| Lisa Blunt, Business Process Specialist | | | | | |
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| Summary of Experience | | | | |
| Senior Business Process Specialist with experience in the federal banking, financial services, and healthcare industries, supporting all aspects of the software development lifecycle from identifying core business processes, requirements gathering and refining, defining business workflows, and recommending deployment approaches for emerging software applications. | | | | |
| Summary of Experience | | | | | |
| Years of Experience in the Proposed Position | 10 years | | Total Number of Years in the IT Industry | 12 years |
| Years with DMI | 1 year | | Percent of Time Planned for this TO | 100% |
| Relevant Accomplishments | | | | |
| * Successfully migrated approximately 50+ existing blog posts to the new OneOIG on SharePoint Online. Activities included developing strategic communications for awareness building and feedback solicitation. * Possess relevant skills to work closely with stakeholders on multiple projects to evaluate customer business needs and provide emerging technology recommendations. * 7+ years of Agile experience working with multiple Agile teams with responsibilities including requirements analysis, stakeholder management, testing, deployment, and development and maintenance support. * Relevant experience measuring project management metrics through leverage of tools such as Google Analytics, GovDelivery, and Qualtrics software programs. * About 10 years of experience in research, analysis, technical writing, and creating reports on business processes, strategic initiatives, and IT projects. * About 10 years of experience in in conducting requirements analysis. * About 12 years of experience in basic project management, including the use of performance measurements and metrics. | | | | |
| Relevant Qualifications, Certifications | | | | |
| * Comprehensive software development life cycle knowledge, including identifying core business processes and recommending deployment approaches for emerging software applications * Familiarity with Agile-based cross-platform development, testing, deployment, and customer training and outreach activities | | * Knowledge of developing strategic communications for awareness building, adoption enhancement, feedback solicitation, and other stakeholder related outreach activities * Skills to evaluate business needs and the evolving technology landscape, and marry them with enterprise feasibility * Excellent written and verbal communication skills and exceptional problem-solving skills | | |
| Education | | | | |
| * Introduction to Web Accessibility, American Graphics Institute (AGI), Washington, DC, 2019 * A.B., Literatures & Cultures in English, Brown University, Providence, RI, 2009 | | | | |
| Detailed Experience | | | | |
| 2020 to Present, Digital Management, Inc. (DMI), Business Process Specialist  **Agency: Dept. of Health & Human Services (HHS), Office of the Inspector General (OIG)**  **Project role: Business Process Specialist /** **Web Content Analyst**   * Serving as graphic design expert and business process specialist working with stakeholders to identify business requirements. * Aided in the migration of content from the HHS/OIG web-based SharePoint 2013 intranet site ("OneOIG") to the cloud-based SharePoint Online platform. * Worked with an Agile team on 2-week sprint cycles. * Supported blog post deployments per agency needs. * Worked with stakeholders on Diversity, Equity, and Inclusion (DE&I) initiatives to refine and support the development of relevant strategic communications for awareness building. * Solicited feedback from stakeholders based off previously conducted information gathering sessions. * Created custom images for the SharePoint List Marquee webpart to reflect upcoming news and events on OneOIG’s internally-facing website. * Regularly uploaded and posted content to several SharePoint and Microsoft 365 Stream sites under HHS/OIG purview; maintained document, video, and image libraries with a keen eye to detail.   2017 to 2020, Board of Governors of the Federal Reserve System, Business Process Specialist/508-HTML Consultant   * Business process specialist activities were primarily approach and planning based. * Worked daily with the Office of Board Members’ Public Information Outreach team on publishing the high-priority Finance and Economics Discussion Series (FEDS) Notes portion of the agency’s public website with an Agile team of about 6-8 members on 2-week sprint cycles. Thorough performance of work with a conscientious attention to detail using hand-coded HTML. * Each Note requires that two webpages be created, one with Section 508 accessible data. An average of 4.6 Notes were posted to the website each month in 2019, a 4.5% increase over the previous year. * Independently reviewed, tagged, and converted PDF documents, XML tables, and paper images into Section 508-compliant HTML web versions following standards set by the web team. Edited text descriptions for graphs and images to fulfill Web Content Accessibility Guidelines (WCAG) and Section 508 accessibility standards. As part of an internal three-person Accessibility team, conducted business process improvement using the Agile methodology. * Demonstrated experience with HTML coding, Adobe Acrobat Pro, and a variety of software programs (e.g., Microsoft Office Suite (MS Office), Adobe Creative Suite, PTC Arbortext), content management systems (e.g., OpenText content management software, Microsoft Team Foundation Server), and file and media formats (e.g., XML to HTML conversion, PDF).   