Renee Bishop

IT Project Manager

Randallstown, MD - Email me on Indeed: <u>indeed.com/r/Renee-Bishop/c6a7e824156cfbbe</u>

• Highly motivated IT professional with various experiences that range from project management, application development, and metrics reporting just to name a few

• Prior to being a BI PM, I was a part of a Technology Leadership Program (TLP) at Citigroup, which was a two-year rotation program where I participated in three challenging eight-month job rotations throughout the lines of businesses within Citigroup

• Seeking an IT Business Analyst/Consultant position where I can utilize acquired business skills, my educational background and my past work experiences to develop innovative and user friendly IT solutions. I would like to broaden my horizons with being exposed to a different industry other than the financial industry where the work environment can be a bit more hands on and "AGILE".

• An ideal position for me would provide me with more flexibility to exercise creativity and would give me the opportunity to learn and master new technologies that adds value to clients
Authorized to work in the US for any employer

WORK EXPERIENCE

Project Manager

TISTA Science & Technology Corporation - Rockville, MD - October 2015 to Present

-Responsible for the execution of Enterprise Data projects within the Dept. of Health and Human Services for the Biomedical Advanced Research and Development Authority (BARDA) Program and the proof-of-concept for Digital Accountability and Transparency Act (DATA Act) reporting to USASpending.gov.
-Align technology solutions with business strategies, provide consultation support to customers to meet their business processes.
-Managed and scheduled data transfers via ETL processes to SAP's new semantic layers (universes) with systems development team. Semantic -Layer development involved the creation of the universe to present the data in a business-centric view.
-Ensured that report data was PII compliant and adhered to the data schema. Used the organizational process assets (OPAs) that supported Privacy Impact Assessment for projects handling PII data with dynamic reporting to ensure that PII was protected across all tasks and to ensured that there was visible and transparent compliance – with taken into consideration Privacy Act and Federal regulations.
-Responsibilities include performing business process analysis and needs assessments, data management and reporting definition documentation, and other collateral to support BI data requirements.
Work with relevant government stakeholders and business process owners to complete the Project Life Cycle documentation required for Milestone progress assessment and exit reviews.
-Conduct research on software and hardware products to justify recommendations and to support purchasing efforts.
-Responsible for identifying risks and issues related to the assigned responsibilities. Develop risk mitigation approaches working with government stakeholders, business process and technical owners. -Escalate issues/ risks to program management as appropriate.
-Execute any other project related duties that may be assigned to the candidate from time to time.

BI Project Manager

Johns Hopkins Hospital/Johns Hopkins Health System - Baltimore, MD - June 2013 to October 2015

-Responsible for the creation, implementation, maintenance, performance, production support and documentation of various departmental and enterprise wide business intelligence applications
-Collaborated in the planning, design, development, and deployment of new applications, and enhancements to existing applications
-Conducted research on software and hardware products to justify recommendations and to support purchasing efforts
-Analyze business problems and propose appropriate automated, manual or procedural solutions
-Supervised use of appropriate design techniques to resolve business problem including functional and technical design, standard database structure, screen design and accurate data collection
-Supervised development of system solutions into tested and documented programs prior to implementation

Accomplishments
Successfully led the effort to automate overtime reports that goes to JHHS executives and its affiliates
Successfully led the efforts to automate P&L financial statements for a JHH affiliate that helped reduce 8-10hrs of manual reporting
Successfully led the enhancements efforts of the Nursing Productivity dashboard including making infrastructure changes, database modifications, and adding Agency/Intrastaff
Documented the BI Standard Operating Procedures and Report/Dashboard Development Standards – both used by application development teams throughout the JHHS Finance Controller's office

Skills Used
organizational, project management, resource planning and management, budget analysis, strategic planning, business intelligence, customer service

IT Project Analyst

T. Rowe Price - Owings Mills, MD - December 2012 to June 2013

• Produced analysis and reporting on areas including financials, project portfolio health, various IT metrics and trending data using various technologies and tools including Business Objects, PowerPoint, and Excel.
•Translated business requirements into technical specifications used by programmers and designers to develop automated solutions.
•Developed supporting project documentation and promote best practices and standards with Global Business Solutions - Retirement Plan Services. Assist in system testing of solutions and applications to ensure that requirements captured during analysis are met. Coordinate knowledge transfer amongst and communication between teams of the Global Business Solutions - Retirement Plan Services organization.

Senior Business Analyst

Veteran Enterprise Technology Solutions - Baltimore, MD - July 2011 to December 2012

• Gathered, clarified and defined requirements to support the Department of Veteran Affairs
• Translated business requirements to System/Functional requirements that were passed to Application Developers
•Acted as an interface between technology teams, support teams, and business /end user/stakeholder
• Used SharePoint to tracks project statuses, deliverables, risks three different project teams working on cross-functional projects
• Performed analysis of the business objectives of the stakeholder and developed solutions to their business issues
• Supported Agile development with creating user stories, participating in SCRUMS and guiding user involvement

Business Intelligence Delivery Manager/Project Manager
CitiMortgage - Real Estate - July 2010 to July 2011

• Assemble the individual project teams and oversees the implementation of the project plans.
• Manage changes in project scope and resource requirements based on change requests and the decisions of the project decision-making body/group.
• Collaborate with Business leaders to track the project's progress against the project plan and collectively adjust the project plan to ensure effective completion based on defined project success measures.
• Facilitate an after action review of the project to gather lessons learned.

