

NATIA HARRIS

Professional Summary

With over 15 years of experience managing projects and contracts valued at over \$5 million, I have successfully overseen a staff of more than 15 full-time equivalents (FTEs), including 6 managers. My expertise includes interviewing and hiring resources, evaluating employee performance, monitoring contract and subcontract funding, and ensuring the fulfillment of expectations outlined in the Statement of Work (SOW). I am proficient in applying the Systems Development Life Cycle (SDLC) methodology and utilizing problem-solving skills to enhance operational processes. Additionally, I have extensive experience in performing project management duties, such as reviewing schedules, budgets, and procurement materials. In my role, I reported to and interfaced with executive leadership to deliver reports, forecasts, and recommendations on the contract and the overall direction of the organization. I am adept at serving as a liaison between contractors and federal and state government clients, including the Internal Revenue Service (IRS), Transportation Security Administration (TSA), Census Bureau, State of North Carolina, State of New York, and Health and Human Services (HHS). Furthermore, I am proficient in applying Agile and Waterfall methodologies to state and federal government projects.

COMPUTER SKILLS

- Worked with the following technologies: Apache, Oracle, Informatica, Microsoft Dynamics, PeopleSoft FCM, Symantec DLP, Microsoft Defender (cloud)
- Rational: Software Architect, ClearQuest, & RequisitePro
- Crystal Reports, Cognos Reports
- JIRA System Dashboards
- Hewlett Packard Quality Center (HPQC)
- SharePoint; Microsoft Office 365
- Enterprise Architect; KanBan Boards
- CUIC and MRS Tableau Reports

CERTIFICATIONS

- PMP Certification April 2016 – Present

CLEARANCE

- IRS Criminal Investigations (CI) MBI-High June 2023 – Nov 2023
- Cleared to work throughout USA and eligible for Secret and above

EXPERIENCE

Chevo Consulting, Rockville, MD

April 2023 – Nov 2023

Program Manager – IRS Criminal Investigations (CI) Technology Operations (CI Tech Ops)

- Responsible for the overall planning, organization, and performance of a \$5 million 2-year contract with over 15 FTE's (including 6 managers) and 8 major projects for CI's 7 business units, resulting in us winning the option year
- Monitored contract, subcontract, and funding, and prepared forecasts of program financial performance.
- Responsible for the following IRS CI infrastructure and modernization projects: Cybersecurity Talon assessments and Splunk initiatives, Technical Operations security & systems assessments, patch management, and endpoint & vulnerability security, Virtual Cloud Foundation (VCF), Electronic Fingerprinting (DOJ), Knowledge Library & Training, ServiceNow, Reporting & Dashboarding, Strategic Roadmaps & Operating Models, Business Vision & IT Needs, and Process & Procedures, Portfolio Management, Acquisitions & Contracts, and Release Management using agile/scrum and other PM methodologies
- Performed various Project Management Office (PMO), procurement, and administrative duties such as reviewing purchase orders (PO), approving invoices, maintaining budget, conducting performance evaluations, approving timecards, maintaining the WBS and master schedule, and reviewing deliverables
- Monitored program performance, identified and recognized program performance issues and developed resolutions to meet productivity, quality, and client satisfaction goals and objectives
- Monitored and analyzed employees' chargeable hours to identify the burn rate and identify opportunities to add or remove resources to the contract
- Ensured that all tasks issued are performed within cost and schedule
- Ensured all risks are identified and mitigated and problems are resolved expediently and efficiently
- Facilitated weekly status meetings and ensured all reports were generated and submitted on time
- Reported to and interfaced with executive leadership to present reports, forecasts, and recommendations on the contract and the direction of the organization
- Facilitated team events to celebrate their accomplishments and achievements, and to cultivate team development

Tista Science and Technology Corporation, Rockville, MD

Sept 2021 – March 2023

Cybersecurity Deputy Project Manager – IRS SPIIDE (Safeguarding Personally Identifiable Information Data Extracts) Project

- Responsible for supporting the PM with the overall planning, organization, and performance of a \$5 million 1.5 -year contract with 10 FTE's (including subcontractors) for IRS' SPIIDE data loss prevention program and initiative
- Maintained the work breakdown structure, schedules, risk management, and project vision and scope
- Managed a backlog/pipeline of requested work to prioritize and track against the defined milestones
- Prepared and presented a monthly schedule forecast and an annual executive level strategic plan to IRS leadership to ensure we meet deadlines and the client's expectations
- Gathered information and prepared executive level reports for management on various processes and Symantec DLP performance

