*Fredericksburg, VA 22407 www.linkedin.com/in/bill-wilkey-large-programs-mgr 703-899-8915*

Summary

Senior Technical Program Manager, PMP certified Project Manager, CISSP certified security manager, certified and experienced SAFe Scrum Master, certified and experienced Agile Scrum Master, with more than 20 years of skillfully executing medium to large IT Program Initiatives and Portfolios, including both IT software development and Infrastructure management, IT modernization and on premise to cloud migrations. Participated in PMO startups as well as day to day operations with medium to large program portfolios. SDLC experience including full lifecycle product design/development/ delivery/change management as well as infrastructure rollouts and upgrades. Experience managing programs/portfolios with up to $200 million budgets on both firm-fixed price and cost-plus IDIQ style contracts. Highly successful in Federal proposal/ capture/procurement/delivery processes. Highly successful technical business consultant leading a variety of software, data architecture and network infrastructure initiatives using and mentoring project managers in PM, Agile methods using tools such as Jira story boards and GIT distributed CM for DevOps processes, as well as a variety of SDLC methodologies for both IT modernization and new product development. Expert with Agile Scrum, Waterfall, SAFe, HCD, FDD and Hybrid methods and also continuous testing and deployment processes (DevOps) and methods for federal government and high-growth commercial companies. Repeated success mentoring project managers and guiding large, cross-functional teams toward a variety of business solutions while managing multiple vendors to drive new lines of business and revenue. Adept presenter and business manager able to forge solid relationships with strategic partners and vendors and build consensus across multiple organizational levels. Highly proactive problem solver, security and risk manager employing effective security assessments and risk mitigations for consistent on-time delivery.

Professional Experience

Ventech Solutions, Inc, Manassas, VA & Telecommute 06/2019 – 12/2019

Insight Global LLC for Ventech Solutions, contract to hire 11/2018 – 06/2019

Senior Technical Program & Project Manager, CMS/HIDS

* Client: Centers for Medicare and Medicaid Services, Woodlawn, Baltimore County, Maryland

Get-2-Cloud/EXIT-ADC Portfolio Program Manager and day-to-day Project Manager for a variety of infrastructure projects supporting CMS’ AWS cloud migration initiative working with multi-vendor, cross-functional contractor teams to provide solution architecture and design, technical solution engineering and implementation, project management and operations & maintenance transition support. As Program Manager oversee the OY4 CMS Initiative to transition all IT support systems out of the Ashburn data center and into the AWS cloud. All Program and Project management supported using Atlassian products such as Jira and Confluence, ServiceNow PPS, the full suite of Microsoft Office products and the SAFe Agile methodology with DevOps continuous testing and deployment processes, tools (Java, JavaScript, Jira, Git, Jenkins et al) and methods.

* Specific Achievements: Designed and led the implementation of custom project management metrics (KPI’s) for status, progress and performance reports to improve overall project and portfolio management and reporting.
  + Program Management. Improved project management reporting processes while providing client facing leadership and direction across a variety projects overseeing client delivery as well as managing teaming approaches and resource allocations across multiple partner organizations. Provide governance and budget management controls to keep all participants accountable, focused and high performing.
  + Technical Management: Oversee and manage 6-10 member Sprint teams performing SAFe Agile development of custom hardware appliance and networking solutions including configuration of cloud-based application services using Amazon AWS with tools such as JIRA and Confluence. All management tracking, documentation and reporting in ServiceNow PPS.
    - Reporting and Analytics. Provide both project and program level reporting to keep client and senior leadership informed of progress, accomplishments and apprised of any risks or issues in a timely and proactive manner with industry standard risk-focused management techniques and the ServiceNow PPS tool.

