

MARY COLELLA KUMAR

User Experience (UX) / Project Manager / Technology Consultant

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WORK EXPERIENCE

Senior Consultant
10/2002 - Present

IBM Corporation, Herndon, VA

Part of IBM's Global Business Services (GBS), Public Service. Provided consulting services in the areas of UI/UX design, information architecture, usability and accessibility to both United States government and commercial clients. Current responsibilities include project management, legacy system modernization, innovation and a focus on agile development approach. Also serve as a second-line IBM people manager.

Consultant
7/2000 - 10/2002

PricewaterhouseCoopers (PwC) Consulting, Fairfax, VA

Provided consulting services in the areas of UI/UX design, information architecture, usability and accessibility to both United States government and commercial clients. PwC consulting was acquired by IBM in 2002.

UI/UX Designer
5/1994 - 6/2000

IIT Research Institute (Alion Science and Technology), Mclean, VA

Served as a UX/UI design and development lead for digital media products to include Internets, Intranets and web-based applications.

EDUCATION

1992 - 1994

Syracuse University, Syracuse NY
M.L.S., Library and Information Systems

1987 - 1991

Colgate University, Hamilton NY
B.A., History

SKILLS

- Microsoft Office (Word, Excel, Project, Visio)
- Adobe Creative Suite
- HTML, CSS, Responsive Web Design
- Web Accessibility Standards (508 Compliance)
- Low/High Fidelity Prototypes and Wireframes
- Internets, Intranets, Web-Based Applications, Mobile
- Style Guides, Screen Specifications, User Personas, Navigation Flows, Journey Maps, Design Thinking

CLIENT SUPPORT

USDA DoD DISA Office of Response and Recovery Office of Chief Information Officer National Institute on Aging HUD
USPS FEMA NIH
Individual Assistance Chicago Housing Authority National Center for Complementary & Alternative Medicine Office of Public and Indian Housing KPN
Department of Education New Housing & Senior Management Office

ABOUT ME

24 Years of Experience

My career as a consultant has paralleled some of the key information technology (IT) milestones that have transformed how we work and live.

I started out as a UI/UX designer, also wearing other hats in the areas of information architecture, content management, usability and accessibility. Over the past several years, my role has evolved into the management of large scale technology projects with a focus on legacy system modernization, innovation and an emphasis on agile.

Through it all, I love what I do. I thrive on the ability to learn new skills, techniques and technologies. I embrace taking the overly complicated and shaping it into something that is consistent, simple and usable. That's me!

AGILE CERTIFICATIONS



ICAgile Certified Professional
May 2018



Certified SAFe® 4 Agilist
July 2018

FUN FACT

Part of a four person team that created and submitted a patent for an *Automated User Interface Functional Requirements Tool*.

The software was designed to capture and generate user interface specifications for both stakeholder verification of requirements, followed by use for development and testing teams.

WORK EXPERIENCE - DETAILS

Senior Consultant
10/2002 – Present

IBM Corporation, Herndon, VA, Full-Time Employee

Part of IBM's Global Business Services (GBS), Public Service. Provided consulting services in the areas of UI/UX design, information architecture, usability and accessibility to both United States government and commercial clients. Current responsibilities include project management, legacy system modernization, innovation and a focus on agile development approach.

◆ *People Management*

- IBM second line manager role, responsible for oversight of 11 direct reports and 93 indirect reports.
- Communicate and support employees in the areas of company strategic focus, professional development and career coaching, training opportunities, project staffing, significant life-events, human resource policies, promotions, performance assessments, compensation and overall management of employees within the company.
- In 2018 engagement pulse survey, received above average scores from direct reports on appreciation for contributions, quality quarterly feedback, meaningful career conversations and inclusion.

