**Reniece A. Foucher-Perry**

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**Configuration Management - Project Management - Agile Leadership - Certified ScrumMaster®**

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| **Agile Methodologies**  **SDLC Life Cycle**  **ITIL Best Practices**  **Configuration Operations**  **Continuous Integration**  **Testing Methodologies**  **Technical Troubleshooting**  **Interactive Solutions**  **Technical Documentation** | Analytical and highly skilled professional with over 15 years of experience working to enhance cross-functional operations through project life cycles.  Focused on 100% client satisfaction; skilled in aligning clients’ needs with proactive release, change and configuration management.  Collaborative member of PMO management team dedicated to identifying and analyzing operational improvements utilizing quantitative methods.  Ability to guide cross-functional teams to utilize Agile/Scrum practices and values to enhance client experiences.  Support creation of innovative environment, guiding projects and providing recommendations and corrective actions to maintain progress. |

**CAREER ACCOMPLISHMENTS**

* Achieved commendation letter from DHS Chief, 2016, for “outstanding team performance.”
* SAIC performance review accomplishment 2016, Exemplary Status (top 2% of company).
* Commended with SAIC 2010 Team Award for “Outstanding Performance on 2010 Census.”

**PROFESSIONAL EXPERIENCE**

**SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (SAIC)** 2000 – 2017

**Program Analyst Team Manager** (2016 – 2017)

Principal strategist and visionary effectively managing team of 20 professionals for the Configuration Management, Change Management, Release Management, Business Rules, and Technical Communication groups.

* Supported complex life cycles, system approvals, change requests and daily operations utilizing Scrum/Agile and SDLC/Waterfall methods within the government contract with the U.S Department of Homeland Security (DHS).
* Launched Agile IT Project Scrum events including Backlog Grooming, Daily Scrum, Sprint Planning, and Retrospective.
* Improved timely deliverables and accuracy of data by providing monthly status and program risks to senior management.
* Optimized communications with government agencies by recommending enhancements and providing ITIL process improvements.

**Senior Change and Configuration Management Analyst** (2013 – 2016)

Directly managed 6 member Change Management team providing accurate analysis and documentation of proposed changes to software/hardware policies and effects on systems. Collaborated with DHS’s Change Advisory Board (CAB) and the Infrastructure Change Control Board (ICCB) to ensure accuracy and the effective utilization of Agile and SDLC methodologies.

* Team successfully processed over 3,700 production change requests per year, with varying complexity, impact and urgency, involving 250+ end users, approvers, and supporting technical staff.
* Monitored, coordinated and tracked the overall change management workflow processes applying ITIL Service approach for improvements; appropriately assigned work within the Change Management team.
* Approval member for go/no go for release gate reviews - Release Planning Reviews (RPR) and Release Readiness Reviews (RRR) providing status, recommendation of go/no go approvals.
* Processed and verbally presented change requests for CAB and DHS ICCB approvals; analyzed requests for compliance to standards, policies, procedures and integration with components.
* Created and implemented Change Management documentation and Standard Operating Procedures to maximize productivity.

**Senior Configuration Management Analyst – Hardware/Software** (2008 – 2012)

Built inventory control procedures for hardware life cycle including mix of 1000 Egenera, Sun, Hewlett-Packard, and Dell servers equaling over $10M. Analyzed proposed design changes and evaluated all mechanisms needed to ensure full control of operations. Initiated concept to completion management of each hardware asset to maintain integrity of U.S. Census Bureau infrastructure.

* Administrator for Serena PVCS Version Manager/TeamTrack (Micro Focus); managed Configuration Management Database (CMDB), maintained and tracked software baselines, scripts, deliverables, version control and documentation; generated and analyzed monthly Status Accounting Reports (SAR).
* Facilitated weekly Configuration Control Board (CCB) meetings for software/hardware changes; utilizing MS Access for meeting agenda/minutes and approvals.
* Created and maintained MS Visio hardware diagrams, presented monthly inventory reports to the Census and SAIC Executive Management detailing configuration state of each asset. Conducted periodic and quarterly configuration audits, investigated and resolved discrepancies. Achieved 100% accuracy on yearly GAO audit.
* Planned and executed hardware and production software change requests and provided incident management reports within BMC Remedy.
* Lead requirements activities for Census Inventory Management System (IMS) performing requirements gathering, analysis, and tracking.
* Developed Configuration Management Plans, Standard Operating Procedures (SOP), policies, procedures and SAIC proposals. Mentored and trained junior staff and end users.

**Configuration Management Analyst and Deputy Project Manager** (2000 – 2008)

Directly managed 14 contractors, developers, testers and customer service members supporting full system development life cycle (SDLC) project planning, requirements gathering, analysis, tracking, development, testing, and implementation. Contracts with EPA, SEC, FAA, DoED and USDA.

* Successfully re-engineered and launched development efforts for 8 releases for EPA’s Mission Oriented Systems Engineering Support (MOSES) POI application, on time and within budget.
* Improved software and hardware configuration management by supporting Technical Review Boards and Security Review Boards as Configuration Management SME.
* Streamlined processes for proposed implementations and changes obtained with CMMI Level 3 best practices, NIST, and FISMA objectives. Member of the SAIC ISO 9001:2004(E) and CMMI Level 3 certification teams.

**TECHNICAL PROFICIENCIES**   
MS Office Suite (Word, Excel, PowerPoint, Visio, Project, Outlook), BMC Remedy, ServiceNow, MS SharePoint, Serena PVCS Version Manager, SBM TeamTrack, Adobe/Adobe Connect, JIRA, Lotus Notes.  
  
**EDUCATION AND CERTIFICATIONS**

DEVRY UNIVERSITY, Chicago, IL - **Bachelor of Science, Business Operations**

**Certifications:** Certified ScrumMaster**®** (Scrum Alliance)