**Sample Name**

**Arlington, VA • (305)305-3053** [Sample@hotmail.com](mailto:Sample@hotmail.com)

Strategist • Transformation Specialist • Program Management • Enterprise Architect

|  |  |  |  |
| --- | --- | --- | --- |
| **Executive Profile**  Information Technology and Organizational Design Strategist with 20 years of experience working to align & secure IT environments to support business strategy. Expert in managing multi-organizational change; global projects, engineering and development teams; and transforming underperforming IT environments into highly available IT enterprise service delivery infrastructures. Subject matter expert in process reengineering, budget formulation, & workforce planning and analysis. Technical expertise in Software-as-a-Service architecture & engineering; Authentication & Authorization; and Identify Management. GWU Doctoral Candidate (ABD) – Ed.D. Human and Organizational Learning.   |  |  |  | | --- | --- | --- | | * Program/Project Mgmt * Transformation/Alignment * Technology Governance * IT Policy Development * Process Improvement * System Assessments | * Enterprise IT Service Delivery * IT Engineering & Development * Enterprise Architecture * Agile Development Lifecycle * Certification and Accreditation * Data Center Consolidation | * Identity Management/Active Directory Architecture * Budget Management ($160m+) * Capital Investment Planning * Cost Modeling & Analysis * Contract Management |   Practical and proven IT leader who believes that creating a strategic partnership with the business must:   * Establish a service-based, customer-first, & security-centric culture rooted in the strategic business goals, processes, and mission. * Foster a unit cost and data-driven mindset to enable effective decision making and financial transparency. * Enable organizational change using elastic, realistic, & multi-phased methods to ensure operational resilience.   **Career Highlights**   * Led the overhaul of the Federal HR Lifecycle, enterprise Architecture, and service delivery model. This resulted in a practitioner-centric, an interactive platform is known as the Federal Human Capital Business Reference Model (HCBRM). This platform maps each HR business function with their respective governing laws and 4000+ 5CFR regulations. This has facilitated complete transparency and simplify practitioner understanding of operational requirements. * Planned and successfully executed a multi-year IT enterprise services transformation & Data Center Consolidation program with projects totaling $40M to create a new IT environment that enabled DHS-US Citizenship & Immigration Services’ (USCIS) ability to support Comprehensive Immigration Reform Transformation & Federal Data Center Consolidation Initiative (FDCCI) requirements. * Turned a failing $40m Government Financial Capital investment (OMB E300 rated score of 16 in BY09) into the highest rated investment in DHS-USCIS - Office of Information Technology (OMB E300 rated score of 34 in BY11) and second Highest Rated Program in DHS-USCIS (White House IT Dashboard rated score of 7.5) * Architected and led the DHS-USCIS Enterprise Infrastructure Services Program to receive a 4 out of 5 rating from the DHS CIO in Enterprise Architecture review. This architecture included enterprise services including Active Directory, Exchange, Network Services (Infoblox DNS/NTP/DHCP), Network Perimeter Security, Microsoft Certificate Services, HSPD-12 PIV Integration, Blackberry Enterprise Services, & Microsoft System Center. ([DHS Architecture Review](http://www.dhs.gov/xlibrary/assets/mgmt/itpa-uscis-basics2010.pdf)) * Through process analysis and optimizations, reduced the DHS-USCIS Global Active Directory migrations (totaling 33 countries, 267 sites, 22K users, 100K+ Computers/Servers, 3K mobile devices, 400+ Applications) from 12 months to four months. As a result, organization-wide cost savings exceeded $1.5M. * Managed the centralization of SunGard-Investran enterprise services and business applications into a private cloud hosted by SunGard Datacenters. This resulted in a $4m and 2-year schedule savings due to de-scoped outsourcing costs. * To facilitate real-time global wire transfer transactions -- managed, monitored, and maintained 24/7 operations, global helpdesk, infrastructure, data management, and other critical services & applications needed to deliver and maintain services between US, Colombia, Guatemala totaling 500 Headquarter users, over 2647 wire-transfer agencies in the US and over 4000 agencies worldwide. * Created and managed a disaster recovery (DR) plan for Intermex Wire Transfer which was successfully deployed during Hurricane Katrina due to a weeklong power outage. Experienced 0% downtime and had 0% loss of communications for worldwide operations resulting in an estimated $2m savings. |

**Professional Experience**

**Employer 1,** Washington, DC, 02/2014 – Present

**Program Manager, Program Name**

Employer 1 ([employer1.com](http://www.employer1.com)) provides human resources, leadership, and support to Federal agencies and helps the Federal workforce achieve their aspirations as they serve the American people. OPM develops and oversees the implementation of all policies that support federal human resources departments from “Hire-to-Retire”. As the Program Manager, I serve as the federal HR transformation strategist and Enterprise Architect transforming federal HR Business Lifecycle and HRIT into a modern HR service delivery model.