◆ *Projects Supported*

Agency: Federal Emergency Management Agency (FEMA), Office of Chief Information Officer (OCIO)

Project: Enterprise Applications Development, Integration and Sustainment (EADIS)

Role: Portfolio and Project Manager

Dates: 9/2009 to Present

- Support IBM contract to provide overall IT sustainment and new development support to FEMA OCIO and associated mission areas.
- Since 2015, served as portfolio manager, responsible for oversight of 8 task orders and associated systems which support the OCIO in addition to FEMA's Office of Response and Recovery (ORR) and Office of Chief Financial Officer (OCFO).
- Encourage knowledge sharing and innovation across immediate portfolio and throughout the EADIS program in support of strategic modernization areas to include agile, blockchain, cloud, cognitive, mobile and security.
- Coordinate enterprise program efforts between a total of 8 FEMA and IBM project teams in support FEMA's mission critical National Emergency Management Information System (NEMIS).
- Provided Agile training, guidance and approach to transition task orders from waterfall to Agile for all projects.
- Support FEMA OCFO modernization efforts in adoption of Service Oriented Architecture (SOA) financial services across the enterprise.
- Plan and provide analysis of alternatives (AoA) on movement of enterprise systems out of the Department of Homeland Security (DHS) Data Center 2 to other data centers or cloud.
- Part of project team that implemented FEMA OCIO's strategic Personal Identity Validation (PIV) and Single Sign On Enablement effort across 76 systems, which was delivered across the enterprise in 6 months and recognized with a Government and Computing News (GCN) digit award.
- From 2010 to 2015, served as the project manager responsible for scope, schedule and budget for FEMA ORR Individual Assistance (IA) in support of over 70 releases, 800 change requests (CRs).
- Managed a team of 27 requirements, development and testing resources with an annual budget of \$6 million in the areas of production, sustainment and new development support for FEMA IA.

WORK EXPERIENCE - DETAILS

IBM Corporation Continued ...

- Successfully led the EADIS program's first Agile and mobile project in 2013, in support of a re-write of a FEMA IA application that is used by inspection contractors in the field to record damage to a disaster survivor's property. New mobile application resulted in an asset cost savings to FEMA related to move from laptops to mobile devices.
- Recommended and tailored Agile approach to meet customer needs, provided strategy for adoption of Agile across teams, mapped Agile milestones to DHS Software Development Life-Cycle (SDLC) gates, conducted an AoA on mobile technologies and oversaw delivery of application from start to finish.
- Helped FEMA IA in efforts to promote citizen self service and expedite case processing and receipt of assistance, incorporated document upload capabilities through disasterassistance.gov. Since 2016, over 1,220,468 documents have been uploaded by disaster survivors as part of the assistance process.
- Supported the implementation of eCorrespondence, which allows FEMA to distribute letters to disaster survivors electronically, rather than only by postal mail. This initiative resulted in an annual \$4.4 million cost savings to FEMA.
- Modernized FEMA IA's Mail Utility Module (MUM), resulting in significant decrease in time to print letters from 1.5 hours per 1,000 letters to approximately 15 minutes. Incorporated concept of a "Smart Batch" feature which auto-batches letters for faster printing at FEMA print vendor location.

Artifacts: Project Plans, Weekly Status Reports (WARs), Functional Requirements Documents (FRDs), User Stories, Use Cases, Interface Control Documents (ICDs), Release Plans, Build Plans, Deployment Coordination Checklist, Product Backlog, DHS SELC Gate Review documents, Test Plan and Results Reports, Screen Specifications, Site Navigation Flows, UI/UX Training, Low and High Fidelity Prototypes, Screen Templates, Remediation Plans, Risk Memos and overall Governance documentation.

Agency: United States Postal Service (USPS)

Project: Intelligent Mail Accuracy and Performance System (iMAPS)

Role: Functional Requirements Lead and UI/UX Designer

Dates: 6/2008 to 8/2009

- Supported IBM project to develop the iMAPS application and associated data collection components, which was used to measure USPS mail delivery service performance for First-Class mail.
- Led a business requirements team of 4 resources, while also supporting UI/UX tasks related to external recruiting effort.
- Supported the communications and roll-out of bar code scanning devices to reporters across the United States, enrolled in the USPS reporter program. This involved a redesign of multiple channels to include the reporter web site, user guide and fact sheets.
- Managed the tracking of requirements across multiple releases, coordinated development status across 5 project teams and 2 external vendors, notified management of any issues/risks and provided direction to team members around work schedule and artifact deliverables.
- Gathered, evaluated and documented system and end-user requirements through the creation of use cases, screen specifications, process flows and report specifications.

Artifacts: Project Plans, Use Cases, Release Plans, Deployment Coordination Checklist, Process Flow Diagrams, Fact Sheets, User Guides, Screen Specifications, Report Specifications, Low Fidelity Prototypes and Screen Templates.

On Maternity Leave from 1/2008 to 6/2008.

WORK EXPERIENCE - DETAILS

IBM Corporation Continued ...

