed government polices.
* Writing reports on visits.