**Daniel P. Palmer, PMP**

# Recent Work Experience:

**Paradyme Management, Inc. October 2011 - Present**

**Senior Manager**

* Optimized and documented user support, release management, and critical event response processes.
* Managed implementation of internal support website.
* Integrated support website with testing application to provide automatically updated testing metrics
* Developed and monitored metrics to ensure conformance to PeopleSoft upgrade project schedule.
* Recommended and developed improvements to operations and maintenances processes and procedures.

**Government of the District of Columbia May 2004 – Present**

**Program Manager (Grade: MSS-15)**

* Ensured that over 200 enhancements and fixes each year were planned, developed, tested and implemented on time for PASS and PeopleSoft.
* Responsible for creating and maintaining the master PASS project plan and sub-plans for the upgrades of the three deployed modules (Ariba Buyer, Ariba Invoice and Ariba Analysis).
* Implemented two additional modules (Ariba Sourcing and Ariba Contracts Compliance) that reduced acquisition time for common commodities from weeks to hours.
* Developed and implemented the District’s IT Staff Augmentation Master Agreement (ITSA). ITSA reduced the procurement time for temporary staffing from 16 weeks to 4 and has saved the District more than $3 million since its inception.
* Prepared operating and capital budget for PASS between FY2006 and FY2012, and forecasted operating expenses between FY2011 through FY2013.

**Government of the District of Columbia August 2003 – May 2004**

**Information Technology Specialist (Grade: CS-14)**

* Performed general systems analysis tasks during the initial PASS implementation, including requirements gathering and data analysis.
* Given the role of PASS Buyer/Invoice Rollout Manager. Responsible for providing direct on-site support to the initial 40 PASS agencies during the application roll-out.
* Developed and executed PASS User Forums. These user forums gave hundreds of users each month an opportunity to discuss current PASS functionality and recommend enhancements as well as learn about procurement best practices.

# Education:

**Master of Business Administration,** Robert H. Smith School Of Business

University of Maryland, College Park

**Bachelor of Science in Business Administration,** Information Systems

Old Dominion University

**PMP Certification**

# Clearance:

**Interim Secret**