Cognosante LLC, 3190 Fairview Park Dr, Ste. 300,  Falls Church, VA 03/2018 – 09/2018

Senior Program Manager/Director, VHA CRM Modernization, T4NG Ops & Maintenance

* Client: Department of Veterans Affairs, Veteran’s’ Health Administration (VA/VHA) Washington, DC

Overall Program Manager building and leading a large, multi-vendor, cross-functional team of contractors 6 months post contract award to provide solution architecture, solution design, technical engineering, project management and operational support for the delivery of VHA’s multi-year, $180 million CRM modernization effort to the Azure cloud under the T4NG IDIQ contract, encompassing all direct veteran and beneficiary facing departments of the VA/VBA/VHA and aimed at improving the overall veteran experience in obtaining and managing benefit programs while ensuring adherence to HIPAA and other federal regulatory compliance. All software development and delivery accomplished using Agile Scrum and continuous testing and deployment processes, tools and methods (DevOps).

* Specific Achievements: Recruited to take over Cognosante’s IT modernization contract with the Veterans Administration awarded last Fall, and establish a leadership infrastructure as well as a teaming structure and approach to meet the needs of the contract. Designed an effective leadership and teaming structure and identified and recruited all of the key lead roles.
  + Program Management. Provide client facing leadership and direction for the program and oversee multiple project managers for client delivery, as well as manage and appropriate functional teaming infrastructure with multiple partner organizations, provide governance and budget management controls to keep all participants in this large scale effort accountable, focused and high performing.
  + Technical Management: Oversee and manage numerous 6-10 member Sprint teams (scheduled to grow to 25) performing Agile Scrum development of custom software providing a wide range of custom business process, IdAM and Cybersecurity solutions to meet veteran’s needs and streamline processes while protecting sensitive medical and benefits data.
    - Reporting and Analytics. Provide program level reporting to keep client and senior leadership informed of progress, accomplishments and apprise of any risks or issues in a timely and proactive manner with industry standard risk-focused management techniques.

SeKON Enterprise Inc, 11480 Commerce Park Dr, Ste 100,  Reston, VA 03/2017 – 02/2018

Federal Program Manager, PEO DHMS / ECCM

* Client: Defense Health Agency (DHA), Program Executive Office for Defense Health Management Systems (PEO DHMS), Arlington, VA

Program Executive Office PEO/PMO Lead and overall Program Manager overseeing 4 supporting PMO’s comprised of approximately 135 staff in cross-functional, multi-vendor teams performing advisory, technical engineering and management support for the delivery of MHS/DHA's multi-year, multi-billion dollar IT modernization effort under the $130 million Engineering, Cybersecurity & Configuration Management (ECCM) contract. Teams are working collaboratively to provide a complete, consistent, standardized electronic health record (EHR) for military personnel during all career stages and while at medical facilities and patient care kiosks around the world including in-theater on the evolving Cerner MHS Genesis HIMS system. Responsible for all infrastructure engineering and upgrades, medical device connections, workstation and software installations. Successfully managed the first rollout wave consisting of four installations of the Cerner MHS Genesis system in the Pacific northwest.

* Specific Achievements: Recruited specifically to take over a large and struggling IT modernization program for the Department of Defense/DHA and re-instate best practices and leadership of a large, cross functional, multi-vendor team. Settled high attrition effectively reducing it by more than a third, trained or replaced low performing staff and significantly increased client satisfaction across the program. Achieved high levels of quality and performance. Won the new option year for 2018.
* Overall Program Manager and client-facing lead executive overseeing and managing all aspects of client support with a cross-functional, multi-vendor contractor team providing advisory, technical engineering and management support for the delivery of a multi-year, multi-billion dollar MHS/DHA IT modernization effort under the Engineering, Cybersecurity & Configuration Management (ECCM) contract, encompassing 4 large Program Management Offices (PMO's) with 130+ direct staff, to provide a complete, consistent, standardized electronic health record for military personnel in all their career stages at medical facilities and patient care kiosks around the world and in-theater. Responsible for all infrastructure engineering and upgrades, medical device connections, workstation and software installations. Oversaw the first four very successful installations of the DoD’s new MHS Genesis system in the Pacific northwest. Software development and delivery was accomplished using Agile Scrum and continuous testing and deployment processes, tools and methods (DevOps).
  + IT Modernization & Cybersecurity. Oversee and manage an international effort to modernize the communication and processing network infrastructure as well as add improved, more comprehensive security controls to successfully complete DoD’s accreditation and certification process. Achieved more than 6 full ATO’s in the first year in order to provide new electronic health records access methods and new connectivity to modern medical devices.
  + Program Management. Provide client facing leadership and direction for both program and project management and organization as well as establish appropriate functional team infrastructure, PMO governance and project budget management controls to keep all participants in this large scale effort accountable, focused and high performing.
  + Technical Management: Oversee and manage 6-10 member Sprint teams performing Agile Scrum development of custom software providing a wide range of custom business process, IdAM and Cybersecurity solutions to meet active duty and dependent needs and streamline processes while protecting sensitive medical data.
    - Reporting and Analytics. Design and maintain program level reporting methods to keep senior leadership informed of progress, accomplishments and apprise of any risks or issues in a timely and proactive manner with industry standard risk-focused management techniques.