- Produced weekly and monthly status reports, as well as executive level dashboards and presentations
- Developed a disaster recovery plan and project roadmap to ensure operations continued during an emergency
- Collaborated with project managers and lead engineers in analyzing business processes, conducting gap analysis, and ensuring smooth delivery of Symantec DLP services
- Collaborated with various stakeholders and external government agencies to obtain guidance on transitioning from on-premise Symantec DLP to Microsoft Defender (cloud-FedRamp Compliant)
- Reviewed data pulls/reports from FISMA team, specifically, Splunk and Tenable Security Center findings, to ensure FISMA compliance
- Supported fraud analysis efforts with the objective of preventing identity theft, misuse of data, and unauthorized disclosure
- Provided support to security audits and incident investigation efforts

Vidoori, Washington, DC

Nov 2019 – Oct 2020

Senior Systems Engineer – Census 2020 CQA Project

- Led the Lessons Learned project for the CQA Outbound Dialer team, where I facilitated meetings with stakeholders, created and managed the schedule, and reviewed the incoming content to provide the client with accurate and reliable advice that could be applied during Census 2030
- Received several acknowledgements from the Census Bureau for my performance which contributed to the successful rollout and completion of the 2020 Census and to the CQA project's 'Very Good' award fee ratings
- Developed 5 Standard Operating Procedures (SOPs) to provide the project team with an established framework to follow when performing specific activities
- Reviewed over 250 customer service representative (CSR) call center calls to ensure CSR's were following the Census Bureau training and procedures and that the Census Bureau attains, at minimum, 95% case completion rate by the end of Census 2020
- Performed smoke testing on the Census Outbound calling system (Cisco Dialer, Microsoft Dynamics - CRM Agent Desktop, Aqueon LCM) to assess its performance level and to identify and resolve all defects
- Facilitated team meetings to obtain status, identify risks and issues, develop solutions, and ensure we were on schedule
- Collaborated with team members to conduct Operational Readiness Testing (ORT) and launch a 200+ person call center where we uncovered potential issues and developed solutions

Take2 Consulting, Greenbelt, MD

Feb 2019 – Nov 2019

Senior Systems Engineer – Census 2020 TI Project

- Managed the System Engineering Management Plan (SEMP) document to establish a process of developing a technical program from conception to disposal
- Developed a metrics report that provides the percentage of work my team completed vs. had outstanding, and provided a trend analysis that displayed our production over a 3-month period
- Monitored teamwork assignments by utilizing Enterprise Architect KanBan Board software, to record work assignments, monitor progress, and produce weekly reports that measure my team's performance
- Managed Business Process Models (BPMs) to document the process of the 16 operations and their corresponding requirements
- Collaborated with team members to develop architectural workflow diagrams that depicted the data flow between systems and applications
- Tracked and monitored the progress of the activity diagrams and scenarios to ensure deadlines were met and the test team was able to fully conduct their tests
- Tracked and monitored ICWG revision requests and signatures to ensure all the A/ICD's progressed expediently to completion
- Facilitated weekly team meetings to track and present progress and to discuss and resolve risks with the project team

District of Columbia Bar, Washington, DC

Feb 2018 – Dec 2018

Project Manager

- Managed projects, requirements, and schedules for 4 business units to improve the systems the DC Bar operated upon, thus, allowing it to better service its members.
- Worked directly with 4 business units (client's) and functioned as the liaison for the IT Applications team to retrieve and communicate my client's needs to the development team
- Developed and maintained an understanding of key business drivers and impacts, resulting in the DC Bar attaining over \$31 million in membership revenue in 2018, a 5% increase from 2017
- Directed a large multifaceted project that contained over 200 requirements in order to address needs of various business units and improve the DC Bar's ability to service its members
- Led the development of a project proposal, Google Analytics, and the development of its business case (cost/benefit) analysis to improve the DC Bar's ability to analyze website traffic and member purchase data
- Managed team deliverables during requirements gathering and design phases, and maintained relationships with multiple vendors, team members, and business units
- Developed project plans and schedules to give leadership the information and tools required to prioritize projects accordingly
- Facilitated interactive sessions with cross-functional teams, where I provided direction and indirect supervision to team members during development cycle of projects
- Identified and solved business various business unit challenges using the IT Support ticket system, Zendesk, where I managed and assigned over 50 tickets, improving the customer satisfaction rating to 99%

Biswas Information Technology Solutions (BITS), Washington, DC

Aug 2017 – Feb 2018

Senior Business Analyst – Washington Metropolitan Area Transit Authority (WMATA)

