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**INFORMATION TECHNOLOGY EXPERIENCE**

 SDLC – Agile and Waterfall Methodologies

 Project Management

 Business Process

 Standards and Compliance

 Quality Assurance and Testing

 Business Analyses

 Training and Implementation

 SharePoint

 Understand the complex business problems to be solved when implementing and maintaining automated systems

 Have managed teams of up to 50 people

 Friendly disposition, quick learner

 Ability to perform well and support teams in many types of environments

**TECHNICAL SKILLSET**

**Project Management** - MS Project, Changepoint - Compuware PPM tool, State of Michigan (SOM) SUITE Project

Management Methodology (PMM) and Systems Engineering Methodology (SEM), JIRA

**Business Analyses** - MS Office Suite, Open Text BI-Query, Adobe **Collaborative and Web** - MS SharePoint, Protoshare Prototyping Software,

**Development Methodologies** – Waterfall, Agile

**PROFESSIONAL EXPERIENCE United Health Group**

**Michigan Department of Community Health (MDCH)**

Location: Lansing, MI

Duration: December 2010 – present

Project: MDCH Data Warehouse and Web Applications

Contract Position: Data Warehouse Business Intelligence Analyst Senior

Position: Business Analyst Consultant

**Responsibilities:**

 Develop, apply and maintain State of Michigan Project Management Methodology and Software Engineering Methodology (SUITE) project documentation throughout lifecycle of MDCH data warehouse and web based projects using Agile development methods

 Analyze and manage MDCH business requirements throughout the System Development Life Cycle (SDLC), including support of Joint Application Design (JAD) meetings and MDCH business process modeling; write detailed functional specifications for new and complex MDCH information systems and MDCH web based projects

 Attend peer reviews, prepare test scenarios as a result of new development or functional application changes in order to test the accuracy of MDCH program logic

 Hold user acceptance testing sessions in an agile, rapid application development environment to ensure MDCH

information systems conform to specifications and that processes are followed in order to deliver valued outcomes to customers

 Develop and deliver MDCH systems online help content, user manuals, admin manuals and data base administrator training materials

 Document “Lessons Learned” sessions for MDCH projects; archive all project documentation

 Create and maintain SharePoint project sites to facilitate team collaboration and to house all MDCH project related documentation

 Support Judicial Data Warehouse team BI-Query training sessions for county users

**GreenStone Farm Credit Services (GSFCS)**

Location: East Lansing, MI

Duration: July 2006 – December 2010

Projects: Loan Origination, Expense Reporting, Human Resources, Credit, Equipment Upgrades, PPM Software

Position: Chief Standards and Compliance Officer - Project Manager

**Responsibilities:**

* Assisted Chief Information Officer (CIO) with development of process and ultimate implementation of new Project

Management Office

 Trained and supported newly assigned project managers (PM)

 Managed GSFCS buy or build projects

 PM for Technical Services team; included project schedule maintenance for GS Technical Services and primary vendor PM during the building of new corporate office and data center

 Assembled project teams, identified appropriate resources, and developed schedules and budgets to ensure timely completion and cost effectiveness of projects

 Maintained projects utilizing Changepoint PPM tool

 Developed workflow and created reports within Changepoint, including but not limited to Change Control process, User

Acceptance Testing and Customer Satisfaction Survey

 Utilized MS SharePoint to maintain project information and other pertinent documentation

**BGM Technology Collaboration/GreenStone Farm Credit Services (GSFCS)**

Location: East Lansing, MI

Duration: July 2006 – December 2010

Position: Chief Standards and Compliance Officer

**Responsibilities:**

 Maintained and audited the Systems Development Lifecycle process

 Liaison for GSFCS Information Services Department (ISD) during annual internal and external organizational and federally mandated audits

 Developed and implemented action plans for ISD based on audit findings

 Provided project management and support to the application development team

 Maintained master project summary reports

 Created standard templates for day to day department utilization, including pertinent SDM documentation

 Updated and Maintained SharePoint 3.0 project sites for intranet collaboration

**Courtland Consulting**

**Project: Michigan Department of Human Services** - **Michigan Child Support Enforcement Services (MiCSES)**

Location: Lansing, MI

Duration: January 1998 – July 2006

Position: Consultant

**Assignment - MiCSES 2.4 Software Implementation**

Trainer - Developed and implemented training for Michigan Child Support Enforcement Software project

 Designed, developed, and delivered end user training per Michigan Department of Information Technology Standards

(DIT)

 Served as a liaison between MiCSES and Michigan Office of Child Support (OCS) trainers and policy staff

 Evaluated and implemented DIT instructional methods and technologies

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**Regional *(1/3 of the counties in the State of Michigan)* Implementation Project Manager** – Managed a team of 50

 Provided daily operational-level direction and mentored and trained new staff on MICSES system

 Maintained awesome rapport and ensured adequate site coverage for users in 29 Michigan counties

 Reviewed and approved MiCSES systems sign-off and stage exit documentation and submitted weekly reports to

Implementation Manager

 Completed MiCSES projects assigned on time and within budget using MS Project

 Challenged the “status quo” to standardize and improve processes

**Assignment - Michigan ProSsecuting Attorneys Legal Module Implementation**

Site Support Team Leader - Led team to support the implementation of the new prosecuting attorneys legal module to one third of the state.