Amdex Corporation, 8403 Colesville Rd #850, Silver Spring, MD 09/2016 – 02/2017

Program Manager

* Client: US Census Bureau, Suitland, MD

Overall Program Manager with oversight of multiple Decennial 2020 projects providing leadership, mentoring and cross-team, multi-vendor coordination and oversight.

* + Specific Achievements: Designed and implemented new project governance, program oversight and risk management processes aligned with industry best practices, leveraged various tools for proactive monitoring of project health and effectiveness of the project portfolio.Program Management. Providing guidance on industry best practices for program/project organization, execution and governance within the IT Directorate. Oversaw a series of software and systems development projects providing integrated solutions to update and modernize the infrastructure and improve execution of the 2020 Decennial Census including the new Fraud Detection and mitigation effort. Provided cybersecurity insights and risk assessments.
  + Process Improvement. Designed and implemented new project governance, task management and risk management processes aligned with industry best practices, leveraging custom reports for proactive monitoring of the health, performance and strategic alignment of the portfolio.
    - Reporting and Analytics. Helped design and maintain program level reporting methods to keep senior leadership informed of progress in a timely manner with risk-focused management.

Capital Markets Company (Capco), 13454 Sunrise Valley Dr, McLean, VA 07/2014 – 07/2016

Program Manager

* Client: Freddie Mac Program Manager, McLean, VA

Program Manager for a multi-year, joint effort between Freddie Mac and Fannie Mae to define and develop a Common Securitization Platform for the effective, timely, uniform management of mortgage-backed securities between the two federal organizations.

* + Specific Achievements: Created a custom, enterprise level, project and program reporting framework to improve overall portfolio management for a major IT modernization effort. Mentored project managers to higher levels of project success based on metrics.
  + Program Management. As a Senior Program Manager, provided Freddie Mac’s IT Program Management Office (IT PMO) for the CSP Legacy Transformation oversight of a 24+ project portfolio to modernize mortgage securitization processes and interconnect mortgage entities.
  + Project Management. Assisted with the oversight of project budgets, schedules, teams including EVM management and created reports designed to guide leadership decisions. Identified gaps and issues early through custom pro-active risk management strategies. Guided PM’s on best practices and effective management with Agile practices and leadership.
  + Process Improvement. Implemented new program oversight processes to identify project issues early and developed a pro-active risk management and mitigation approach to keep projects on course to deliver first phase capabilities on time. Mentored PM’s with MS Project WBS and resource scheduling. For many projects, software development and delivery was accomplished using Agile Scrum and continuous testing and deployment processes, tools and methods (DevOps).
* System Security. Managed solution architecture, application development and IdAM and cybersecurity solutions to modify existing systems and applications and network infrastructure including all testing, vulnerability scanning and risk assessment and mitigation to create a secure connection between Fannie Mae and Freddie Mac for the secure exchange of mortgage and mortgage securities data.
  + - Architecture. Provided guidance and input during Architecture team walkthroughs to review and update the Solution architectures and perform business process development and functional validations to refine the Common Securitization Platform integration processes. Provided Cybersecurity risk identification and mitigation guidance for legacy system integration.
    - Reporting and Analytics. Collaboratively designed new comprehensive program level reporting methods and metrics to keep senior leadership informed of progress and able to meet the federal oversight agency weekly and monthly reporting requirements.