Agency: United States Department of Education, Office of Chief Information Officer (OCIO)

Project: Grants Management Modernization (G5)

Role: UI/UX Designer

Dates: 9/2007 to 1/2008

- Supported modernization effort to move the agency's grants system from a stand alone client to a web-based system.
- Created design concepts for the G5 application, to review and revise with stakeholder involvement.
- Responsible for navigation and process flows, information architecture, prototypes and screen templates.
- Prepared low fidelity prototypes to help project teams with re-engineering of processes and they were migrated to modernized application.

Artifacts: Design Concepts, Screen Specifications, Navigation Flows, Low and High Fidelity Prototypes and Screen Templates.

Agency: United States Postal Service (USPS)

Project: Transportation Optimization, Planning and Scheduling (TOPS) Application

Role: UI/UX Lead

Dates: 9/2005 to 8/2007

- Supported IBM project to build a system that to help USPS optimize and gain efficiencies in the movement of mail between processing and distribution centers.
- Involved in the design, development and implementation (including requirements analysis, interface design, usability, information architecture) for the TOPS front-end component.
- Worked to identify and fulfill requirements, understand user information/task needs, establish an information architecture, design page prototypes, integrate HTML into working JSPs and work to make the application 508 compliant.

Artifacts: Project Plans, Use Cases, Screen Specifications, Navigation Flows, Low and High Fidelity Prototypes and Screen Templates.

Agency: United States Postal Service (USPS), Network Operations

Project: Network Operations and Global Business Intranet Portals

Role: UI/UX Lead

Dates: 9/2004 to 8/2007

- Supported USPS in the construction of two Intranet portals, as part of an initiative to improve communications between headquarters and field staff.
- Facilitated working sessions with end users from across organization teams to capture requirements and content.
- Responsible for the design, development and implementation to include requirements analysis, interface design, usability, information architecture and content management.
- Created a content management plan, to clearly identify the workflow and processes associated with approvals for posting content on the Intranet sites.
- Created training materials and conducted Websphere portal content management tool training sessions for end users responsible for maintaining and updating the content.

Artifacts: Project Plans, Use Cases, Screen Specifications, Navigation Flows, Low and High Fidelity Prototypes, Screen Templates, Content Management Plan, Training Materials and User Guides.

WORK EXPERIENCE - DETAILS

IBM Corporation Continued ...

Agency: United States Department of Agriculture (USDA), Farm Service Agency (FSA)

Project: FSA Business Modernization Program

Role: UI/UX Designer

Dates: 6/2004 to 1/2006

- Responsible for user experience in support of FSA's enterprise-wide modernization efforts to include business process re-engineering and legacy system migration.
- Worked with FSA stakeholders and requirements team on wireframes to help visually walk-through re-engineered workflows and validate use cases.
- Presented a vision for how modernized systems might work with consideration for the President's Management Agenda, eGovernment citizen centric initiatives and enterprise architecture/integration.
- Facilitated working sessions with FSA stakeholders at both USDA headquarters in Washington, DC and in Kansas City to identify and document common interaction patterns, metadata/vocabulary, enforce application consistency and expected behaviors and maximize the ability of the system to reuse functionality.
- Introduced standard UI/UX artifacts to be leveraged by FSA software development staff for future modernization efforts to include User Profiles, High-level Screen Flows, User Storyboards, Screen Specifications, Common Vocabulary and Message Catalog.
- Created a style guide for use by UI design architects, application design architects, developers and other individuals responsible for presentation layer development with a standard layout, design composition and set of common page components to build and implement a consistent user interface.

Artifacts: Navigation Flows, Wireframes, Low and High Fidelity Prototypes and Style Guide.

Agency: United States Agency for International Development (USAID)

Project: Internet and Intranet Support

Role: UI/UX Designer

Dates: 12/2003 to 6/2004

- Supported several user experience design efforts across USAID to include the redesign of the USAID and Volunteers for Prosperity (VfP) Internet sites, along with the design and development of the Performance Management and Metrics (PM&M) and Project Management Office Intranets.
- Created design prototypes and to review with stakeholders that represented the visual identity for each USAID effort. Prepared associated Style Guide, with details on fonts, colors, image placement, buttons and overall template hierarchy for Internet redesign.
- Analyzed agency design requirements, created interface prototypes for determining web site look and feel, developed web pages with a standard navigational schema and common page elements that allowed for a consistent look and feel and ensured site compliance with Section 508 of the Americans with Disabilities Act.

