

[REDACTED]

U.S. Citizen

Federal Employment History:

Pay Plan: 2210 / Series/Grade: GS-15 • 11/2003 to Present

Information Technology Program Manager Profile

Dynamic thought leader and IT evangelist with 18 years of success promoting technology adoption, integration, and security within Federal Government while fostering culture of service excellence.

WORK EXPERIENCE

Department of Health and Human Services, Washington, DC, USA. Supervisor: Jeff Johnson (202.690.6426).
Ok to contact? Yes. Hours Per Week: 45.

Director – Grants.gov Program Management Office (PMO) (12/2012 – Present)

Key Skills: Human resources, IT integration, cross-functional team leadership, cyber-security, reporting, strategic partnerships, operational leadership, strategic roadmaps, employee engagement, hiring, mentoring, performance reviews, Scrum / Agile / SAFe.

Administrate 24/7 shared service for 250K global applicants and supporting all grant-making agencies totaling 6K+ opportunities valued at \$120B+ per year. Ensure interruption-free operations for web portal receiving 3M+ hits while concurrently orchestrating support for 10K+ helpdesk calls per month. Lead team of 10 federal employees and 70+ contractors to provide outstanding customer experiences. Address budget requests, status of funds, and strategic development efforts during stakeholder and governing board meetings. Promote strategic partnerships with commercial organizations, individuals, and 26 Federal agencies to enhance functionality of Government's fourth most-visited website. Recruit, hire, and train team members, providing performance reviews and individual development plans to enhance productivity and quality. Demonstrate proficiency in user-centric design using standard (UCD) methodologies while supporting transition from brochure-type website to dynamic website format focused on citizen need.

Selected Contributions:

- Trusted subject matter expert (SME) regarding Federal Government grant lifecycle including regulation, policy, outreach, and system management.
- Led transformation project using leading technologies and methodologies such as micro-services and containers to establish "one-stop shopping" for information regarding grants.
- Increased O&M budget from \$12.9M to \$14M and secured \$38M additional capital investment funds for shared service system.
- Transformed organization through adoption of Agile with SAFe methods enabling iterative deliveries based on two-week sprint cadence with daily standups, backlog grooming, sprint planning, and demos.
- Spearheaded cyber risk management initiative and contribute to monitoring of ATO pilot focused on establishing cost-effective security controls and efficient use of limited resources.
- Hired very diverse workforce celebrating gender, culture, race, military service, sexual orientation, and socioeconomic diversity including 50/50 gender enabling robust conversations on IT-related issues, employee empowerment, and zero turnover.

Department of Health and Human Services, Washington, DC, USA. Supervisor: Karl Alvarez (202.690.6426).
Ok to contact? Yes. Hours Per Week: 45.

Deputy Director (9/2011 – 12/2012)

continued...

Key Skills: Relationship building, strategic planning, budget administration, funding, Statements of Work (SOW), Requests for Proposal (RFP), Requests for Information (RFI), reporting, leadership.

Articulated shared service program core functionality and aligned goals to HHS strategic vision through development and implementation of strategic plan focused on elevating citizen experiences. Established vision and united team, driving personal accountability for program success through individual goals and objectives. Strengthened business case for adoption of Grants.gov as E-gov initiative across all stakeholders by conducting expansive research on grant policies, procedures, regulations, and best practices. Nurtured relationships with senior HHS leadership to secure additional funding for Grants.gov initiatives.

Selected Contributions:

- Implemented critical, high-priority features to meet customer needs such as rapid grant application, searches for a diverse variety of grant types, and system stability.
- Packaged list of enhancements, made compelling presentations to various governance boards and HHS leadership, and led development and implementation unlocking more funding for future enhancements.
- Captured substantial cost savings by simplifying budget spending through consolidation of contracts based on individual task roles and responsibilities.
- Served as Lead Technical Evaluator and then COR for \$13M worth of contracts, leading acquisition plan for follow-on, extension, and re-compete contracts including SOW, RFI, RFP, IGCE, and OCI.
- Led government-wide working group to transform funding algorithm of O&M to fee-for-service model.
- Enhanced system management and operations by implementing new mechanism to call in funding and obligations from 26 agencies using Grants.gov.

Department of Health and Human Services, Washington, DC, USA. Supervisor: Amy Haseltine (202.264.1152). Ok to contact? Yes. Hours Per Week: 45.

IT Supervisor (8/2010 – 9/2011)

Key Skills: IT implementation, cloud computing, key performance indicators (KPI), reporting, data management, rapid application deployment, ITIL, key stakeholder relations.

As the senior accountable official for Grants.gov program with all applicable Federal technology-related executive orders, OMB directives, and NIST standards, provided strategic technical direction to advance operational improvements. Implemented metrics dashboards, data management, cloud computing, and hot deployments. Streamlined processes by guiding transition from Waterfall to rapid application development cycle and transitioning service delivery function to ITIL practices.