 Managed a team of 7

 Met with Prosecuting Attorneys to present new process, evaluate coverage, and provide positive support needed to achieve a successful implementation of new system

 Ensured that the staff received appropriate training, “certified” team members to qualify them as support staff

 Completed projects assigned on time and within budget using MS Project

**Assignment - MiCSES 2.3 Software Implementation**

Business Process Analyst – Data preparation and validation, reporting

 Visited county offices and met with attorneys and staff to review and document “as is” and “to be” workflow

 Served as a liaison between Counties and MiCSES technical staff; created business and functional requirements to facilitate translation of business strategies into systems and technical requirements

 Performed data verification and organization and provided reports utilizing SQL (Oracle) TOAD

 Documented county processes and workflow ultimately used to prepare counties for conversion to federally mandated child support system MiCSES

**Assignment - Child Support Enforcement Services (CSES) Pre-Conversion**

County Lead Analyst – Performed requirement studies needed for conversion of existing county databases, software, and hardware systems to federally mandated child support application CSES

 Provided gap analysis and reports needed for pre-conversion of county legacy systems to CSES

 Worked with cross-functional teams to address business or systems issues and provided consultation in order to resolve pre-conversion issues

 Assisted team with design and implementation of county conversion strategies

 Assisted team with problem resolution prior to converting to PRWORA compliant sites

 Created reports using SQL (Oracle 8) for use in data clean up and provided training for county staff and data cleanup efforts

 Used MS Project to track county conversion projects for each county

 Regression Tester – Prepared test scripts as a result of functional CSES application changes

 Developed and utilized existing data to test the accuracy of program logic

 Tested the local online application and documented results

 Lead forms tester, interstate application, and data flow tester

**Monroe County Courthouse**

Location: Monroe, MI

Duration: September 1991 – January 1998

District Court (Criminal and Traffic); Friend of the Court (FOC)

Positions: Criminal Court Clerk, Traffic Court Clerk, Income Withholding Clerk

**Responsibilities**:

 Scheduled and processed order to show cause hearings; processed income-withholding orders

 Created and maintained FOC and State Court Administrative Office individual forms for use in the office wide network

 Created reports and macros for office staff; trained staff on the use of forms and macros

 Utilized AS/400 and Microsoft Office Suite

 Worked in the District Court Criminal and Traffic Divisions with attorneys, judges, law enforcement officers and the general public

 Assisted the Magistrate with traffic hearings, coded and entered State Police, City Police, and County Sheriff citations and maintained criminal files

**US Justice Department, Immigration and Naturalization Services (INS)**

Location: Honolulu, HI

Duration: March 1991 – August 1991

Role: Support Staff to USINS Position: Executive Secretary

**Responsibilities**:

 Performed administrative duties supporting the Assistant Executive Director

 Processed overseas adoptions

 Created and maintained reports, files and process documentation

**Tripler Army Medical Center**

Location: Aiea, HI

Duration: March 1990 – March 1991

Role: Support Hospital in Pediatric and Adolescent Clinics during staff shortage and War in Iraq

Position: Administrative Assistant, Medical Transcriptionist

**Responsibilities**:

 Supported the Pediatric emergency room and Adolescent Clinic

 Received patients to Emergency Room; loaded patient data to system, identified potentially abused patients for flagging to Hawaii Department of Community Health

 Prepared status and other on demand report requests

 Performed administration duties for Chief Resident and two primary physicians – day support at the hospital and evening support as a transcriptionist

**United States Army, 7th Transportation Group - United States Army Judge Advocate General Corps**

**(US Army JAG Corps)**

Location: Fort Eustis, VA

Duration: January 1986 – January 1989

Assignment Location: Fort Story, Virginia Beach, Virginia – 11th Transportation Battalion

Position: Paralegal

**Responsibilities**:

 Worked with base attorneys to provide legal support for the 7th Transportation Group, 11th Transportation Battalion

 Attended courts-martials and prepared transcripts

 Prepared administrative discharge packages for soldier’s assigned to the 11th Transportation Battalion

 Prepared non-judicial punishment forms for administration to troops

 Re-organized legal office, updated many out-dated policies and procedures

 Increased output of non-judicial punishments and discharge packages by over 80% utilizing available software

 Optimized reporting capabilities for Battalion Commanders

**EDUCATION AND TRAINING**

 Medical Terminology – Aiea, HI

 Secrets of MS Project – East Lansing, MI

 Applying PMI Project Methodology – East Lansing, MI

 SharePoint Design – East Lansing, MI

 Agile Software Development – East Lansing, MI

 Microsoft CRM, Sales Module – Chicago, IL

 SQL and PL/SQL, Oracle Application Developer Track – Troy, MI

 Microsoft Office Suite – East Lansing, MI – Livonia, MI

 Friend of the Court and Support Specialist training, PRWORA, and Remedy Software training – Lansing, MI

 Novell Networking Technology, Network Administration, and Advanced Network Administration – Sylvania, OH

 Business Analyses and Design – Monroe, MI

 Military Legal Procedures – Uniform Code of Military Justice (UCMJ) – Indianapolis, IN, Virginia Beach, VA

**ACHIEVEMENTS**

 Received Certificate of Commendation from State of Michigan Governor John Engler for support to the Michigan

Department of Human Services (DHS) and the Michigan Child Support Enforcement Services (MICSES) Project

 Received on the spot cash award and Certificate of Appreciation from Dr. Linda Brantner, Adolescent Clinic Chief

Resident for support to Tripler Army Medical Hospital Pediatrics Unit during “Operation Desert Shield”

 Received Army Commendation Medal (ARCOM) and various Certificates of Achievement for service to the 7th Transportation Group for process improvement made within the US Army Judge Advocate General’s Corps (JAG) office at Fort Story, Virginia