

Jocelyn Backman

Bronx, NY 10459

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929-204-8175

- Expertise in project scheduling, writing functional specifications, facilitating hardware procurement, system testing, and application deployments from development to staging and production environments.
- Able to manage Cross functional Scrum teams by incorporating Scrum Events for high-quality deliverables that meet or exceed timeline and budgetary targets
- Experience training employees in Agile methodologies to improve both team and organizational efficiency.
- Adept at working with all levels of an organization to help build Agile team structures to minimize dependencies and maximize delivery of value.

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Executive Assistant/Project Manager

Edison Home Healthcare - Brooklyn, NY

May 2019 to April 2020

- Provide quality internal and external customer service surrounding the company value.
- Clear articulate and communicate with a diverse set of internal/external stakeholders and vendors with varying degrees of technical proficiency and deliver critical business
- Able to collaborate with a variety of stakeholders in a professional, authoritative manner, bring clarity to ambiguous situations and drive progress.
- Creation of the Data Analytics Office through collaboration, team building, and strategic partnerships.
- Develop and report on project KPIs
- Responsible for all incoming and outgoing correspondence such as incidents and grievances.
- Manage complex and ever-changing calendars for two executives.
- Created efficient processes and procedures for the company.
- Provide strategy to define, enhance, and grow the PM processes
- Set up and maintain files for new and existing grievances and incidents.
- Strong skills with core project / process management and collaboration toolset (e.g. MS Project/ Project Centre, SharePoint, MS Teams, MS Office, etc)
- Prepare bid proposals, change orders, delivery transmittals.
- Monitor and assist in follow-up to obtain or correct documentation and closure for pending accounts.
- Provide additional Administrative support, in addition to key responsibilities as needed (File Maintenance: filing, scanning, copies, shredding).
- Develop and/or enhance streamlined processes for implementation management.

- Hardworking, strong initiative and good working attitude.
- Ability to handle multiple tasks and hit deadlines.
- Provide regular project status reports both internally and to the customer(s) Work with internal teams to collect information for resource forecasting.
- Set up and run project touch base and status meetings
- Support PM tools, such as Jira and Confluence, and integration of project information to/from other tools.
- Excellent communication and analytical skills.
- Ability to move, manage, inspire and/or influence others in the above areas
- Willingness to accept challenges and learn from experience.
- Continuously drives and improves implementation best practices and internal deliverable.

Service Delivery Manager/Project Manager

Health & Hospital Corporation - New York, NY

August 2018 to January 2019

- Led the creation of the Data Analytics Office and the Project Management Office (PMO) through collaboration, team building, and strategic partnerships
- Partnered with C- Suite Executives, Portfolio / Program Managers, Product Owners, Scrum Teams, Project Managers, Demand Intake Estimators, and Release Managers and drove projects to completion
- Supervised, mentored, trained and developed junior team members to build cross-functional project teams with skill set diversity to deliver project on-time
- Managed a global team of up to 20 delivery experts, ranging from designers, developers, quality assurance and project managers
- Managed project financials and budget to track allocation of capital and expense expenditures and productivity for projects with budgets over a million dollars
- Developed skills in data modelling and validation using various techniques (e.g. ER Diagrams, Data Maps, General Equivalence Mapping) and Predictive, Demand and Pricing Analytics (using SPSS and other regression tools)
- Experience leading large-scale adoption of enterprise-wide IT systems by conducting program / project discovery, project prioritization & initiation, planning, revenue / resource / risk / change management, and tracking across all phases of the Software Development Lifecycle (SDLC) using Agile / Scrum / Kanban, OSAM, and Waterfall methodologies
- Experienced as an Agile / Scrum Master: expertise in managing product sprints; creating and presenting product roadmaps; maintaining relevant release metrics (e.g. velocity); planning and grooming product backlog; facilitating stand ups, reviews/demos, retrospectives; and developing release plans

Project Manager /Product Manager/Service Delivery Manager

AMC Health - New York, NY

April 2017 to May 2018

- Manage a cross-functional team of software developers.
- Create Product Documentation; Product Requirement Documents, Business Requirements Documents, Feature Specification Documents, etc.
- Guide development of product schedules based on product requirements, technical challenges, and business needs.
- Work cross-functionally to develop best practices and product development processes in a quickly-changing and dynamic environment.

- Work as a project manager on an as-needed basis.
- Identify and access resources needed.
- Work closely with the team leads to maintain full visibility of multiple product project timelines, anticipating potential issues or resource gaps and ensuring they are pre-empted or addressed efficiently.
- Engage with cross-functional teams to enable your team members to identify constraints, dependencies, risks/issues, and to deliver product projects on time.
- Develop and manage work breakdown structure (WBS) of software development projects.
- Develop or update product plans for software development including information such as product objectives, technologies, systems, information specifications, schedules, funding, and staffing.
- Ensure product documents and status reports are complete, current and available for staff and leadership review.
- Coordinate recruitment or selection of product personnel.
- Assign duties, responsibilities, and spans of authority to product personnel.
- Develop and manage software development projects.
- Establish a communication plan and manage communication within and between internal and external development teams, senior management, and sales personnel (to include detailed SOW orders & Work-Back Schedules)
- Identify, review, or select vendors or consultants to meet product needs.
- Coordinate and contribute to engineering deliverables including specifications and test plans as needed.
- Assess current or future customer needs and priorities by communicating directly with customers and the Client Care team, conducting surveys, and through other means identified.
- Confer with product personnel to anticipate, identify and resolve problems.
- Monitor the performance of product team members, providing and documenting performance feedback.
- Submit product deliverables, ensuring adherence to quality standards