Selected Contributions:

- Stabilized system to remediate persistent problems by breaking releases up from 4 to 12 to facilitate system management, implementing new architecture with properly configured VMware, and removing outdated legacy libraries to enable suitable coding.
- Positioned Grants.gov as service broker, created service catalog, defined KPIs, and implemented rigorous cost management.
- Introduced new cloud-based process and tool to pare down change management requests from 2.5K to 200 by organizing of key details such as relevance, sponsor, and stakeholder documentation.
- As ISSO for Grants.gov, brought outdated system into full security compliance by building blended team to maintain and enforce compliance, clean backlog, and set up new security processes.

National Institute of Allergy and Infectious Disease, Bethesda, MD, USA. Supervisor: Alex Rosenthal (301.594.7368). Ok to contact? Yes. Hours Per Week: 45.

Program Manager (12/2007 – 8/2010)

Key Skills: Goal setting, strategic partnerships, document management, ITIL, protocols, team leadership.

Created and implemented strategic plan honoring executive initiatives, set transparent objectives, and provided comprehensive status reports. Motivated and guided multidisciplinary team of 15 to facilitate product integration between several branch offices enabling comprehensive document management solution for NIAID labs. Administered enterprise document and record management solution at NIAID.

Selected Contributions:

- Introduced unique projects such as training certification system to automatically monitor certificate expirations and provide transparent workflow for staff requiring active certification.
- Established SOW, RFP, IGCE, and evaluation criteria to create new five-year, \$30M program contract.
- Developed and administrated portfolio and service catalog for 100+ project based on ITIL framework.
- Provided meaningful contributions to implement HHS Enterprise Performance Life Cycle (EPLC) effort.

Environmental Protection Agency, Washington, DC, USA. Supervisor: John Hovell (202.272.0167). Ok to contact? Yes. Hours Per Week: 40.

System Architect/Technical Lead (11/2003 – 12/2007)

Key Skills: Mentoring, training, system architecture, procurement, platform design & configuration, reporting, budgeting, meeting facilitation, policies & procedures, vendor relations.

Devised project plans, tracking schemas, and metrics and delivered regular reports to senior management to deliver initiatives on time and within budget. Meticulously planned workflows to optimize costs and reviewed contract work for quality and completeness. Coached and mentored junior team members to promote confidence in resolving technical issues and enhance customer experiences.

Selected Contributions:

- Developed and administrated system architecture for multi-million-dollar Integrated Compliance Information System (ICIS) to modernize management of 30M records with up to 7M new transactions each year.
- Enabled state-level electronic submission of compliance data through purchase, design, configuration, and implementation of ICIS platform.
- Configured BI tool to provide robust, essential reporting based on industry pollution data.
- Established standard Memorandum of Agreement (MOA) for EPA data center use with other program offices within EPA.
- As Alternate COR for ICIS, reviewed and approved invoices, providing direction in absence of COR.
- Initiated and chaired Configuration Change Board comprised of technical staff and stakeholders to gather requirements and prioritize features.

Additional Experience:

President ~ Avantech, Inc., Vienna, VA

IT System Manager ~ ICF International, Fairfax, VA

Senior Strategic Analyst (Consultant) ~ Department of Commerce

Technical Project Manager (Consultant) ~ Dept. of Housing and Urban Development

Senior Business Analyst ~ Basically Computer, Inc.

EDUCATION

Master of Business Administration – International Business

American University, Washington, DC

Bachelor of Science – Computer Information Systems / Management

York College of Pennsylvania, York, PA

JOB-RELATED TRAINING

- Certified Agile Product Owner, 2018
- The Federal Executive Institute - Leadership in a Democratic Society, 2016
- Executive Development: Leading Change, 2013
- ITIL Expert Certification, 2012
- Project Management Professional (PMP), 2006
- Contract Officer Representative (COR), 2003

REFERENCES

[REDACTED]

[REDACTED]

[REDACTED]

ADDITIONAL LANGUAGES

Swedish: Spoken (advanced), Written (advanced), Read (advanced)

PUBLICATIONS/PRESENTATIONS

GartnerGroup interview for Document Management, 2009

ADDITIONAL INFORMATION

Awards:

- FedHealthIT 100 Awardees winner, 2017 – 2019
- FedHealthIT Innovation Award, 2019
- DMI Digital Leader Award, 2019
- NGMA – Distinguish Service Award, 2018
- HHS OGAPA Outstanding Collaboration, 2017
- Affirm Leadership Digital Services winner, 2017
- FedScoop 50 Finalist, 2017
- HHS QSI, 2015
- AFCEA Excellence Award Finalist, 2015
- NIH Director's Award, 2014
- OpenText GlobalStar Overall Strategic Winner, 2009

"I certify that, to the best of my knowledge and belief, all of my statements are true, correct, complete, and made in good faith."