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AREAS OF STRENGTH

Areas of Strength Summary:		
Technology Strategy, Architecture, Planning, and Operations	IT Governance & Compliance, Risk Management	Budget/Cost and Vendor Management, Cost Benefit Analysis
Business Intelligence, Knowledge & Information Management, Document and Records Management	Product Evaluation & Selection, COTS Customization & Integration for Flexible Solutions	Organization & staff development (recruiting, retention, team building, productive team structure)
Strategic Analysis, Problem Solving and Planning	Process Improvement and Process Automation	Agile Methodologies (Scrum, Kanban, Scrumban, IT lean)
PMO Creation/Management & Program Management	Project and Product Management	System Design for High Availability & Leading Edge Application Development

TECHNICAL SKILLS

Technical Skills Summary:	
IT Hardware and Technologies	Dell, Fujitsu, Cisco, Virtualization, Cloud, SAN & NAS, RAID, Security Norton, McAfee, TrendMicro, Encryption Technologies,
Management Methodologies	PMI, PRINCE2, Agile, Scrum, Kanban, Scrumban, IT Lean, ITIL, Radical Management, Leankit Kanban
Compliance and Architecture Models	COBIT, TOGAF, NIST Security Standards
Programming Languages:	VB/VBA/VB.NET, C/C++/C#, Perl, Java
Development Tools and Technologies:	Visio, Project, Erwin, Visual Studio.Net, Komodo, Visual Source Safe, PVCS Tracker, PVCS Version Manager, Rational Suite (Requisite Pro, ClearCase, ClearQuest, Project Console, Method Composer, etc.), TOAD, IBM MQ Series, IBM WebSphere Application Server, WebSphere Studio Application Developer, MS SharePoint
Operating Systems:	Windows (Client and Server), UNIX, DOS, VMS
Productivity Software and Office Suites:	SharePoint 2012, Microsoft Office (Word, Excel, Access, PowerPoint, Outlook, Publisher, InfoPath, FrontPage, Groove, SharePoint, OneNote) WordPerfect Office (Lotus 123, Quattro Pro, Paradox, WordPerfect, Corel Presentations), Lotus Notes, Visio, Project
Analytical Tools:	Performance Point, STATA, StatGraphics, SPSS, MiniTab, Matlab (Statistical Packages) G, Dyme, Quest (Economic Modeling Programs)
Relational Databases:	Oracle 9i/10g, SQL Server 2012, MS Access
Security Clearances:	TS/SCI w Full Scope Polygraph (NSA)

EXAMPLES OF TECHNICAL LEADERSHIP EFFECTIVENESS

- Development of automated workflow improves process transparency, illuminated staffing needs and results in quicker time to money on contract
- Reorganized cross-functional technical team to improve utilization resulting in a 15% increase in revenue and improved customer relations
- Tenfold increase in task order value by showing client how collaborative technology could improve their PMO and business processes
- Built relationships across internal, client, and vendor groups to create first CBP Oracle RAC High Availability System
- Architected/Implemented single entry system of record for all project/labor information for professional services – data entered once was securely available to all departments as needed no retyping no question of what data was correct – reduced number of accounting and program control staff by 50%

DETAILED CAREER HISTORY AND TECHNICAL ACCOMPLISHMENTS

National Security Partners, Annapolis Junction, MD 20012 to Present
Chief Information Officer
Columbia MD (2012 to June 2013)
Provided leadership on all aspects of IT for a growing federal consulting firm. Provided IT due diligence over the company's first acquisition/merger. Member of the senior leadership team providing general leadership and guidance for the firm. Used Agile Methodologies to run IT operations and software development.

- Evaluated current status of IT infrastructure and developer an IT strategy, technical architecture and information architecture to support business needs of all functional areas.
- Oversaw physical move of the offices and IT build-out.
- Stood up SharePoint Portal for collaboration.
- Architected and oversaw implementation of new budget and forecast tool.
- Responsible for technical standup of new extranet portal.
- Provided IT Due diligence for first acquisition and drove resulting IT reorganization and cultural change
- Achieved IT goals while managing IT budget at less than half of the industry standard expenditure (per Gartner statistics)

Serco NA/SI International, Washington, DC 2005 to Present
Intelligence Services Business Unit – Technical Support Manager
Columbia MD (2008 to 2012)
Provided leadership on all aspects of IT for the business unit. Advised senior management on IT issues. Improved support from corporate IT by acting as a technical liaison. Provided technical leadership and advice on client issues. Assisted in recruiting technical staff both for client placement and internal teams. Used Agile Methodologies for all Software Development. Specific Results:

- Architected and led implementation effort to create a single system that pulled data from disparate corporate systems of record integrated same with business unit information and program knowledge and provided the whole in a web portal for use in business intelligence, program control, staffing, etc.
- Implemented automated workflows to improve business process and provide transparence and metrics on process and outcomes.