Artifacts: Navigation Flows, Low and High Fidelity Prototypes, Site Templates and Working Code.

Organization: Fannie Mae

Project: Servicer and Investor Reporting (S/IR)

Role: UI/UX Designer

Dates: 5/2002 to 12/2003

- Created a User Experience Framework (UXP) which included common interaction patterns and reusable templates, which resulted in the creation of standard templates in support of a large-scale modernization effort.

WORK EXPERIENCE - DETAILS

Consultant

8/2000 - 10/2002

IBM Corporation Continued ...

- Analyzed and defined the processes, work flow, content and interactivity involved in the development of the S/IR to help create a standard and consistent user interface and information architecture.
- Worked across 10 program teams to communicate key UI/UX decisions and recommendations.
- Created working prototypes that were heavily used by Fannie Mae's business team to communicate progress to end users, in addition to be leveraged for training materials.

Artifacts: Navigation Flows, Low and High Fidelity Prototypes, Screen Specifications, Navigation Flows, Style Guide and Site Templates.

PricewaterhouseCoopers (PwC) Consulting, Fairfax, VA, Full-Time Employee

Provided consulting services in the areas of UI/UX design, information architecture, usability and accessibility to both U.S. government and commercial clients. PwC consulting was acquired by IBM in 2002.

◆ *Projects Supported*

Agency: United States Department of Housing and Urban Development (HUD), Public and Indian Housing (PIH) and Chicago Housing Authority (CHA)

Project: PIH Internet and Intranet, Chicago Housing Authority

Role: UI/UX Designer

Dates: 11/2000 to 5/2002

- Responsible for providing support to improve the organization and content of PIH web sites, develop new site features and work with PIH offices to manage content.
- Guided the team in an effort to bring PIH web pages in compliance with both HUD's new Internet design standard to include changes to overall information architecture and site navigation, along with page design and usability.
- Conducted end user focus groups, to better understand needs of users related to PIH Internet.
- Supported CHA in effort to build a system to track the relocation of public housing residents as part of CHA's Plan for Transformation, whereby public housing buildings would be demolished or rehabilitated in order to provide residents with new and better housing options.
- Worked with CHA stakeholders on process flows to better understand how residents would be moved, considering policy and other business rules.
- Developed working prototypes of the relocation tracking system, to both leverage for usability tests and stakeholder requirements validation.

Artifacts: Navigation Flows, Low and High Fidelity Prototypes, Process Flows, Style Guide and User Personas.

Organization: Koninklijke PTT Nederland (KPN)

Project: KPN.com eCommerce Portal

Role: UI/UX Designer

Dates: 8/2000 to 11/2000

- Translated new business initiatives and end-user requirements into interface design enhancements for the KPN commercial site.
- Worked with the necessary stakeholders in the Netherlands to define site functionality, navigation and interaction, in addition to supporting user research and usability.
- Created page schematics and helped strategize concepts for highlighting and improving access to KPN's products, services and content.

Artifacts: Navigation Flows, Low and High Fidelity Prototypes and Style Guide.

WORK EXPERIENCE - DETAILS

UI/UX Designer
5/1994 - 8/2000

IIT Research Institute (Alion Science and Technology), Mclean, VA, Full-Time Employee
Served as a UX/UI design and development lead for digital media products to include Internets, Intranets and web-based applications.

◆ Projects Supported

Agency: National Institutes of Health (NIH), National Institute on Aging (NIA)

Project: NIA Internet Redesign

Role: UI/UX Designer

Dates: 10/1999 – 7/2000

- Worked on a redesign to improve the NIA web site's overall design, usability, functionality and content.
- Facilitated meetings with NIA staff and print design firm to coordinate an Institute-wide Internet strategy and agreed on a common look and feel, requirements and content.
- Based on benchmarks and best practices from other NIH and health web sites, modified the site structure and made suggestions for highlighting popular content and applications.
- Researched literature on making content accessible for seniors and persons with disabilities, to insure compliance with the Section 508 of the Americans with Disabilities Act.

Artifacts: Low and High Fidelity Prototypes, Site Templates and Working Code.

