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| Arlene McCarthyMBA, PMP, Safe 5 ASM, Safe RTE, CSM | | |
| Resume Summary |  |  |
| KEY SKILLS – Role based |
| Arlene McCarthy is a Senior IT Agile Project Manager practitioner with in-depth experience in Financial Services, Wireless, Telecom, Federal Government, and Hospitality industries. She has over 15 years' experience in fast-paced IT environments and has a proven record of accomplishment in delivering complex projects. She is a results-focused leader with effective oral and written communications skills to liaise across all levels of management and functional teams. Arlene is a skilled team player in managing matrixed teams of employees and consultants and is adept in collaborative decision-making complemented by an ability to negotiate and build consensus. Project experiences span cloud-migration, systems integration, data, and system migration using web- and cloud-based technology in financial, federal government and commercial institutions. |  | * Project Management * SAFe Release Train Engineer * Knowledge of Kanban Process * SAFe Advanced Scrum Master * Cloud Platforms: AWS and Azure * AWS Pricing, SOWs, and RFP's * Proficient in MS Office Suite of products * Risk Management * Microsoft Power Bl * Budget Management and Resource Forecasting  Skills- TOOLS  * Jira * Confluence * Azure Dev Ops (ADO) * MS Suite of Office Products (MS Project, Office, Power Point, Power Bl, Excel, Word, Excel, Visio)  AWARDS/certifications  * P.M.P. - Project Management Professional since 2005 in IT environment * CSM - Certified Scrum Master * SAFe 5 - Advanced Scrum Master * SAFe 5 - Release Train Engineer (RTE) * Azure Microsoft fundamentals Certificate (AZ-900) * MS Data Platform Certification (DP-900)   **Education**  Master in Business Administration (MBA) Marymount University, Arlington VA |
| Experience |
| Technical Project Manager,  *Applied Information Sciences, Reston, VA* Jun 2021 - Jul 2023   * Served as TPM for 3 clients: Exelon Energy Company, Marriott International, Constellation Energy Group. * Delivered projects that upgraded backend infrastructure and enhanced user experience; Completed a viable Proof of Concept that can serve as a building block for the next project phase. * Collaborated with messaging teams to complete messaging deliverables for Android and iOS development teams. Developed cloud migration of application proof of concept, that includes development of cloud architecture, creation of a simplified cosmos azure database, development, and testing of API's and end to end flow of the application. * Planned, organized, and executed projects from initiation to closure, adhering to Agile and Scrum, and Waterfall methodologies. * Led the IT and Project teams in delivering a redesigned client website using the Agile Process * Managed the Scrum ceremonies including Scrum of Scrums, daily stand-ups, sprints, refinements, and retrospectives. * Monitored and mitigated risks and issues; planned and executed the roadmap and deployments of the web application to production. * Worked closely with analysts and stakeholders to breakdown requirements and capture them in ADO; Planned and prioritized requirements in sprint planning, Developed a roadmap towards completion of MVP * Managed customer relationships, set expectations, and oversaw the financial and day to day operational aspects of the project. Regularly briefed client and executive leadership on project status * The project was executed on time and within budget.   **Sr. Project/ Task Manager,**  *General Dynamics IT, Herndon, VA* **Apr 2019 - Jun 2021**  *National Institute of Health (NIH), NHLBI Center*   * Oversee financial, personnel, cost, and technical performance for the EICAP Portfolio * Serve as the primary point of contact for clients and ensure daily, weekly, and monthly status reports are completed with accurate information; Responsible for managing client expectations and client relationships * Responsible for the development and completion of contract and project level deliverables such as Project Management Plan, Configuration Management Plan, Quality Assurance Plan. Maintain project artifacts as directed by the ITAC team. * Identify project and program level risk and issues; responsible for maintaining risks and issues log; ensure risk and issues are updated with latest information through regular communication with the team. * Responsible for full project status reporting, creating, and submitting weekly project status of non-recurring project tasks. * Meet with Government Program Office to review project and financial status as requested or required by the contract. * Document all projects in process to provide government leads high level overview of projects that may impact each other- Review project plan, risk plan, QA plan, requirements management process and configuration management process for project as requested. * Document and manage all modifications. * Scrum Master for a team of 15 resources in delivering projects. Manage the project backlog and create dashboards as needed. Plan and conduct agile ceremonies including PI Planning, Product Backlog reviews, daily stand-ups, and retrospectives. * Plan releases and collaborate with diverse groups to ensure successful deployment of application releases to production. * Center for Medicare Services, Office of Information Technology (OIT) * Project Managed concurrent CMS OIT offices migration to the cloud. Includes set-up of AWS accounts, cloud network, services. Monitored cloud performance and provided cloud economics evaluation * On-boarded, migrated and managed over 30 Center for Medicare Services (CMS) accounts to AWS Cloud and Azure MAG platforms; Cloud services provided include planning and migration support, resolving technical issues related to infrastructure, resource set-up, network and connectivity, shared services, access management, and resource pricing. * Delivered solutions and completed change requests using scrum. Managed backlog of work items that represent issues, features, requirements, and other tasks that need to be completed. Worked with product owners to prioritize work. Used Jira to manage work items and track issues; used Confluence as repository for documentation and other knowledge-based articles. * Collaborated with team members in sprint planning, daily stand-ups, refinement, demos, and retrospectives; worked jointly with the different work centers in refining and planning sprints for specific client requirements. * Communicated and collaborated directly with Contracting Officer Representative (COR), and Government Technical Leads (GTL), business owners, Application Development Organizations (ADOs), and internal support groups in developing project plans and roadmaps to build cloud infrastructure and migration to the cloud. * Served as the cloud-onboarding process subject matter expert in providing guidance to ADOs. * Developed Rough Order of Magnitude (ROMs) and Requests for Proposals (RFP's), pricing cloud requirements and drafting Statement of Work; performed peer reviews for account managers. * Assisted all accounts in managing their cloud resources, reviewed weekly usage reports, and explored opportunities for costs efficiency. * Spear-headed the definition and documentation of business processes and workflows, including Onboarding of new accounts onto Azure and AWS, ticket-management, commissioning and decommissioning multiple cloud infrastructures.   **Sr. Project Manager Consultant,**  *Navy Federal Credit Union, Vienna, VA* **Jan 2017 - Jan 2019**  *Non-government/ Private Sector*   * Project managed and delivered the buildup and enhancement of performance environments for 9 NFCU applications, upgrade of back-end software for a Credit application to improve stability and performance, Revamp of 1AM/ RBAC project, application migration to the cloud, and transition of printer and mail services to a print vendor. * Reviewed application architecture with middleware and network engineers and third-party vendors while developing the technical solution, following ITIL recommended practices. * Applied agile concepts in conjunction with project management skills in delivering critical projects. Served dual role of the scrum master and project manager in the planning, development, and delivery of work items for applications. * Mentored and coached junior project manager members of the team on project management best practices * Managed third-party resources and ensured they comply and performed against the statement of work. Communicated with vendor representatives by providing feedback and expressing the needs of the project on behalf of the client. * Resolved and removed impediments by working together with different functional teams across the organization. Planned, organized, and executed release plans to ensure project success. * Reported on project KPI's to manage executive and team level expectations. These include project status, financial performance/ earned value, and team performance. * Forecasted resources for current and future years and loaded them into enterprise tools for budget analysis. * Collaborated with Project Management Office (PMO) in tracking project performance and rolled up performance summary on the program and portfolio level.   **Sr. Project Manager Consultant,**  *Freddie Mac, McLean, VA* **Oct 2014 - Dec 2016**  *Non-government/ Private Sector*   * Managed the conversion of SMART application, a risk management decision-making tool that assists executives in evaluating risk exposure, to a web-based application. Redefined application access and security controls and policies to meet enterprise level standards. * Led the overall effort to roll-out Microsoft Team Foundation Server, a proof-of-concept project for the division's transition to agile methodology. Involved management of multiple work streams from project conception to product roll-out and training. * Provided leadership in planning, execution, and delivery of projects by applying project management and agile concepts. As scrum master, I provided guidance in planning sprints and work items. Led sprint planning, daily stand-ups, refinement, demo, and retrospectives and work with the team and other support groups to remove blockers. * Communicated project status, risk, and issues to the core team, business and executive management through regular meetings and weekly published reports. * Managed on-site third-party vendor Microsoft analysts and developers in developing Team Foundation Server Proof of Concept. * Presented application solution to leadership for consensus and approval. Worked with Enterprise Solutions architects and operations team to ensure solution is aligned with corporate guidance. Mentored newly onboarded team members in bringing them up to speed with the client's processes and project's charter. * Tracked financial and project performance and reported to all stakeholders.   **Sr. Project Manager Consultant,**  *Hilton Worldwide, McLean, VA* **Jun 2014 - Sept 2014**  *Non-government/ Private Sector*   * Provided leadership in planning the HRCC Virtual Onboarding Training project with budget of over $2M, a project to overcome the geographical limitation of hiring around its training centers. * Collaborated and coordinated with internal departments, multiple project work streams and vendors in defining the scope of the project and statement of work, identifying activities, resources, and dependencies to create a detailed project plan, and reporting progress to executive management and steering committee. * Reviewed vendor Statements of Work for completeness and alignment with Hilton policies and project methodologies. * Organized and provided guidance in defining business and technical requirements for the Portal rebid * Managed RFP from multiple vendors.   **Sr. Project Manager II (FTE),**  *Fannie Mae, Herndon, VA* **Jun 2013 - Jun 2014**  **Sr. Project Manager Consultant, Mar 2010 - Jun 2011**  *Non-government/ Private Sector* **Feb 2012 - May 2013**   * Project managed specific workstreams of at least 7 mission critical project including FUSE, CDDS, UCDP, HAMP, Risk Net, and VNET * Led project teams through Fannie Mae's SDLC process to deliver strategic initiatives and planned maintenance releases, from inception to deployment, with matrixed project teams. * Managed third-party vendors to ensure performance and compliance against the Statement of Work. Managed and reported billing and approval of invoices. Served as liaison for any past due invoices. * Responsible for tracking, managing, and ensuring completion of deliverables of multiple projects within work streams. * Provided guidance and mentored junior project managers. * Facilitated business requirements gathering, analysis and design, development, testing, project status, and cross-functional meetings. * Managed and mitigated project risks and drove issues to closure. * Applied Project Management best practices, including Risk Management within projects using PMI guidelines. * Created reports and provided timely executive updates through completion of weekly dashboards. |
| ADDITIONAL EXPERIENCE |
| Sr Project Manager Consultant Jun 2011 - Jan 2012  *Office of Federal Detention Office (OFDT)/ DOJ*  Rosetta Stone Senior Project Manager, Jul 2009 - Dec 2009  Verizon Senior Project Manager, Jan 2007 - Jul 2009  Freddie Mac Senior Project Manager, 2006 -2007  Sprint Nextel Technical Project/Program Manager III, 2002- 2006  WorldCom Project Manager, 2000 - 2002 |
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