- Implemented knowledge management portal to reduce time for PMs to find information relating to invoicing, deliverables, etc. and provides an electronic repository for information for our end client reducing the impact of their internal bottlenecks
- New tools for handling program control information provide increased transparency and reporting, which decreases the time needed to proof financial information, invoices, etc.
- Led multiple efforts to support clients with tools to improve business process and provide process transparency and automated workflow.
- Created web portal to coordinate knowledge efforts etc. in areas of collaboration, knowledge and information management, and business process automation and management.
- Developed/Augmented partnerships with Kodak, K2, Microsoft etc. to improve technical base for work in this area
- Contributed to teambuilding and mentoring, role descriptions/expectations, policy statements
- Coordinated relationships with corporate support groups (IT, Accounting, Purchasing, Facilities, Contracting, etc.)

Application Development Business Unit – System Delivery Manager
Reston VA (2007 to 2008)
- Led the cross-functional matrixed team to support multiple programs and multiple projects within each program
- Cross-functional team consisted of developers, business analysts, technical writers, testers, installers, helpdesk specialists, configuration management analysts, quality assurance analysts, process engineers, system administrators, database administrators 60+ team members
- Improved utilization of team members by fine tuning assignments and instituting weekly projections of needs from both the point of view of the project manager and of the functional team leads
- Wrote role and responsibility documents to ensure that all team members understood their responsibilities and how those responsibilities meshed with other roles and with the software development life cycle and the project management life cycle
- Managed multiple proposal efforts
- Provide Basis of Estimate for labor costs on multiple proposals – identifying cost savings measures to ensure SI International competitiveness while meeting client needs
- Identified scope changes on various projects that required us to discuss additional costs with the client
- Led and participated in various research efforts to support client requests
- Led staffing efforts to provide top quality team members to support client needs

Consulting Business Unit - Program Management Office Manager at The Office of the Comptroller of the Currency Washington DC (2005 to 2007)
- Increased value of the task order from $.6M to over $4M.
- Lead team of 18 to provide Program Management Office services to the client including portfolio management, project manager support, and project oversight and control.
- Analyzed client needs for a PMO and role of a PMO to assist in aligning systems and projects with business objectives and strategies.
- Created a staffing plan for the PMO identifying needed skill sets, roles and responsibilities.
- Identified goals, roles, and activities for the PMO.

- Created a 90 day rolling wave planning cycle for increasing PMO Maturity.
- Oversaw the project management for 4 mission critical projects ranging in size from $15M to $5M
- Oversaw the creation and institution of processes, standards, policies, and templates for project management.
- Lead continuing education efforts for project managers
- Created a system for portfolio management to keep the portfolio of existing systems and the portfolio of projects aligned with business needs, objectives, and strategies
- Initiated, developed and managed use of Rational Suite for management of all SDLC processes and assets.
- Brought all program aspects into compliance with government regulation and insured that systems being developed would be compliant
- Completed substantial rewrite of SDLC and alignment of SDLC with CPIC, Project and Program management processes
- Responded to task order requests, Wrote Statement of Work documents,
- Provided Review and Quality Assurance on deliverables for multiple simultaneous task orders
- Assisted with financial oversight, projections, staffing and all aspects of contract management with up to 45 concurrent task orders

CIBER, Washington, DC 2003 to 2005
Project Manager at CSC (DHS – CBP) Washington DC (2004 to 2005)

- Produced a vision for the project and sold that vision to the client growing the project from a staff of 3 to a staff of 15 and increasing the number of supported applications from 3 to 7. This project used IBM MQ Series and IBM WAS to provide middleware support between client applications and legacy systems in disparate geographic areas and on disparate platforms.
- Completed Basis of Estimate Analyses for all work.
- All software releases were deployed on schedule and on budget.
- No new software builds for any releases were required during the test phase due to development defects.
- Produced a budget and schedule for the project. Oversaw all aspects of project planning and management.
- Coordinated this project with the projects that it supports, GES 4.0, DCL 4.6, GES-GEC Data Link, GE Centralized Database, DHSES, CBPPASS, SENTRI Pedestrian Lane, PALS
- Produced reports and CMMI artifacts – CBP Weekly, ESB Weekly, CBP Bi-Weekly, SMR, CBP Monthly, Project Status Reports, Meeting Minutes, Peer Review Records, Formal Review Records
- Lead team of 15 in all aspects of the software development life cycle.
- Kept project on budget ($13M) and on schedule
- Managed all procurement and facilities efforts regarding the project
- Supervised design and creation of a data warehouse for operational and process metrics.
- Received consistent praise for building relationships with disparate groups within the client organization.

Application Development Manager at CSC (DHS - CBP) Washington DC (2003 to 2004)

- Configuration Management and Code Reviews: Oversaw all CM processes and chaired code reviews

- Quality Assurance and Testing: Worked with testers and developers to make sure that we tested all aspects of hardware and software to meet functional design requirements
- Network Infrastructure: managed interactions between CSC network engineers and client network engineers to produce an infrastructure design that could be easily transferred to the client environment.
- Database Design and Implementation: Made sure that database design and implementation met standards for both general relational database design and also client functional requirements.
- Training: Oversaw development of training materials and training program for end users in the client organization.
- Process Design and Review: Worked on process design and review to make sure that the design of the project met client needs and was still a project that could be completed with available resources.
- Created an implementation plan that was adopted without change by the client.