Project Manager

Metro Plus Health Plan - New York, NY

July 2016 to March 2017

- Developed and maintained solid working relationships with project stakeholders, including internal and external clients and vendors, by managing expectations, effectively communicating project status, issues and associated risks
- Delivered multiple strategic projects under resource constraints and aggressive deadlines
- Presented executive reports before executive sponsors, senior management and governance
- Generated and updated Visio documents for project data flow charts and architecture design
- Engaged team in ITIL-based continuous improvement of project planning & execution

Infrastructure Project Manager

NYC Health & Hospitals Corporation

June 2008 to July 2016

- Coordinated with Infrastructure Services Engagement and Control team to manage the EITS Realignment of 600+ IT employees, develop core competency KPIs and accelerate internal capabilities, to reduced annual operational costs by 25%
- Managed all aspects of the Windows Server projects in the Corporate Account Management Team from account creation, share folder creation and user termination

- Managed Win Tel Corporate Account Management process improvement effort to centralize account creation and user privilege administration
- Retired 900+ legacy servers and migrated 5,000+ SQL databases and clinical applications to a virtualized solution to reduce operational costs by 68%
- Authored Win Tel Server discovery database and questionnaire for data discovery and remediation of End-of-Life Windows servers
- Audited Win Tel Computing compliance with Delivery System Reimbursement Incentive Program (DSRIP) Meaningful Use Stage 3 attestation
- Worked with Infrastructure Services Engagement and Control team to support EpicCare 2014 readiness plan for HL7-compliant architecture and SQL Server cluster high-availability
- Technical writing of standard operating procedures and best practices including the creation and maintenance of all written documentation, such as system and user manuals, license agreements, and documentation of modifications and upgrades
- Tracked creation of Active Directory accounts and resolving GroupWise or Internet access issues, including de-provisioning inactive accounts from Novell and Active Directory
- Contributed in the consolidation of DNS infrastructure to an Enterprise solution and documenting the process for maintaining/creating DNS records
- Completed the migration of workstations and users from a Novell directory environment to a Microsoft Active Directory environment in Central Office
- Served as primary contact with outside vendors in the generation of RFPs, bids, contracts, agreements, and other major vendor interactions
- Safeguarded agency assets by implementing disaster recovery and back-up procedures and information security and control structures
- Expedited IT procurement, preparing annual budget reports, scheduling expenditures and analyzing variances

Systems Administrator/Technical Engineer

NYC Health & Hospitals Corporation

August 2003 to June 2008

- Enforced Service Level Agreements (SLAs) to establish resolution expectations and timeframes
- Outlined policies and procedures for problem identification, assignment and resolution
- Analyzed performance of Service Desk activities and documented resolutions, identified problem areas and devised delivery solutions to enhance quality of service
- Entered procurement requisition and transactions in Peoplesoft / ERP system
- Trained, coached and mentored Service Desk Technicians and other junior staff
- Tracked and analyzed trends in BMC Remedy Help Desk requests and generated statistical reports
- Assessed need for system reconfigurations based on request trends and supplied recommendations
- Developed and enforced request handling and escalation policies and procedures
- Identified, recommended, developed, and implemented hands-on end user training programs to increase computer literacy and self-sufficiency
- Monitored incident trends and anticipated potential problems for proactive resolution

Education

Bachelor of Business Administration in Business Administration

Computer Information Systems Monroe College - Bronx, NY

December 2007

Skills

- Skills: NOVELL, SQL, ITIL, Jira, CA Clarity, VISIO, Confluence, Daily Scrum, ACTIVE DIRECTORY, Project Management, PM, SDLC Certifications/Licenses ITIL April 2013 to Present
Technical Skills: JIRA, Confluence, Jama, Care Console, SDLC, PDLC, ITIL, PMI, JAVA, CGI Perl Programming, VISUAL BASIC, POWER SHELL, UNIX, COBOL, C, C++, Windows Server 2008 with Active Directory, Win 8, MS-SQL 2008 R2, SharePoint, MS-Office 2010 (Word/Excel/PowerPoint), MS-Project 2013, MS-Visio 2010, Novell Directory, SCCM, Citrix, Single Sign-On, MS Office 365/Exchange

Infrastructure

Account Provisioning

Application Development

Agile/Scrum Releases

Telehealth MedTech Solutions

EMR Solutions

Process Improvement & Compliance

IT Service Management initiatives

QA and UAT Testing

DSRIP Meaningful Use attestation

HIPAA

- Office Management
- Data Entry
- Quickbooks
- Word
- Scheduling
- Excel
- Leadership Experience
- Project Management
- Microsoft Excel
- Microsoft Project
- Primavera P6
- Microsoft Word
- PPM Tools
- SharePoint
- Relationship Management
- Visio
- Waterfall
- User Interface (UI)
- Requirements Gathering