

# Deneen Davis

## Project Manager - Computer Sciences Corporation

Sterling, VA - Email me on Indeed: [indeed.com/r/Deneen-Davis/486314bc836ca3b0](https://www.indeed.com/r/Deneen-Davis/486314bc836ca3b0)

### WORK EXPERIENCE

#### Project Manager

Computer Sciences Corporation - March 2006 to Present

Rensselaer Data Center Security Compliance (RDC) Security remediation

Provided project management and technical support to the project management team, network engineers, security firewall engineers, and management to resolve several Security Exceptions granted at RDC under CSC GNS0039 Policy by deploying an ESN boundary (which consisted of deploying or upgrading VPNs and Firewalls to support the ESN) around eMedNY, MPD-CVS and MPD-HN Programs. This project is a CSC-Internal project where civil group, ITIS and GSS were the key stakeholders.

#### Notable Accomplishments:

- \* Coordinated daily the operations information with Director of Communication and Network Services and Principal Technology Architect to finalize designs, confirm requirements, and facilitate project task with subject matter experts to completion.
- \* Collaborated with upper management in the identification of risk, resource allocation, and data, weekly and regularly with stakeholders via web-conference and teleconference and in person. Collaborated with program manager, stakeholders, engineers, and architects to coordinate the testing of VPN and firewalls.
- \* Assisted program management team in Project Controls, Communications, Procurement, and RDC Operations engagement.

TSA Information Technology Infrastructure Program Office (ITIP) -.1/2 billion dollar project

Provided project management support through assisting in maintaining the project's master schedule, preparing and writing proposals for special project, and provided quality and audit guidance and written documentation.

#### Notable Accomplishments during the Run and maintain phase of the project:

- \* Facilitated, Oversaw, developed and written several Special Project Proposals
- \* Prepared, co-authored quality and audit documentation for assisting in ISO 27k, ISO 9k audits. While still maintaining the IMS schedule, helped win the 27k Certification
- \* Provided, as a major contributor, the development, writing, and training of the Capacity Management Guidebook.
- \* Managed the master schedule as the project master scheduler for the ITIP R&M task.

#### Notable Accomplishments during the ITIP Transition of the project:

- \* Accomplished a Green Standard with TSA for help mastering the 8000 line schedule during transition
- \* Worked successfully in conjunction with team members and stakeholders to manage changes to technical requirements, business requirements and schedule of the project.
- \* Provided input on possible changes needed based on current project status to the master schedule.

- \* Assisted in maintaining and organizing Master Schedule utilizing communication through meeting, conference calls, e-mail etc., with Vice Presidents, Directors, and senior management, owners and stakeholders the current status of the project.
- \* Performed ongoing review of project status, and identified possible project risks.
- \* Recommended and implemented risk mitigation solutions as approved and as appropriate.
- \* Assisted in the staffing of projects and teams by adding new employees to the schedule while working with directors' inputs.
  
- \* Trained new personnel on current procedures for the project and helped maintain operation procedures

#### Deputy Team Lead (Technical Support)

CSC - Missile Defense Agency MDA

A System Administration leader, managing a group of professional that provides Technical Support and System administration support for the Missile Defense Agency (MDA) contract.

- \* Provide innovative thinking of information security audits and statistical reports to senior management to indicate possible computer and network vulnerabilities.
- \* Maintained Active directory changes and remote in to systems with ghost environment.
- \* Provide delivery management assistance by asset tracking policies and establishes audit processes to ensure data integrity. Maintains current information on IT asset inventories.
- \* Provide statistical reports to senior management via Excel, Remedy and Magic report systems to indicate service call status. Able to \* Implement new software and upgrade existing software on various servers, individual workstations, laptops, and blackberries via remote connectivity or direct installations.
- \* Automate the installation of software to over 4000 end-user PCs via DOS batch files.
- \* Provide second level and third level support to internal Help Desk to resolve user concerns with specific applications, including Windows 2000, 2003, 2007 XP Microsoft Office, and numerous industry specific applications.
- \* Identify and implement workflow methodologies to ensure staff works more efficiently, by establishing and providing process maps and system diagrams.
- \* Determine system network components needed; i.e., hardware and software required at new employee locations.
- \* Prepare documentation and training materials, coordinated technology related training
- \* Participated in conversion of PCs from Windows 2000 to Windows XP.
- \* Maintain computing facilities and managed printers.

#### Project Manager

UUNET/ WorldCom - Ashburn, VA - May 2000 to May 2002

Provide systems consulting services including project planning and supervision of systems analysis and design including requirements definition, user support activities, testing and documentation. Areas of expertise include global telecommunications network selling, billing, and auditing systems, and financial systems. WAN/ MAN knowledge used.

