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SUMMARY OF QUALIFICATIONS

Project Management * Process Improvement * Quality Assurance

Results-oriented leader with outstanding people skills and commitment to corporate goals and objectives. Adept at coordinating, defining, and planning all project-related activities in all phases of system development life cycle (SDLC) while focusing on the triple constraints to ensure overall project success. Skilled at identifying, analyzing, and solving complex business problems. Proven excellence in communicating effectively at all organizational levels. Highly organized and accurate with strong analytic and presentation abilities. Adaptable to new environments with ability to acquire and utilize new skills to perform job requirements.

AREAS OF EXPERTISE

- Managing Multiple Projects
- Mentoring / Coaching
- Change Management
- Resource Scheduling
- Traceability Matrices
- Quality – PMI, Six Sigma, ITIL, Sarbanes Oxley (SOX), CMMI
- Group Facilitation – SWOT, Brainstorming, Requirements Gathering, Root Cause Analysis, Risk Assessment
- Process Modeling – Flowchart, Swimlane, Event Driven Process Chains, Business Mapping, Business Process Flows
- Team Management – Staffing, Employee Development, Performance Reviews, Development Plans
- Diverse Industries – Financial Services, Insurance, Government, Telecom, Advertising, Healthcare
- Team Building
- Process Improvement
- Quality Management
- Test Planning
- Peer Reviews
- Collaboration / Negotiation
- Risk Analysis
- Issue Resolution
- Vision / Goal Oriented
- Building Stakeholder Relationships

PROFESSIONAL EXPERIENCE

UNISYS CORPORATION – Kansas City, MO

2009—Present

Project Manager - United States Department of Agriculture

Managed team of 12-19 consultants for Security Operations group and provided project management guidance to the USDA Federal team for implementation of security related projects including migration and tool implementations.

Holds High-Risk Public Trust government security clearance.

- Managed multiple projects simultaneously.
- Supervised Security Operations consultant team including staffing, employee development, and performance reviews for geographically dispersed group.
- Created budgets to forecast contract revenue.
- Worked with Unisys team to develop responses to proposal requests from the U.S. Government.
- Nominated by management to attend, and graduated, Unisys Leadership Excellence Accelerated Program (LEAP2).

MARILLAC – Overland Park, KS

2009—Present

Six Sigma Project Manager

Facilitated sessions with multiple hospital groups to determine areas for improvement and develop measures to baseline processes. After baselines were determined, made recommendations for improvements using six sigma processes and tools. Worked with hospital staff to implement and measure improvement.

ADAMS GABBERT – Kansas City, MO

2008

Strategic Project Specialist at General Services Administration

Assisted in documenting current state hiring and interviewing processes and in preparing future state processes showing opportunities selected for implementation (as needed).

- Developed Statement of Work for project.
- Analyzed current processes to determine opportunities for improvement.

GOSHEN SERVICES – Overland Park, KS**2006-2007****Program Manager - Sprint/Nextel Corporation**

Directed teams to create and operate new business unit for mobile advertising. Created all business operations procedures including invoicing, settlement, reporting, and internal sales support. Developed process flows for all aspects of the business including sales, marketing, advertising campaigns, inventory management, and business operations.

- Coordinated with other corporate departments, including tax, legal, and customer care to ensure adherence to corporate policy as well as advertising industry best practices and government regulations including taxation and information disclosure.
- Managed business operations team of 5 after start-up.

SAIC – Kansas City, MO**2005—2006****Project Manager - United States Department of Agriculture**

Led project team of 8 to reengineer infrastructure for the Risk Management Agency to combine over 125 databases into a single relational database in compliance with Federal Enterprise Architecture standards.

- Managed project to baselined plan; managed project resources; and was the primary interface with customer management and other customer staff.
- Collaborated with users to document current platforms for 'as-is' baseline for the 'as-is' agency repository.
- Facilitated the scheduling of information gathering to map more than 190 current business processes using event driven process chains.
- Coordinated requirements of multiple stakeholders located throughout the United States to determine project scope.
- Developed status reports and presented to them agency administrators and directors.
- Implemented process methodology for risk and opportunity identification, measurement, and tracking; resulting in change management as required by CMMI.