BATES WHITE & BALLENTINE, LLC (BWB), Washington, DC 1999 to 2003
Director of Information Services (2000 to 2003)
Served a key role in establishing this economic consultancy specializing in expert witness testimony and support in antitrust, asbestos, and general litigation and transfer pricing issues.

- Developed all operational policies and procedures including help desk documentation, software usage and licensing policies, and Internet and e-mail usage policies.
- Provided support to the client services and operation groups in developing performance evaluation, data management, and interface development tools.
- Facilitated BWB's growth in becoming a firm generating $24 million in annual revenues with four locations and a staff of nearly 150.
- Supervised all phases of the development and implementation of an enterprise wide application, which achieved the following results:
- Reduced the error rate for time and expense reporting by 25%.
- Improved the efficiency of payroll processing and billing by 25%.
- Provided the ability to prepare financial modeling and risk assessments with increased accuracy.
- Created a mechanism for optimal efficiency in allocating staff among projects.
- Supervised five team members in designing and implementing a network to support rapid growth.
- Reengineered data storage and increased backup reliability and efficiency, achieving a terabyte of data storage by moving the organization from an outdated, single tape drive to a 22-tape, faster format unit.
- Reduced telecommunications expenses by 28% for the main office and three satellite offices, while improving the quality of service, by competing the contract among various providers.
- Improved SLAs from internet service provider reducing network delay times between main office and satellite offices resulting in an estimated 10% gain in communications efficiency.
- Established an organizational help desk with responsibility for staffing and supervision and establishing service benchmarks and standards.
- Generated across-the-board efficiencies through the support of a trained help desk staff.
- Ensured that all responses to users were documented to eliminate regeneration of responses to frequently asked questions (FAQs).
- Facilitated cross-functional team communication to develop a software asset management tool.
- Supervised all IT/IS vendor contracts and purchases.

- Served as the technical lead on multiple, simultaneous software development projects with responsibility for requirements gathering, design, development, quality assurance (QA), implementation, maintenance, and change management.
- Oversaw all software asset management from gathering user requirements to evaluating and selecting products, negotiating contracts, and tracking licenses and usage rates.
- Supervised all phases of installation, maintenance, and data migration for the largest Summation database (Db) ever created and maintained, which stores approximately three million documents and seven million images.
- Reengineered the document maintenance process from a highly paper intensive approach to an easily managed process that added significant value to the firm's client support services.
- Supported client attorneys, through extensive use of the Db, in winning one of the decade's largest antitrust cases.
- Supervised all phases of the SDLC including business case, requirements gathering, design, implementation, and deployment of a knowledge management tool to support decision making regarding analysis strategies and data needed to support those strategies.
- Managed multiple extraction, transform, and load (ETL) efforts to ensure consistency and clarity for all incoming documentation from defendants and plaintiffs for numerous projects.
- Led all SQL 2000 and Oracle 9i Db administration (DBA) and management information systems (MIS) analysis and acted as backup DBA/MIS for all projects.

IT Consultant – Data Management and Analysis (1999 to 2000)
- Improved the staff's ability to analyze data and prepare presentations for an antitrust project by using Visual Basic for Applications to add capability and automation to an Access Db used to evaluate monetary damages.

PREVIOUS PROFESSIONAL EXPERIENCE

Independent Consulting Work
    IT Infrastructure Consultant, Radius Realty Group, Silver Spring, MD   1999 to 2000
    Application Development, AT Kearney, Alexandria, VA   1999 to 1999
    Application Development, Logistics Management Institute (LMI), McLean, VA   1996 to 2000
    Application Development, Telemarketing Firm, Denver, CO 1988 to 1989
    Application Development, Student Affairs, University of Rochester, Rochester, NY 1987   to 1988
    Application Development, WRUR, University of Rochester, Rochester, NY   1986 to 1987
    Application Development, Canton Electronic, GMBH, Taunus, West Germany   1986
    Application Development, Strong Memorial Hospital–Biology Research Lab, Rochester, NY 1985 to 1986
    Application Development, Financial Aid Office, University of Rochester, Rochester, NY 1984 to 1985
    Application Development, The Sound Environment, Lincoln, NE   1983 to 1984
Academic Environment Work
    Research Associate/Instructor, University of Maryland, College Park, MD   1994 to 1999
    Application Development, University of Denver, GSIS, Denver, CO 1989 to 1990
Full Time Employment Arising from previous internship
    Research Associate, Institute for Defense Analyses, Alexandria, VA   1990 to 1996
    Summer Intern, Institute for Defense Analyses, Alexandria, VA   1987, 1988, 1989

Volunteer Work

Board Member, Trail Riders of Today, Central, MD   1998 to 2000