

Wayne W. Grigsby III

Technology Consultant

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Alexandria, VA



SKILLS

Attention to Detail
Strong Communication Skills
Team Leadership
Project Planning
Agile Methodology
Process Improvement
Customer Service
Creativity
Resource Management
Project Management
Strong Interpersonal Skills
Quantitative Analysis
Qualitative Analysis
Writing

EDUCATION

Bachelors Degree
Political Science
Columbus State University

CLEARANCE

Top Secret

EXPERIENCE

Technology Analyst
Booz Allen Hamilton | Office of the Secretary of Defense | June 2016 - Present

Within the Office of the Secretary Defense, the Business Process Systems Review (BPSR) staff focuses on efficiencies and new emerging technological capabilities. As a Technology Analyst for the BPSR office I focused my efforts on enabling the Department of Defense with technology while working within the known budgetary constraints. Researching and analyzing costs, potential savings, and returns on investment were integral to providing the Government with viable solutions to their enterprise issues.

- Analyzed software capabilities and costs in parallel with allotted budget to provide leadership with viable solutions
- Engaged industry in an effort to discuss and deliver solutions to complex enterprise issues
- Managed software demos and analyzed data output with a focus on potential process impact
- Reviewed and edited new capability proposals, story boards, and use cases to consolidate technological realities with expected outcomes
- Collaborated with industry experts to determine ways in which the Government could effectively utilize new and emerging technologies
- Coordinated industry outreach efforts in support of DOD technology requirements
- Served as a liaison between the Government, industry, and contract teams
- Managed Senior Executive Service (SES) officials and provided task deliverable support in an effort to provide maximum efficiency and availability of BPSR leadership
- Served as the lead on multiple tasks and projects

Information Technology Strategist | Knowledge Management Analyst
Booz Allen Hamilton | Joint Chiefs of Staff | August 2014 – June 2016

As a member of the Information Management Division within the Joint Chiefs of Staff I managed a multitude of technology, process improvement, and knowledge management projects. My mission was to enhance the usage of collaborative tools and applications among Joint Staff members and partners. These efforts enabled the Joint Staff to efficiently communicate and collaborate with Combatant Commands and successfully execute the agenda of the Chairman of the Joint Chiefs of Staff.

- Translated complex technological concepts to the government client in an effort to spread information and knowledge
- Developed strategies for achieving information management, knowledge management and information technology goals
- Performed analysis of IT programs, business processes, and technology policy
- Solely cleared a 3 year project backlog within 6 months

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TECHNICAL SKILLS

Microsoft Excel

Microsoft Access

Microsoft Project

Microsoft Visio

VSphere

SQL Server

Windows OS | Server OS

MAC OSX

LINUX

Microsoft SharePoint

SharePoint Designer

HTML & CSS

Adobe Photoshop

SquareSpace

Wordpress

JIRA

Certifications & Training

ITIL V3 Certification

ISO 20000:1 Foundations

CompTIA A+ Certification

Administering SharePoint

Windows Server & AD

FSO Management

SharePoint Designer

EXPERIENCE continued

- Served as a liaison between technology teams, government personnel, and vendors
- Briefed senior leadership on project progress, risks, and potential issues
- Implemented Knowledge Management principles to enhance the visibility and comprehension of Joint Staff data and processes
- Developed SharePoint solutions to enhance the availability and accountability of staff members and their data
- Provided recommendations, guidance, and counsel to leadership regarding technology concepts and policy to enhance decision making
- Trained incoming military and civilian personnel on the usage of Joint Staff collaborative tools, and existing processes and policies

Systems Analyst | Knowledge Engineer

Mymic LLC | Joint Chiefs of Staff | September 2013 – August 2014

As an analyst for the Joint Staff IT Department, I worked closely with every office to ensure the usage and understanding of the Joint Staff's collaborative tools remained optimal. I led multiple efforts to enhance websites and to develop SharePoint applications. I also worked with government clients to analyze existing processes in an effort to determine a more efficient way, utilizing technology, to enhance these processes.

- Provided technology, business process and knowledge management recommendations and support to the Joint Staff and its components
- Designed enterprise solutions that utilized authoritative data sources within the Joint Staff environment
- Led efforts to plan and implement enterprise-level pilots, data calls, migrations and transitions
- Evaluated vendor products per the organizations budget and business requirements
- Served as the sole point of contact for the Chairman of the Joint Chiefs of Staff's office in all IT matters
- Designed and developed SharePoint solutions to meet the requirements of Joint Staff users
- Utilized HTML, CSS, and JAVASCRIPT to design and develop SharePoint sites

Lead IT Specialist

KnightPoint Systems | October 2011 – September 2013

As the sole IT resource in a newly-established IT department, I developed and managed all IT assets, processes, and company certifications for three rapidly growing companies (300+ employees). I significantly upgraded and advanced the technology and performance of the companies' IT systems while working within the constraints of a limited budget. Additionally, I successfully balanced the roles of systems/network administrator, security officer, help desk, and ISO 20000 quality manager.

- Developed methodologies on a situational basis to increase the performance and reliability of the network and system's infrastructure
- Successfully completed and passed 3 annual ISO 20000:1 audits
- Developed security policies in an effort to enhance the safety and security of company data and IT assets

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AWARDS

Performance & Team Award
Booz Allen Hamilton

Chairman of the Joint Chiefs
Performance Recognition Award
Joint Chiefs of Staff

Performance Recognition Award
Mymic LLC

Performance Award
Advanced Systems Solutions

EXPERIENCE continued

- Developed and maintained change management, risk management and content management policies
- Coordinated with vendors to ensure network and security systems met service level agreements
- Designed and developed a custom ticketing system within SharePoint to track all issues, risks, and changes
- Successfully completed and passed 3 annual security audits to maintain the company's facility clearance
- Served as the technical representative in all company matters
- Developed and implemented a new backup and retention policy in accordance with ISO 20000:1 requirements
- Developed and implemented IT security practices in the management and administration of the company infrastructure
- Designed and developed a company service catalog to track all IT assets and associated documentation
- Administered domain controllers and active directory services
- Administered Cisco VOIP services
- Administered network and associated hardware
- Administered two company SharePoint farms
- Administered two company virtual environments
- Designed multiple SharePoint lists, libraries, web sites, and workflows to enable the sharing and exchanging of data and ideas
- Planned and led multiple software, hardware, and service provider transitions

Help Desk Technician

TEKsystems | Headquarters Dept. of the Army | March 2011 – October 2011

As a help desk technician I exceeded all performance expectations and goals set by leadership. I maintained the highest call level to issue resolution ratio among the staff. I also earned a solid reputation for resolving complex issues while also providing excellent customer service.

- Analyzed problems and generated action reports in an effort to resolve issues as quickly as possible
- Regularly performed software maintenance
- Utilized multiple military and civilian databases
- Led training sessions with fellow employees to demonstrate skills and techniques that helped resolve incidents and issues

ACHIEVEMENTS

- Served as the technical lead for Gen Dempsey's (Chairman of the Joint Chiefs of Staff) transition from his role as Chairman to retirement
- Wrote and edited the Joint Staff Knowledge Management and Decision Support Strategy. This strategy will be signed by the Vice Director of the Joint Staff and will be administered across the staff
- Wrote all new policies and business requirements related the Joint Staff's usage of SharePoint. These business requirements will be implemented and will enhance the current and future usage of SharePoint, the staff's primary collaborative tool