Systems Integration Analyst
CitiFinancial IT - Symphony Program - November 2009 to July 2010

• Defined integration TIBCO requirements for a multi-year project designed to integrate the CitiFinancial legacy systems with a new front end platform using TIBCO middleware
• Successfully designed, developed and tested 2 web services using TIBCO Business Works that would add to the integration in an "AGILE" environment
• Created functional, technical and test documents to supported the developed web service
• Coordinated with cross functional groups, and ensured the integrity of data

Release Coordinator/Business Analyst
Citibank, NA. Online Retail Authorization - March 2009 to November 2009

• Successfully monitored project plan actuals to ensure TPS team stayed within -5% to +10% variance for each project
• Facilitated, defined, published, maintained, and communicated the release of all TPS software
• Maintained an accurate list of all projects associated with the particular release
• Tracked the variances of project sizing's and reported on it to the TPS team using Planview
• Participated in user acceptance testing and quality assurance testing to determine the readiness of the release
• Gathered requirements for TPS to create High Level Design documents
• Participated in project meetings on behalf of TPS ensuring the requirements are met
• Leveraged previous Cognos reporting experience to assist the team to ensure on time project delivery for 2 major releases
• Created a High Level Design document on behalf of TPS in a day which usually takes several days to complete

Metrics Analyst
CitiFinancial IT PMO and Shared Services - July 2008 to March 2009

• Produced PMO Monthly Business Review Book to report on IT work efforts and performance
• Produced the IT scorecard comparing project actuals to commitments
• Prepared reports used to ensure the Project Portfolio Management tool's data quality and integrity
• Produced and prepared Resource Utilization and Capacity Planning reports

Student Research Consultant/Application Developer
Penn State Research Project - August 2007 to December 2007

• Created user specifications, documentation and functional requirements for application
• Researched and analyzed similar software to make software recommendations for application
• Developed interactive graphical instructional software for various economics courses

IT Consultant/ Application Developer
Penn State Research Project - August 2007 to September 2007

• Analyzed the usability of a website leading to a more dynamic web presence and increasing the accessibility for client use
• Conducted comparative analysis for websites, as well as usability analysis and looked at the technologies/web services behind those sites to provide a list of recommendations for the website
• Implemented recommendations into the website for improving the layout and functionality as well as making the content current

Assistant Network Administrator/Application Developer

Hearts and Minds - May 2007 to August 2007

• Performed network maintenance and on-site tech support
• Instrumental with creating backup system recovery processes
• Involved in the planning stages of creating the Heats & Minds website leading to a more professional look
• Recommended various software for application development and for the enhancement of the overall productivity of the Hearts & Minds network

EDUCATION

BS in Information Sciences and Technology

The Pennsylvania State University   -   University Park, PA
January 2003 to January 2007

SKILLS

Application Experience: Planview | IBM Service Center | HP Quality Center | IBM Clearcase | IBM Cognos | MS Visio | MS Excel | MS Word | MS Project | MS PowerPoint | MS SharePoint | SAP ERP | SAP ECC | SAP Analysis | SAP Dashboards | SAP Crystal Reports | SAP Web Intelligence | SAP Universe | Oracle Federal Financial EBS Suite | JIRA, Other Experience: Project Management | Agile Development | 508 Compliance | PII Compliance | End to End Architecture | Disaster Recovery Management | IT Enterprise Architecture & Governance | IT Strategic Planning | Health Information Technology Management | Financial Fundamentals | Quality Assurance | Business Analysis | Systems Integration | Business Intelligence

LINKS

http://www.linkedin.com/pub/renee-bishop/6/205/108

GROUPS

Citigroup - Technology Leadership Development Program

July 2008 to August 2010
I was a IT Management Associate while I was apart of a two-year program. This included three challenging eight-month job assignments. I rotated through different lines of business throughout Citi every 8 months and I participated in various formal trainings outside of job assignments. All in all, I was able to build upon my technical, leadership and business skills through hands-on IT experiences.

ADDITIONAL INFORMATION

KEY ACHIEVEMENTS:

Business Intelligence Delivery Manager/Project Manager, CitiMortgage – Real Estate

-Completed Project Management Fundamentals training
-Completed Eliciting Datawarehouse Requirements training
-Developed an understanding of the BI processes, projects, tools, analytical requirements, REL Business, associated systems and platforms in 7 months
-Successfully managed a wide range of projects ranging from End of Life, Legal Compliant, maintenance, production support, and proof of concept in nature

TIBCO Developer/Analyst, CitiFiancial IT
-Completed TIBCO training
-Completed SQL and PL/SQL training
-Defined integration TIBCO requirements for a multi-year project designed to integrate the CitiFinancial legacy systems with a new front end platform using TIBCO middleware
-Successfully designed, developed and tested 2 web services using TIBCO Business Works that would add to the integration in an "agile" environment

Systems/Requirements Analyst, Citibank TPS Requirements Development
-Leveraged previous Cognos experience to assist the team to ensure on time project delivery for 2 major releases
-Created a High Level Design document on behalf of TPS in a day which usually takes several days to complete

Release Coordinator, Citibank TPS Requirements Development
-Successfully monitored project plan actuals to ensure TPS team stayed within -5% to +10% variance for each project

Metrics Analyst, CitiFinancial IT PMO and Shared Services

Process Definition
-ROI Lite – Completed ROI Lite vertical template for 2 strategic initiatives
-ROI Analysis report – Helped establish prioritization process
-Metrics Process – Documented Monthly Metrics presentation development process

Process Optimization
-Release Record – Developed Cognos report that shows the number of projects implemented for sponsors on monthly basis
-Project Management Approach to Collegiate Sponsorship Initiative Pilot – Documented best practices and lessons learned
-IT PMO SharePoint – Revamped file structure of site
-Data Element Analysis – Consolidation of 8 weekly reports to 5 weekly reports