- Supported the portfolio and program manager by providing project management expertise for the 3 Safety and Security application projects and 2 Family Medical Leave Act (FMLA) projects
- Led 2 PeopleSoft FCM FMLA absenteeism project work orders that required me to collaborate with cross functional teams, facilitate meetings, develop requirement documentation, conduct interviews, develop a project schedule, and manage deliverables
- Managed 3 Safety and Security projects to ensure the system met the clients' needs, all requirements were clearly defined and documented, and the on-time delivery of the product and its go-live date

- Organized and facilitated user requirement gathering sessions with 10 plus stakeholders that contributed to the successful development and completion of the requirements documentation
- Developed a FMLA project schedule, using excel, to provide my project manager with a timeline for completing the requirements documentation and to ensure an on-time delivery of the requirements documentation
- Interviewed 10 plus key FMLA stakeholders to define the problem, gather over 200 requirements, develop an As-Is To-Be business process flow, using Visio, and ensure the client's needs were met
- Created 2 requirement documents for the FMLA and Safety and Security projects that were utilized by the development team to enhance existing systems and develop new systems

BAE Systems, Washington, DC

Oct 2015 – April 2017

Senior Principal Systems Engineer – Health & Human Services, Administration of Children & Families, Office of Child Support Enforcement (OCSE)

- Provided support and analysis in the areas of project management, quality assurance and control, systems analysis, requirements analysis, risk analysis, procurement and contract documentation review, Advance Planning Documents (APD) review, certification reviews, and IV&V of state Child Support Enforcement (CSE) projects.
- Worked directly with OCSE personnel (client) while overseeing 17 states and their APD submissions, and while conducting reviews and meetings with state personnel
- Evaluated state schedules, procurement materials, and budgets to verify conformance to the code of federal regulations and to ensure the state managed federal funds accordingly
- Prepared operating instructions, compiled documentation of program development, and analyzed system capabilities to resolve questions of program intent, output requirements, input data acquisition, programming techniques, and controls
- Reviewed state APD's (includes funding requests that ranged from \$1 million to over \$100 million and project management plans) for accuracy, conformance to regulations, and industry standard management practices across Software Development Life Cycle
- Reviewed RFP's and multi-million-dollar contracts for accuracy, conformance to regulations, and industry standard management practices across Software Development Life Cycle
- Successfully conducted IV&V reviews for 2 states with development projects to ensure they were meeting schedule and budget requirements and were correctly identifying, assessing, and mitigating risks
- Reviewed Independent Verification and Validation (IV&V) reports for prioritization, accuracy, and usefulness of recommendations
- Conducted certification reviews of a state's newly implemented system to ensure the systems met federal regulations
- Reviewed feasibility studies, including cost benefit analysis, alternatives analysis, and function point analysis, to ensure the state thoroughly evaluated all options prior to commencing a major development project

IBM, Washington, DC

Sept 2008 – Oct 2015

GBS Public Sector Managing Consultant

Curam Functional Consultant – New York Department of Health New York Health Homes (NYHH)

Aug 2014 – Oct 2015

- Acted as primary liaison between key business stakeholders and the development team, building and maintaining a strategic partnership between IBM, the client, and the key business stakeholders
- Conducted client meetings where I translated and communicate highly technical concepts to both technical personnel and non-IT business users, and I negotiated features and functionality of the system to be scheduled in each release
- Analyzed, reviewed, and defined problems and issues associated with the Curam NY Health Home system while providing process/development solutions, resulting in a more robust system
- Applied the Agile process and developed 10 Epics and 70 Stories in JIRA, including acceptance criteria, to better manage the functional design documents and work requested
- Facilitated requirements gathering and JAD sessions with the client in order to ensure all requirements were captured and to show the client designs of the 200 requirements
- Performed a requirements and fit-gap analysis to determine the gaps between the 200 requirements and the system and provide solutions to fill those gaps
- Developed 8 Functional Design documents to provide the client and development team with a clear understanding of the Curam functionality and of the requirements
- Triaged identified anomalies to determine its validity and if development resources are needed to resolve the issue
- Provided guidance to Quality Assurance and development teams on priority of features and functionality to ensure the client's needs were met in a timely manner

Curam Business Analyst – North Carolina Families Accessing Services through Technology (NC FAST)

Jan 2013 – Apr 2014

- Performed the role of liaison between the client and the development team to incorporate a process that encouraged clear communication and ensured the client's requirements were addressed
- Conducted client meetings where I translated and communicate highly technical concepts to both technical personnel and non-IT business users
- Analyzed, reviewed, and defined problems and issues associated with the Curam NY Health Home system while providing process/development solutions, resulting in a more robust system
- Developed Business Process flows to describe how the requirements are connected throughout the system
- Facilitated JAD sessions or order to show the client designs and screen shots of the requirements provided by the client
- Developed Functional Design documents to provide the client with a clear understanding of the Curam functionality and of the requirements, and help the development team transform the requirements into a full functioning robust system
- Triaged identified anomalies to determine its validity and if development resources are needed to resolve the issue