Deloitte Consulting LLP, 1919 N. Lynn St, Arlington, VA 05/2009 – 08/2014

Technical Program Manager

Technical Project Manager and Lead Troubleshooter for a wide variety of Federal Agency programs and initiatives.

DHA (Defense Health Agency) DHMS ECCM Program, Arlington, VA. As both a project and program level manager in the DMIX PMO, led an Agile project pilot to re-architect legacy point-to-point services in a Service Oriented Architecture (SOA) and provide senior leadership the justification to take to congress and expand program funding. Led system architecture and design efforts to design and develop the first Phase of new medical information system interoperability capabilities to connect DHMS and VA systems. Led Agile projects for a SOA based, tiered SSO / IDAM solution restricting data and functional access to patient information based on organization, region, operational unit, federal regulations, user privilege level. Oversaw and participated in the data architecture of the first virtual unified health record to standardize the storage, query and retrieval of high volume medical data.

* Specific Achievements: Rejuvenated a large Navy IT program in the process of being phased out and won 2 additional years of new development and functional advancement that dramatically improved system capabilities. Helped develop the Deloitte Agile Methodology. Developed a custom solution rollout framework for Cisco systems when deploying to new countries.
* Agile Methodology, Rosslyn, VA. Led development of training collateral, key architecture and business process documentation, technical sections of Federal proposals, and POV whitepapers on implementing Agile in federal agencies. This effort directly resulted in several large wins with Federal agencies.
* United States Navy, Washington, DC. Led the effort to simultaneously staff and manage the worldwide NAVY/Marine Corps NET project for both new Agile development and infrasstructure modernization as well as ongoing O&M support for the birth to death lifecycle management of $2+ Billion in Navy and Marine Corps assets worldwide. Managed 70 direct staff including a 30 person, 24 hour global Help Desk that facilitated users around the world with Tier 1-3 support. Led architecture and analyst teams to design a significantly expanded infrastructure approach that enabled new functional capabilities and expanded the scope of the program. Collaborated with vendor teams to lead key stakeholder groups in Lean Six Sigma walkthroughs of widely diverse organizational requirements spanning the business needs of 14 Navy Echelons.
* Cisco Systems, San Jose, CA. Led the effort in support of Cisco’s international business operations to design and expand the process architecture to create a customized solution delivery approach to Cisco's foreign country product and service rollouts. Collaborated with key stakeholders from functional business units to define business processes, practices and challenges. Identified intra-agency synthesis opportunities, defined technical goals and objectives in cooperation with architects.
* Department of Commerce, US Census Bureau, Suitland, MD. Led a team of analysts for US Census Bureau’s Decennial Project – Systems Engineering & Integration (SE&I) Directorate to develop a modern governance framework with streamlined processes to improve the timeliness and efficacy of the Decennial process. Provided project manager training on HP Quality Center for lifecycle application development, tracking, and reporting of requirements with traceability.
* United States Postal Service, Washington, DC. Directly supported efforts to design and develop modern mail processing solutions using Agile methods as well as trained managers and staff on the Agile/Scrum methodology and best practices creating Agile training collateral and curricula for onsite teams. Created a new release lifecycle management approach that incorporated both the Deloitte Project Management Life Cycle (PMLC) methodology and the USPS TSLC project phases.

BearingPoint, Inc, 1725 Duke St, Alexandria, VA 01/2008 – 05/2009

BearingPoint Federal Sector was purchased by Deloitte Consulting LLP in May 2009. All staff were then transferred to Deloitte.

Technical Project Manager

United States Navy, Washington, DC. Provided lifecycle asset support within the Navy Program Management Office (PMO) for Navy and Marine Corps assets worldwide valued at $2 Billion dollars. Led development of Microsoft Project Plans, program planning documents, budget management, program risk management and oversaw CMMI Maturity Level 3 compliance. Collaborated with vendor teams and key stakeholder groups to conduct Lean Six Sigma process improvement evaluation walkthroughs. Led administration of SharePoint solutions and provided training to other administrators.

