

Summary

Over 15 years of experience in a variety of roles in the financial services, manufacturing, distribution, time management, retail, and professional sports industries. Expertise revolves around the areas of IT project management, business and systems analysis, and process improvement.

Experience**Science Applications International Corporation (SAIC)**

Consultant | July 2007 to Present | Salt Lake City, UT

Responsible for managing a portfolio of concurrent digitization projects for the Utah Department of Community and Culture (DCC). Working with DCC executives to provide training and implement processes designed to improve the utilization of DTS agency resources.

Working with Utah State Archives to develop an enterprise-wide, long-term electronic records management strategy for Utah state government agencies.

Vision Technology Services

Consultant | May 2006 to June 2007 | Owings Mills, MD

Responsible for the project management and systems analysis of two concurrent and interdependent software upgrades. Responsible for the project initiation and analysis phases for a software development and systems integration project. Responsible for the analysis and testing of an extensive software enhancement project.

Served as liaison between business clients, development team, and management to clarify and manage scope, elicit and document requirements, communicate status updates, prioritize and organize workflows, create and execute test plans, supervise code promotions, and improve the process methodology.

The Washington Redskins

IT Project Manager | March 2005 to May 2006 | Landover, MD

Served as one of two senior information architects for the following projects: redesigning Redskins.com to revolve around multimedia content, the creation of "Redskins TV", and purchasing a large fan-based Redskins message board and integrating into Redskins.com. Responsible for managing a number of large, concurrent IT projects during the off-season including installing and integrating MasterCard's RFID-enabled *PayPass* readers throughout FedExField; creating the first Windows XP Media Center Edition "channel" for a professional sports team; bringing an HDTV signal to and throughout FedExField and integrating with the existing MATV system; implementing a document imaging system for Ticketing; overseeing the analysis, RFP, and vendor selection process for an enterprise-wide CRM system. Served in an internal consulting role for selecting and converting to a new fulfillment house for Redskins.com retail transactions and integrating the two back-end systems.

Responsible for managing the FedExField point-of-sale system (at the time, the largest single site system of its kind in the country) during the season.

Legg Mason Wood Walker

IT Project Manager / Business Analyst III | December 2003 to March 2005 | Owings Mills, MD

Responsible for representing Operations on software projects placing .NET interfaces on legacy applications. Also responsible for auditing SEC Reg. 240-17a(3) compliance across all information systems and serving as internal subject matter expert on the same. Member of small internal consulting team responsible for creating custom applications to automate and streamline workflows for several Operations divisions.

Northeastern Supply

Web Project Manager | February 2001 to December 2003 | Baltimore, MD

Responsible for managing all web-related projects in the company including expanding functionality, interfacing with clients on how to migrate from manual to online ordering, and creating and expanding a company intranet. Also responsible for the training and implementation of the warehouse management system for a new distribution center.

Lean Consulting

January to February 2001 | Baltimore, MD

Responsible for implementing Lean manufacturing techniques into a wholesale/retail spice operation.

T. Rowe Price

Intern in Technology Services Customer Interactive Support Group | January 2001 | Owings Mills, MD

Responsible for usability testing on an upcoming web product. Also suggested a number of improvements in the existing automated phone system as well how to integrate visual tools into their overall testing process. Selected as employee of the week and one of three interns to review and summarize the test data.

Legg Mason Wood Walker

Intern in Private Client Group Marketing Department | June to August 2000 | Baltimore, MD

Responsible for market research and basic statistical analysis to develop a report suggesting target marketing areas for the department. Created template for future market research efforts. Wrote seven articles for the internal magazine *Impact*.

Franklin Covey

Product Consultant | July 1999 to January 2001 | Towson, MD

Responsible for teaching Palm Basics classes to store clients. Created a free, "tip-of-the-week" email service for those who attended the class which evolved to the Palm Place web site. Ranked number five in the U.S. for Palm sales in May of 2000.

Bank One

Relationship Manager | October 1997 to January 1999 | Salt Lake City, UT

Responsible for managing all relationships with high net worth clients as well as the sales results of the branch. Received Series 6 and 63 investment licenses. Generated over \$2.7M in business in 1998. Developed a new planning and filing system for Relationship Managers that was incorporated into new hire training.

American General Finance

Branch Manager | July 1994 to August 1997 | Salt Lake City, UT

Responsible for all aspects of managing the branch. Received Property/Casualty Insurance licenses. Increased sales from approximately \$20K to \$110-115K monthly. Reduced average processing time from approximately eight hours to 20 minutes.

Transamerica Financial

Assistant Manager | July 1993 to July 1994 | Orem, UT

Received Life / Disability insurance license. Consistently ranked among the top five producers in the district.

HCG Financial

Leasing Coordinator | November 1991 to July 1993 | Salt Lake City, UT

Responsible for all leasing sales. Developed and implemented new marketing plan. Developed new bankcard processing product. Edited two company newsletters. Managed small IT projects.

Education

Masters of Science in Information and Telecommunication Systems

Johns Hopkins University | May 2006 | 3.76 GPA

Agile Project Management Certification

October 2005 | Washington, D.C.

Bachelor of Arts in Interdisciplinary Studies

(1/3 Business, 1/3 Corporate Communication, 1/3 Applied Information Technology)

University of Baltimore | January 2001 | Cum Laude

Memberships

Member of the Project Management Institute
Member of the Agile Project Leadership Network
Member of the American Society for Quality