

QUALIFICATIONS SUMMARY:

Senior-level project manager with a broad ranging skill set and 20 years of experience in managing complex contracts with up to 50 personnel (both on and off-shore) and up to \$10 million per year in billings. Participated in the development of proposals of up to \$45 million per bid.

- Change Management
- Risk Assessment
- Internal Controls Improvements
- Business Process Analysis and Reengineering
- Internet and Database Development and Implementation
- Client Management and Business Development

Extensive knowledge of and experience in the Federal, state and local government contracting sectors, with a specialty in systems modernization for taxation and benefit systems. Outstanding supervisory and client management skills in the development, testing, and launch of highly complex systems.

EDUCATION:

- BA Economics and Political Science, University of Connecticut May 1992

SOFTWARE & CERTIFICATION:

- Expertise with all Microsoft products, Business Objects, Rational Rose, Requisite Pro, and Provision.
- Certified trainer for “Leading Organizational Transition” by Linkage Inc. January 2004

WORK HISTORY:

BearingPoint and Deloitte Consulting, (Boston, MA) – Senior Manager August 2005 to Present
(*BearingPoint was acquired by Deloitte Consulting in May 2009*)

- Managed transition of the entire unemployment insurance modernization project and project team of 40 consultants for the Massachusetts Department of Workforce Development Division of Unemployment Insurance from BearingPoint to Deloitte Consulting during the acquisition. Continue to manage this highly complex project to develop and redesign both the business and technical specifications for the new unemployment system:
 - Manage the client relationship, present design issues to client leadership, present updates, and act as their day-to-day primary contact.
 - Management of the composition of all design deliverables
 - Lead Project Management Organization in the construction of detailed project work plan
 - Train new Deloitte team members for Joint Application Development (JAD) tasks
 - Create strategy for addressing integration areas between subsystems and other systems
 - Provide leadership in creating Service Level Agreements (SLAs) with other systems and agencies
 - Facilitate and lead regular team and business analyst meetings
- Support business development activities for the Deloitte Consulting labor practice, and act as lead for the company’s expansion into the higher education line of business.
- Helped the Deloitte Labor practice to bid, present and eventually win two large system integration projects for the states of Florida and New Mexico, implementation of which allowed the states to more accurately calculate taxes due from employers.

- Managed a team of 30 in the development and launch of a multifaceted modernization project for the Minnesota Department of Employment and Economic Development (DEED), which collects insurance premiums from employers. The project was successfully delivered on-time and on budget.
 - Developed a change management plan for system deployment
 - Developed a communication plan between the BearingPoint and DEED staff;
 - Devised various use cases to support development of software modules
 - Reviewed and approved all project deliverables to ensure consistency of work products

Unisys (Washington, DC) - Project Director

June 2002 to July 2005

- Provided data and other input to senior management team on bid decisions.
- Facilitated all change management proposals produced by the group.
- Worked closely with client relationship managers to develop new and potential clients.
- Served as director of the business process redesign and change management team reporting to the Federal Government Group.
- Served as lead manager on development of a business process redesign and change management community of interest, including development of website content, training, internal communication between teams, and running monthly meetings.
- Developed the Skills matrix for Unisys Federal Government Group management to assist staff in designing their career development plans.
- Provided input to the technology review board of the General Services Administration (GSA) for consideration in the acquisition of an enterprise-wide contract/billing system. This work included the facilitation of working groups to discover the processes the proposed system would support and drafting of the organizational needs document for the GSA technology review board.
- Provided support to the TSA leadership in the roll-out of their System Development Lifecycle for the agency, including the development of a strategic plan for TSA technology infrastructure.

Andersen (Washington, DC) – Experienced Manager:

August 1996 to June 2002

- Sold >\$8M in follow-on and new work in four years.
- Served as a lead manager on the first integrated solutions engagement for the office: one of Andersen Business Consultant's (ABS) largest engagements worldwide (>\$12M over four years).
- Managed multiple job budgets with zero overrun history.
- Provided services to Federal, state and local clients in a variety of activities including change management, business process improvement, knowledge management, software selection and Internet technologies.
- Supported business development activities of the ABS office.

KPMG (Washington, DC) - Senior Program Analyst

October 1992 to August 1996

- Prepared and implemented strategic plans and process modeling in several engagements for the Department of Defense related to the flow and transfer of major weapon systems to foreign governments. Implementation of the system resulted in performance improvements for the client, including a 50% reduction in response time by the Department of the Navy.