* Specific Achievements: Successfully established the first strong positive vendor relationship with the program’s manager. Designed and created a new Sharepoint presence for the Navy NMCI program to facilitate more effective cross-function and cross-vendor coordination across the program.
* **Program Management:**  Provided lifecycle asset support for Navy and Marine Corps assets worldwide, worth $2Billion dollars. This was the transition project in the move to Deloitte.
* **Data Architecture:** Provide oversight and guidance for finalizing the virtual unified health record storage, query and presentation approach.
* **Reporting & Management:** Built all Microsoft Project Plans, program planning documents, budget management, program risk management and oversaw CMMI Maturity Level 3 compliance.
* **Lean Six Sigma:**  Collaborated with vendor teams and key stakeholder groups to conduct Lean Six Sigma process improvement evaluation walkthroughs.
* **Cybersecurity:** Managed the Certification and Accreditation for IATO and ATO for all new software installations.
* Designed the NMCI Program Office’s SharePoint website for centralized information sharing with full version control between the two multi-100 million dollar projects.

United States Navy, SPAWAR, San Diego, CA. Managed a team providing system design and requirements specifications for the Navy ERP system, a powerful business system with over 64,000 users around the world. The Navy is targeting at least 50 percent of the Navy’s budget to be executed within Navy ERP, and will continue to work to increase that percentage over time.

Navy ERP's mission is to develop and sustain a business capability that enables the Navy business enterprise to budget, account for, and audit its resources so that it can monitor and make decisions about how the resources are obtained, allocated and utilized for the benefit of the warfighter and the US taxpayer. Navy ERP will replace out-of-date, single-purposed business systems that cost millions of dollars and duplicate thousands of critical financial transactions. By retiring older "legacy" systems, the Navy will become a more efficient business operation. Navy ERP will represent the first time in Navy history that finance and supply will be fully integrated to provide real-time information to users worldwide.

Led development of Microsoft Project Plans, program specification documents, project budget management, project level risk management and CMMI Maturity Level 3 compliance. Collaborated with vendor teams and key stakeholder groups to conduct Lean Six Sigma process refinements.

Designed the NMCI Program Office’s SharePoint website for centralized information sharing with full version control between the two multi-100 million dollar projects.

Independent Consultant, Northern Virginia & DC 02/2001 – 10/2007

Telecommunications. Experienced with Telecommunications/IT services; T-1 services, PRIs, DIDs, telephone and analog lines, networks, LANS, WANS. Designed and led the Agile development of an industry first, leased services billing audit system. Developed customized CRM system for Cable & Wireless. Provided consulting services to AT&T, Sprint, MCI, Williams, US West and many others.

Finance & Accounting. Developed and/or modified a wide variety of organic support systems such as Accounting and Expatriate support for Ernst&Young, Coopers&Lybrand, Pricewaterhouse et al.

Methodologies

Hands-on manager highly proficient with both Traditional and Agile Methodologies and

hybrids including the SAFe framework. Experienced with a variety of project management

tools and techniques as well as business process analysis and optimization using

Product Roadmaps, Lean Six Sigma techniques, Business Process Modeling (BPM 2.0) tools and ITIL Foundations best practices. Expert in managing and mentoring Agile teams to higher velocities and high quality delivery. Experienced Scrum practitioner and teacher.

Technology

Microsoft (Office and Office 365 (all tools) / Access / Visio / Project and Project Server, SharePoint).

ServiceNow, PPS, Oracle and Microsoft SQL Server Databases – Developer and Administrator.

SQL, Java, JavaScript, HTML, .NET

Education

BS, Computer Science, US Air Force Academy, Colorado Springs, CO

Certifications, Licenses and Security

CISSP certified by (ISC)2 #633022, Iss 2018, Exp 2021

PMP (Project Management Institute) #1432525, Iss 2011, Exp 2021

Certified Scrum Master (Scrum Alliance) #166789, Iss 2011, Exp 2021

Certified SAFe Scrum Master (Scaled Agile Inc) #79542322-2081, Iss 2019, Exp 2020

Certified SAFe Product Owner/Product Manager (In Progress, due 1/30/20)

Certified Agile Product Owner (In Progress, due January 2020)

TOGAF9 – The Open Group

CLEARANCE LEVEL: Elevated Public Trust