2016, Federal Deposit Insurance Corporation (FDIC), Business Process Specialist/Web Content Manager   * Collaborated with business stakeholders to publish content for web products on the agency’s public and intranet websites using HTML, CSS, Adobe Dreamweaver, and SharePoint/SharePoint Designer 2013. * As part of an Agile team, worked with the general public to assess their needs through bi-weekly user experience research and testing. As needed, provided information or assistance, satisfied expectations, shared knowledge about available products and services, and committed to providing quality products and services to team leadership. * Teamwork was split into 2-week sprint cycles. * Supported the development and implementation of a SharePoint-based intranet system. * Utilized GovDelivery for survey creation and disbursement. * Served as business process development SME. The process improvement included strategic planning, carefully selected methodologies, and development of a best practices web content manual. * Independently reviewed and tagged all published web content to ensure adhesion to best practices, agency guidelines, and WCAG and Section 508 accessibility standards. Developed and edited email content and social media messaging reflecting the client’s strategic objectives using HTML, MS Office, and GovDelivery on a weekly basis. * Independently created monthly analytics and usage reports with Adobe Analytics, Qualtrics, and GovDelivery. * Developed and edited bi-weekly interactive surveys using agency-provided tools, with a 60% engagement rate.   2013 to 2015, Deloitte Consulting, Federal Technology Consultant and Business Process Specialist   * As part of an Agile web development team, helped conduct business process requirement analyses, and designed and launched the Veterans Affairs Program Management Center of Excellence (VA PMCOE) SharePoint intranet site to strengthen program management throughout the VA. Activities included documentation, reviewing, and tagging content to ensure web products were Section 508 compliant using Adobe Acrobat Pro. Independently and as part of a team, worked with customers to assess their needs, provide assistance, satisfy their expectations, recommend available products and services, and commit to providing quality products and services. * As part of a two-person internal team, identified problems, determined accuracy and relevance of information posted to SharePoint, used sound judgment to generate and evaluate alternatives, and made recommendations on business process improvements. Developed and orally presented business process improvements and project deliverables (i.e., requirements, wireframes, functionality checklists, etc.) to client leadership on a bi-weekly basis using the Agile methodology. Presented web-related information in a logical and clear manner for both technical and non-technical audiences with conscientious attention to detail. Using MS Office, independently collected, analyzed, and maintained information regarding the VA PMCOE site enhancement’s requirements gathering and development processes. * Independently analyzed datasets taken from SharePoint metric reports and internal surveys to determine how best to leverage use of the VA PMCOE site among program managers. Orally presented these analyses on a bi-weekly basis to client leadership. * Created prototypes per stakeholder requirements for SharePoint features and webpages. * Served as a SME for Section 508 compliance and Veterans Affairs program management processes. * By project’s end, average Risk Management Knowledge Area (RMKA) meeting attendance by program managers increased 35% and average Program Management Knowledge Area (PMKA) meeting attendance increased 40%.   2012 to 2013, Virtual Enterprise Architects (VEA), Business Analyst/Web Developer   * As team lead on an Agile project, managed a variety of IT projects, including modernization of the client’s internal SharePoint site, developing and editing the client’s public-facing main and mobile websites using HTML, CSS, JavaScript, and the Moto content management system, and developing and editing online communications and social media channels. Increased the company’s number of Facebook "Likes" by 30% and its number of Twitter followers by 25% through regular updates, postings, and targeted user connections. * Led the SharePoint user interface (UI) and user experience (UX) redesign, streamlining site navigation for users. Worked with the client and customers to assess user needs, provide technical assistance, identify and resolve problems, recommend products and services, and provide quality products and services. * Independently collected, analyzed, and maintained the requirements for five departments and their respective team leads, identifying current and future web content needs and priorities supporting enterprise standards and activities. Identified problems, determined accuracy and relevance of information posted to the SharePoint portal, and used sound judgment to generate and evaluate alternatives. * Served as a technical expert for the VEA CEO on various technologies, methods, and processes, providing suggestions on technology best practices.   2011 to 2012, National Society of Black Engineers (NSBE), Business Analyst/Web Developer   * Worked with the Information Technology team from concept to launch on modernizing, implementing, and maintaining the organization’s main website and several regional chapter websites using HTML, CSS, JavaScript, and the Kentico content management system. * Worked with the client and customers to assess user needs, provide technical assistance, identify and resolve problems, recommend products and services, and provide quality products and services. Orally presented information to team leadership on a weekly basis. * Independently designed site graphics and banner ads, monitoring the monthly effectiveness and reach of the ads through Google Analytics. * Independently engaged collegiate, alumni, and professional members through a variety of online communications and social media networking. Monthly engagement rate for the organization’s email newsletter and social media channels increased by 20% over the course of six months.   2009 to 2020, Independent Web Consulting, Business Process Specialist/IT Consultant   * Experience in front-end website development, including developing and editing content using HTML, CSS, and JavaScript; user interface and user experience-focused web design; and project management using the Agile methodology. * Managed several projects to refine and execute clients’ website requirements, design, implementation, testing, and maintenance activities in accordance with the software/systems development lifecycle (SDLC). * Experience with various content management software, including Blogger and WordPress. Brand and audience management through creative writing and social media engagement, as well as selling handmade Lego pins to an international audience. Yearly blog hits average 25,000, with over 1,000 social media followers across platforms; year-to-date sales of Lego pins exceed $2,500. | | | | |