

MICHELLE ANDERSON

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QUALIFICATIONS SUMMARY IT PROGRAM & PROJECT MANAGEMENT

Results-driven and strategic Frontend Software Engineer and Technical IT Program/Project Manager with extensive experience in leading multiple, concurrent, complex, high-impact technology projects and programs. Adept at driving end-to-end project lifecycles, from initial concept through successful closure to deliver projects on time, within scope, and on budget. Proven ability to manage cross functional teams, align stakeholders, and optimize resources to achieve organizational goals and exceed client expectations.

SKILLS

Frontend Engineering | Risk and Issue Management | Budget & Resource Allocation | Agile & Waterfall Methodologies | Vendor Management

Cross Functional Team Leadership | OCM | Project Management Tools | KPI Tracking| ITIL| SCRUM
Change Management | Process Improvement | Client Relationship | Data Intelligence| Cloud methodology| Oracle | Data Management

EDUCATIONAL BACKGROUND

Master of Science – Information Systems

University of Maryland, Baltimore County, Baltimore, MD

Bachelor of Science – Computer Information Systems

Strayer University, Alexandria, VA

PROFESSIONAL EXPERIENCE

USDA FOREST SERVICE | FREDERICKSBURG, VA

03/2021 TO 09/2025

SENIOR PROGRAM/PROJECT MANAGER ENTERPRISE DATA INTELLIGENCE

Raised project efficiency by managing a portfolio of 45 concurrent shared applications for the National Resources Manager PMO, handling budgets ranging from \$100K to \$10M. Enhanced application portfolio performance by managing 12 key Earth and Land applications for the National Resources Manager PMO working with large matrixed teams of at least 30. Data Management professional.

- Improved communication by streamlining inter-agency protocols, process and procedures within the Forest Service while reducing miscommunication errors by 15% through establishment of standardized communication procedures.
- Elevated data accuracy to 99.9% by managing the data governance and intelligence for the Forest Service's Excel version of CMDB (Configuration Management Database System) to ServiceNow which encompassed overseeing 850+ hardware and software assets to optimize IT resource allocation.
- Championed a cyber security project in Service Now ITSM to create two processes for updating the CMDB. One for updating a single row and another process for adding a new row for submission to reduce or eliminate security vulnerabilities.
- Provided vendor management which included selecting the vendor through the RFP process, negotiating the SOW and managing vendor performance on an ongoing basis.
- Delivered 100% of projects on schedule and within budget by collaborating with a five-person SCRUM team and driving daily meetings, sprint planning, and retrospectives; realized 85% increase in customer satisfaction..
- Boosted project delivery speed by 15% by redesigning the onboarding program for new project managers and providing SDLC and policy training to achieve 100% compliance.
- Reduced data security vulnerabilities by 60% through spearheading remediation efforts in SonarQube, fixing over 200 high-priority vulnerabilities across five critical applications and meeting compliance standards utilizing Service Now, GitHub, MS Project and MS Office and SharePoint.
- Led projects such as infrastructure, Web, Mobile, ERP, Cloud, Security, and data management.

NAVY FEDERAL CREDIT UNION | VIENNA, VA

07/2019 TO 03/2021

SENIOR PROJECT MANAGER CONTRACTOR

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Reduced project completion time by 15% through steering a portfolio of 75+ IT infrastructure projects, valued between \$200K and \$5M each. Boosted senior staff revenue by 25% through the strategic revamp of operational workflows.

- Ensured 98% data accuracy by championing real-time project data updates, enhancing communication across cross-functional teams, and providing senior leaders with clear project health visibility.
- Managed Product Managers and a SCRUM team with features to enhance each product and raise customer satisfaction by 85%
- Elevated customer satisfaction scores by 15% through spearheading the agile transformation of contact channels, introducing chat, voice, and secure messaging as modern communication tools using Jira, Google Suite of Applications and Smart Sheets.
- Collaborated with an Organizational Change Management Team to create a plan to move towards more effective organizational communication.
- Managed a team of three project managers, providing coaching, quarterly and yearly reviews and daily guidance on task management and project management processes.

GSA | WASHINGTON, DC

04/2018 TO 07/2019

SENIOR PROJECT MANAGER CONTRACTOR/FRONTEND SOFTWARE ENGINEER

Drove requirements gathering, development and team collaboration from start to finish within a \$3M budget by leading full website overhaul of CIO.gov, CFO.gov, and USSM.gov utilizing state of the art Frontend Software Engineering techniques, Service Now, Smart Sheets, Google Suite and JIRA applications.

- Worked as a SCRUM Master with each impacted team leading to successful Sprints and used ITIL Version 4 for the framework.
- Lowered adoption process by 20% through coordinating a monthly forum for 12 CIOs/CTOs across agencies.
- *Frontend Software engineer utilizing CSS, JavaScript and HTML for the GSA's key websites.*
- Provided procurement, contract, vendor, leadership management as needed throughout the projects.
- Implemented SaaS applications to further our improvements with implementations to the Cloud.
- Managed project 2 project managers from an HR perspective.

ANTHEM | VIRGINIA BEACH, VA

08/2014 TO 04/2018

SENIOR PROJECT MANAGER

Augmented satisfaction by 30% through piloting a \$7M multi-year Waterfall/Agile project and shaping the Medicaid Business Unit's project governance and standards using EPMO methods.

- Implemented a SCRUM matrixed team projects and ensured they were delivered on time and under budget by at least 5% or on time by having solid control of the project scope and minimizing change requests.
- Software developer utilizing CSS and HTML for the GSA's key websites.
- Implemented SaaS applications to further our improvements with implementations to the Cloud.
- Utilized Azure DevOps for development efforts of several projects I managed over the span of 4 years.
- Led the updates to the project governance and standards and working with vendors and budget management documents.
- Collaborated with the EPMO to document SCRUM standards and provide useful changes as suggestions to update their processes.

SALLIE MAE | RESTON, VA

12/2005 TO 08/2014

SENIOR PROGRAM/PROJECT MANAGER

Managed 1M+ multiple concurrent cross functional Servicing releases at different stages of SDLC and small < 1M quarterly productivity releases. Delivered a total of three yearly releases and monthly releases comprised of an average of 30 projects each with over ten teams involved while managing the overall program.

- Executed an implementation of ERP SAP Business Objects on AWS, and built over 25 data marts utilizing our EDW.
- Implemented a matrixed team program and projects while ensuring they were delivered on time and under budget by at least 10% by having solid control of the project scope and minimizing change requests.
- Provided vendor management which included selecting the vendor through the RFP process, negotiating the SOW and managing vendor performance on an ongoing basis.
- Promoted to the Program/Project manager for the Enterprise Data Intelligence Team, working on Data Infrastructure projects.
- Managed 6 Project Managers, providing onboarding, training, assignments, and performance reviews.

CERTIFICATIONS

PMP, SCRUM, FAC-P/PM III, COR III, SSBY, AHIP, FES Frontend Certification in process