* Engaged the [Chief Learning Officers Council (CHCOC)](https://www.chcoc.gov/), federal CxO councils, Executive (cabinet-level) Agency executives, federal HR regulatory owners, and HR policy makers to: (1) synthesize and align existing federal regulations, policies, HR methodologies (e.g. Title 5 [Laws](http://uscode.house.gov/browse/prelim@title5&edition=prelim), [CFR](https://www.ecfr.gov/cgi-bin/text-idx?SID=a8b3c23028f8edde3047876eb4ebce23&mc=true&tpl=/ecfrbrowse/Title05/5tab_02.tpl), and [HCF](https://www.opm.gov/policy-data-oversight/human-capital-management/)), and industry best-of-bread HR Models (e.g. [PWC Saratoga](http://www.pwc.com/us/en/hr-saratoga.html), [IBM HR Process Model](https://www-935.ibm.com/services/us/business-consulting/talent-change-management/), and [SHRM](https://www.shrm.org/)) to modernize the federal Human Capital (HC) operational business model; (2) develop a service-centric budget formulation and performance management methods; (3) develop a first of its kind HR Shared Services and HR Software-as-a-service (SaaS) acquisition procurement model; and (4) develop and implement a standardized, interoperable, and secure interagency federal HR & HRIT Service Delivery framework. This resulted in a complete overhaul of the Federal HR Lifecycle and service delivery management.
* Leading the modernized federal HR lifecycle and designed an interactive platform known as the Federal Human Capital Business Reference Model (HCBRM). This platform maps each HR business function with their respective governing laws and 4000+ 5CFR regulations to clear transparency and simplify practitioner understanding of operational requirements.
* Leading the alignment and integration of the federal HR acquisition (GSA) and HR financial formulation and estimation (OMB) data categorization and reporting systems to align with the HCBRM to streamline government-wide spend and acquisition transparency.
* Developed a service-centric acquisition model being adopted by GSA for Shared Services and Software-as-a-Service Procurements.

**Employer 2,** Washington, DC, 09/2011 – 01/2013

**Division Chief, Division Name**

The Employer 2 ([employer2.com](http://www.employer2.com)) serves as the leading source of quality data about the nation's people and economy. As the ISSRO Assistant Division Chief, I was responsible for managing and evolving IT processes development, IT business relationship management, and IT business services delivery across the bureau.

* Managed IT Investment portfolio, Acquisitions, Finance, and Administrative branches; led process re-engineering to integrate IT Investment portfolio, Acquisitions, Finance, and Administrative business functions; developed and implemented IT Business Services to include Business relationship management, policy & process management, cost modeling, budget formulation and estimation, staff planning and development; and led the formulation and execution of the IT Directorate’s Operating plan totaling over $160m.
* Led the development of the Census Cloud Services financial management framework encompassing a budget, acquisitions, and investment management lifecycle that enabled Cloud Cost modeling, Services Catalog unit pricing, and customer Chargeback mechanism based on fee-for-use (demand) utilization.

**Employer 3,** Washington, DC, 02/2008 – 09/2011

**Program Manager, Infrastructure Modernization**

USCIS ([uscis.gov](https://www.uscis.gov/)) is the government agency that oversees lawful immigration to the United States. The Baseline Automation Support Infrastructure for Citizenship Services (BASICS) Program is the IT transformation program responsible for implementing an agile, scalable, and high performing enterprise infrastructure services supporting [Comprehensive Immigration Reform](https://www.congress.gov/bill/110th-congress/senate-bill/1348).

**Projects**

|  |  |
| --- | --- |
| * Enterprise Infrastructure Services (EIS) * EIS DHS Datacenter consolidation * Enterprise Network Services * Active Directory (AD) Migrations | * HSPD-12 PIV Card Integration * DHS NPE PKI subordination * Active Directory Global Attribute Standardization * Identity Mgmt AD single sign-on Development |

* Directed technical project teams of 40+ Project managers, Engineers, Developers, Security Analyst, Technical writers, & Desktop Technicians.
* Served as Managed the program financial investment portfolio of $40m, CPIC capital financial planning, enterprise architecture, contract management, SDLC, program oversight, systems engineering, and operations. This program required (1) intra-agency coordination with headquarters, applications owners, service centers, regional offices, district offices, and other components; and (2) Inter-Agency coordination with most business partners and various other federal, state and local government agencies.

**Education**

* **Doctor of Education** in Human and Organizational Learning, George Washington University, Washington, DC - 06/2018
* **Certificate** in Leadership for a Democratic Society (LDS-405),Federal Executive Institute, Charlottesville, VA – 10/14
* **Federal CIO Certificate**, Carnegie Mellon University & Federal CIO Council - CIO Institute, Arlington, VA - 05/13
* **Certificate** in Delivering Information Services, Harvard Business School - Executive Ed., Boston, MA - 07/09
* **Masters of Science** in Management Information Systems, Florida International University, Miami, FL - 08/08

**Certifications**

|  |  |  |
| --- | --- | --- |
| * Project Management Professional (PMP) * FAC-P/PM Level III * FAC-COR Level III * Project + * ITIL Foundations * MCP * MCSA: Win2008 | * Certified Scrum Master (CSM) & Product Owner * HDI – Support Center Director (HDI-SCD) (exp) * MCITP: Enterprise Admin * MCTS: Win2008 * MCT-MODL * MCSE in NT4, 2000, & 2003 * MCSA in 2000 & 2003 | * GSA Federal CIO Certificate * Security + * Network + * INet+ * A+ * CCNA (exp) * CCDA (exp) |

**Related Training**

* Lean Six Sigma Green Belt Training – US Army – Fort Belvoir, Va – 10/2016
* Microsoft Certified Master: Windows Server 2008: Directory – Microsoft Learning – Redmond, WA – 11/08
* Sentinel Project Cybersecurity: Incident Handling and Response – DHS certified PER 253 – Miami, FL – 08/07