RESOURCES GLOBAL PROFESSIONALS – Kansas City, MO**2004—2005****Project Specialist –NovaStar Financial, Inc.**

Coordinated application access and use with Information Technology and Business Units resulting in recommendations for internal controls to mitigate security risks and determining accountability in compliance with Sarbanes-Oxley (SOX). Sarbanes-Oxley audit resulted in no material findings or fines (\$0.00) for NovaStar.

- Prepared audit documentation, which was reviewed by internal and external auditors for SOX.
- Reviewed security procedures and worked with business units to implement improvements.
- Developed and documented processes for access control for applications.
- Created waivers and remediation plans for non-compliant items and worked with business units to ensure understanding and adherence.
- Worked with internal application owners and outside vendors to ensure only designated users had appropriate levels of access.
- Coordinated with human resources, facilities, and internal information systems groups to design user lifecycle management processes based on role based access control using active directory.

SPRINT/NEXTEL CORPORATION – Overland Park, KS**1998—2004****Project Manager (Consultant with Tek Systems) (2004)**

Managed project to modify system platforms and build-out of 180 seat call center for telephone relay system for the State of California.

- Implemented corporate enterprise project management methodology in development group.
- Developed process for change control.

Conversion Analyst (Consultant with Adams Gabbert) (2003)

Developed new processes to standardization conversion cycle verification.

- Validated data for billing conversion.
- Researched conversion issues to determine root causes.

Quality Coach (2002 – 2003)

Participated on team to develop software development processes. Mentored IT Project Managers on internal processes and industry best practices for project management, including quality, scope, and communication.

- Created quality processes for Peer Reviews resulting in defect identification.

- Implemented Peer Reviews within 3,000 person IT organization, resulting in a projected annual savings of over \$34 million per year.
- Served on quality team and coached Project Managers and project teams on internal and industry best processes as defined by the Project Management Institute. Increased compliance to processes in IT by 70% within a 6-month period.

Project/Program Manager (1999 - 2002)

Led project teams to create improved processes and implement products / services for company.

- Developed, statistically analyzed, and scored RFPs for WIN (Wireless Intelligent Network) modifications needed for billing and provisioning systems.
- Increased accuracy and efficiency of management reporting by eliminating manual processes.
- Improved department efficiency and effectiveness by developing and implementing consistent departmental processes including reporting, hiring, and project management.
- Managed cross-functional teams responsible for creating requirements definitions, developing systems, and implementing projects to compliment the company's product offering.
- Recruited Project Managers to manage WIN projects.

Business Analyst (1998 – 1999)

Coordinated project initialization for Product Development and Network Services business units.

- Developed budgets for all new projects and presented to project board.
- Collaborated with business units to develop project prioritization.

USA ADMINISTRATION SYSTEMS – Overland Park, KS

1996—1998

Project Manager

Managed client projects including conversions, system enhancements, and new client start-ups as a consultant and an employee.

- Enhanced base system for new product line and converted 2 products for major life insurance company including transaction history of more than 100,000 annuity payments.
- Evaluated new products for \$390 million life insurance company and led team to implement.
- Prepared and obtained customer acceptance of each project's Statement of Work (SOW).

COMPUTER SCIENCES CORPORATION (CSC) – Kansas City, MO

1989—1996

Consulted to clients and led development efforts for system enhancements, upgrades, and conversions for client and base systems for insurance administration system.

EDUCATION / TRAINING

M.B.A. - Finance, University of Missouri - Kansas City

B.S., University of Missouri – Columbia

Certified Project Management Professional (PMP), Project Management Institute - 2001

ITIL V3 Foundation Certification - 2009

Security – CISSP Training

ISO 9001:2000 – Internal Auditor Certification

Six Sigma Training including 5-S, Lean Manufacturing, Cost of Quality, Identifying, Mapping & Improving Business Core Processes, ASQ Guide to Process Improvement and Change – Blackbelt Certification in process.

Rational Change Management, Influence and Credibility Skills for Project Managers