Agency: U.S. Department of the Navy

Project: Navy Modeling and Simulation Management Office (NAVMSMO) Internet

Role: UI/UX Designer

Dates: 2/1998 – 10/1998

- Redesign of existing web site in order to highlight NAVMSMO's role as a central repository for collecting, maintaining and distributing information to Navy program managers and engineers.
- Coordinated efforts with Navy staff to establish a new site architecture and navigation schema which provided access to NAVMSMO product and services, policies and procedures and other important information.
- Created a resource library section containing access to press briefings, reports, journals, presentations, online databases, graphics and reference materials on modeling and simulation.
- Worked with a team of developers to create a site that followed Navy Internet standards and guidelines and helped create a NAVMSMO version suitable for inclusion on the SIPRNET.

Artifacts: Low and High Fidelity Prototypes, Site Templates and Working Code.

Agency: NIH, National Center for Complementary and Alternative Medicine (NCCAM)

Project: NCCAM Internet and Intranet

Role: UI/UX Designer

Dates: 6/1996 – 10/1999

- Coordinated efforts with the NCCAM Director and staff to help understand the strategy and goals for creating a web site for the newly formed organization.
- Studied the Complementary and Alternative Medicine (CAM) global community to better define the information and functional needs of users and collected resource materials for inclusion on the site.
- Helped define the site information architecture and navigation, designed graphics and page templates, worked with developers in creating databases to track grant and funding information and configured the site search engine.
- Upon site go-live, established procedures to help content managers edit or add new information and compiled monthly statistics to track user visits.
- Worked with NCCAM to design and develop an Intranet to increase staff awareness and access to internal policies, procedures and documentation.

Artifacts: Low and High Fidelity Prototypes, Site Map, Site Templates and Working Code.

WORK EXPERIENCE - DETAILS

IIT Research Institute Continued ...

Agency: United States Department of Defense (DoD), Defense Information Systems Agency (DISA)

Project: Ada Joint Program Office (AJPO), Ada Information Clearinghouse (AdaIC) Internet Portal

Role: UI/UX Designer

Dates: 6/1995 – 8/1998

- Worked with both AJPO staff and the wider Ada community to update and maintain a web site containing access to flyers and fact sheets, software styles guides, manuals, guidelines and code.
- Responsible for the interface design and functionality of the web site, in addition to several web-based databases tracking Ada courses taught in U.S. colleges and universities, papers and reports, source-code and reusable components, success stories and commercial products/tools.
- Configured the Apache server, implemented a site search engine, maintained monthly web site statistics, coordinated site updates and content edits with AJPO staff and helped the Internet development team in establishing a listserv and online job bulletin board.

Artifacts: Low and High Fidelity Prototypes, Site Templates and Working Code.

Agency: United States Department of Defense (DoD), Defense Information Systems Agency (DISA)

Project: Center for Computer Software Engineering (CFCSE), Web Site Design and Development

Role: UI/UX Designer

Dates: 6/1995 – 8/1998

- Responsible for the design, development and maintenance of 5 web sites for the DISA Software Engineering group: Center for Computer Systems Engineering, the Defense Information Infrastructure Common Operating Environment (DII COE), Kernel Platform Certification (KPC), Software Reuse Information Clearinghouse (ReuseIC), Year 2000 Testing and Coordination (Y2k-Tracs) and Central Design Activity (CDA) Managers Meetings.
- Attended DISA-led Internet standards and guidelines working groups, worked with DISA staff on an initiative to design a unified look and feel for all DISA-CFCSE sites and created page templates that could be updated and maintained by both advanced and novice Internet staff.

Artifacts: Low and High Fidelity Prototypes, Site Templates and Working Code.

Agency: United States Department of Defense (DoD), Ballistic Missile Defense Organization (BMDO)

Project: Ballistic Missile Defense Technical Information Center (TIC), Information Clearinghouse

Role: Technical Information Specialist

Dates: 5/1994 – 4/1995

- Build and maintain a collection of technical information of interest to the BMD community, responded to staff technical inquiries, assisted with research and promoted current awareness based on its collection of resources.
- Responsible for technical and outreach services with emphasis on the Internet and evolution of the virtual information center.
- Built and maintained an Internet homepage, provided technical advisory support to the BMDO regarding database and imaging technologies and monitored online news databases in support of current awareness service.
- Answered patron reference questions, wrote abstracts for a weekly BMD TIC update publication and edited a monthly newsletter highlighting recent additions to the information center collection.

Artifacts: Newsletter, Site Templates and Working Code.