- \* Conducted analysis, design and testing activities for payroll and bill pricing systems.
- \* Developed support diagrams and documentation to support the new development efforts.
- \* Worked to develop a System Requirement Specifications document to automate the financial auditing system.
- \* Coordinated and led meetings with key project stakeholders (i.e., Executive Sponsors, Sales, Product and Engineering Managers, and Project Staff) to identify validated solutions, requirements, process flows for implementing new products and services.
- \* Performed root cause analyses for project utilizing VPN, Wireless, Virtual Satellite, Private Label Dial, and Resellers technologies.

\* Completed all projects on or before the stated timeline.

## **Account Manager**

Avaya/ AT&T / Lucent Technologies - September 1983 to November 2000

Sold, Designed, managed, and implemented AT&T/Lucent Technology small-medium size systems for over 17 years. Provided marketing, task management, and administrative support for small-medium systems and data center operations

\* Managed and led, Administered, designed, configured, installed and coordinated multiple small-medium voice system over a 15 year period.

\* Sold, as an account manager, Multi -Millions of dollars in small-medium IT/Telecommunication Voice and Data solutions as a top producer and won many promotional trips.

\* Responsible for managing and implementing all business-building and relationship-building expectations with uniquely assigned accounts and customers. Communicated regularly with territory, regional and strategic managers for daily support and strategic planning for accounts.

\* Consistently met and exceeded department expectations for productivity and accuracy levels.

\* Researched and customized service proposals for clients.

\* Provided Service Strategy, Financial Management, and Business relationship management Services to clients.

\* Conducted and provided service transition, service operation, and problem resolution for customers' installations.

\* Established installation Site Walks (Pre surveys) Administered development and administration of Government Account.

\* Sold value adds telecommunications equipment and bundled services.

\* Managed/Led and coordinated engineering counterparts to ensure uniform product specifications.

\* Achieved a surpassed the goal by 115% or more the monthly quota Responsible for negotiating, reconciling Government accounts (i.e., FBI, U.S. Postal Service, D.C Government) and other major accounts

\* Forged new relationships and increase targeted sales volume by 30% in an 18 month period.

\* Received top sales awards/recognition for high sales volume, for 12 consecutive years, including 100% award.

\* Doubled & tripled sales profit margin each year for the branch office for seven consecutive years.

## **Tools Used**

### **Software**

\* Microsoft Project, Microsoft Project Server, Remedy, C3, Catalyst, Visio, Clarity, Snag IT Lotus Notes, Microsoft exchange, Individual Proposal , Collabnet, Development , Repository (IPDR) Database, Enterprise Program Management Office(EPMO), MS Exchange, Sametime, Access, , Windows VISTA, XP Pro Home Edition, Microsoft Office 2010, 2007, 2000/2003, Norton Anti Virus, McAfee Anti Virus, GHOST, Drive Copy, Remote Desktop, PC Anywhere, VNC, NetMeeting, Remotely Anywhere, Remedy, Magic, Active Directory, /, OTS, Adobe, Photoshop, KENAN Arbor, SQL Query, XP-, Device Driver

### **Hardware**

\* VPN Token, Government Hard packs and servers, Cisco Routers and Switches, IBM compatible PCs, workstations, Laptops, Blackberries, Palm Pilots, .Treo, Ethernet & Token Ring Protocols, CD-ROM Drives, Memory Chips, IDE/EIDE/SCSI Hard Drives & other devices, SCSI Controller Cards, Tape Backup Drives, Optical Drives, Scanners, Printers Modems, scanners, NIC cards, USB devices,

## EDUCATION

### **CIS**

Strayer University  
2008

Weichert Estate School  
July 2002

## ADDITIONAL INFORMATION

### Summary of Skills

- \* Strong operations and project management skills
- \* People management
- \* Requirements Gathering
- \* Account management
- \* Technical Management
- \* Excellent communication skills
- \* Contract Deliverable Management
- \* Document management
- \* ITILv3 Certified Foundation 2011
- \* Experience in various operating systems
- \* Client Needs Fulfillment
- \* Team building/leadership
- \* Project Duration Estimates
- \* Strong problem solving/troubleshooting skills
- \* System & Network Upgrades
- \* Customer needs assessment
- \* Service Transition and Change Management
- \* Remote access technology
- \* Business Process Re-engineering
- \* IT Infrastructure Solutions
- \* Strong Team Player
- \* Excellent problem-solving abilities
- \* ITIL Service Operation
- \* Customer Relations Management
- \* IT Services Management
- \* Implementation and Cutover
- \* Timely project completion
- \* Microsoft Project Schedule Design
- \* Strong work ethic
- \* Strong Negotiation skills
- \* Critical thinking
- \* SELC and SDLC knowledge
- \* Proposal Management