IMS & AFSP Systems Engineer Lead – Transportation Security Administration (TSA)-Oasis

Nov 2010 – Dec 2012

- Managed a team of 2 business analysts for IMS (Investigation Management System) and AFSP (Alien Flight Student Program) applications, to enhance and transform IMS & AFSP into robust applications.
- Oversaw and delegated work to 2 business analysts that resulted in an increase in work productivity, improved processes, and exceeding client expectations

- Managed IMS and AFSP release schedule by collaborating with leadership that not only resulted in my team delivering 4 large successful releases, but also resulted in allowing the client to include additional important requirements
- Assessed project issues/risks, identified mitigation plans, and develop resolutions to meet productivity, quality, and client-satisfaction goals and objectives
- Evaluated team performance and provided constructive feedback, resulting in more productivity and improved performance
- Reviewed project deliverables to ensure accuracy, completeness, and they met the client's requirements
- Conducted weekly meetings with the project team to communicate project goals, risks, issues, status, and schedule to ensure project milestones are met on time with high quality
- Facilitated training workshops for the client that resulted in the client being able to increase their case handling by 15%
- As client liaison, utilized relationship and managerial skills to communicate to client ideas and negotiate release dates that improved IMS and AFSP overall functionality

**Operations Support Analyst – Transportation Security Administration
(TSA)-Secure Flight Deployment Team**

Jan 2010 – Nov 2010

- Managed the operations portion of the Secure Flight (SF) deployment team. I improved the processes of managing all TSA Personnel information and documents, and the processes of communication between TSA Personnel and stakeholders
- Developed a SF Enplanement excel document that allowed the client (TSA Personnel) and deployment team to forecast the percentage of the total 700 million annual enplanements cutover more precisely for a certain time-period, thus, ensuring an accurate estimate and allocation of financial resources
- Collaborated and managed TSA Personnel to create and maintain all SF cutover documents that contained the information required for carriers to receive approval from TSA Personnel to fly within the US
- Designed a reporting and cutover document tracking document that not only helped with monitoring these client documents, but also, assisted in ensuring TSA Personnel acquired mandatory information from carriers in a timely manner
- Analyzed client-developed reports to maintain the SF database, in which was utilized to contain and monitor the 250+ airlines and to provide client with accurate information to grant airlines access to fly within the US
- Maintained the SF Deployment schedule, using a client-developed report, to provide the client with a reliable resource that displays which 250+ airlines are fully deployed to collaborate effectively with Customs & Border Protection (CBP)
- Monitored and recorded all SF registered carriers to provide the deployment team and client with an accurate list of all the airlines registered with the SF Program and allow them to appropriately allocate operational and financial resources

Business Analyst – Census Bureau-Decennial Response Integration System

Sept 2008 – Oct 2009

- Oversaw and improved the processes of the Coverage Follow Up (CFU) application and CFU telephony architecture
- Coordinated with team members and client to produce the 300-paged CFU UI Detailed Design Document that provided updates on the logic and format of the CFU application, in which enabled team members to identify over 100 CFU application defects.
- Managed CFU Telephony Design Document to improve CFU architecture, resulting in a more fluid CFU application that could handle additional calls and transfer additional data, and could adapt to necessary changes more expediently.
- Collaborated with team members to create the CFU Calling Strategy document that provided the client with a summary of CFU call strategy changes to increase case contact and completion rate to 100%.
- Gathered, analyzed, and managed 150 CFU application requirements, developed conceptual designs, and designed GUIs: facilitated client reviews of the prepared content, layout and navigation that resulted in a system that was able to handle over millions of calls
- Presented deliverables and status updates to the client at weekly meetings to gather and organize new information, resolve issues, and determine future objectives that led to \$25 million in additional Census stimulus.
- Created activity diagrams, utilizing Microsoft Visio and Rational, of CFU modules to facilitate client and team understanding of CFU functionality.

EDUCATION

Howard University, Washington, DC
Auburn University, Auburn, AL

Major: Finance
Major: Aviation Management

MBA: May 2008
BS: May 2003

AWARDS

- BAE IMPACT Award: Certificate of Appreciation
- IBM Eminence and Excellence Recognition Award
- IBM Service Excellence Award

Sept 2016
March 2012
June 2011