

PROFESSIONAL SYNOPSIS

The individual is a certified project manager with strong experience and expertise in the health and human services industry, state government sector, and project management techniques. Possesses strong facilitation skills with the ability to tailor messages to fit the audience’s experience level. Excels at eliciting requirements based on client’s business processes, policies, and needs, and has the ability to grasp strategic level vision and needs and tailor projects which push toward this direction. The individual is a skilled leader of in-person, virtual, and combination teams. Is also highly competent in day-to-day project management duties. Other strengths include highly developed problem-solving skills, creating and delivering high-quality presentations and excellent communication skills.

KEY SKILLS

- Facilitation
- Project Management
- Project Management Body of Knowledge (PMBOK®)
- Oral & Written Communication Skills
- Consumer Relations Skills
- Public Welfare System

<p>Education:</p> <ul style="list-style-type: none"> • <i>Master of Arts (MA) Industrial and Organizational Psychology, Chicago School of Professional Psychology – 2012</i> • <i>Bachelor of Science (BS) Major: Psychology, Minor: Gerontology, York College of Pennsylvania (Magna cum Laude) – 1997</i> <p>Training and Certifications:</p> <ul style="list-style-type: none"> • Change Management Professional Certification – 2018 • Six Sigma Yellow Belt – 2018 • Lean Six Sigma Champion Certification - 2018 • Project Management Institute, Project Management Professional (PMP®) Certification – 2010 • Certified ScrumMaster® - 2017 • Certified SAFe® Agilist - 2017 <p>Software/Technology:</p> <ul style="list-style-type: none"> • Microsoft Office Suite 	<p>RELEVANT EXPERIENCE</p> <hr/> <p>Engagement Manager 11/2015 – Present PennDOT</p> <p>Pennsylvania Department of Transportation has contracted Momentum to provide Business Analysis services to support the enhancement of Pennsylvania Department of Transportation internal Business Analysis Methodology and to mentor and guide the Pennsylvania Department of Transportation analysts as they support their customers. The individual functions as the Engagement Manager between the Pennsylvania Department of Transportation contract management and Momentum on the contract. Responsible for designing all processes, procedures, and templates; planning, staffing, status reporting, training, and implementation of the executed purchase orders; and managing partner relationship. Additionally, the individual mentors Business Analysts, supervises multiple teams performing feasibility studies and solution assessments, facilitates strategic planning and application development support, and maintains resource succession planning. As the Engagement Manager, the individual provides consulting on all aspects of the PennDOT Software Development Lifecycle (SDLC) in all its Deputates, assures quality and timely delivery complying with the contract’s SLA Agreement standards, and governs reporting to the Department.</p> <p>The individual is responsible for managing the entire client experience for a broad-scale contract and serves as the main point of contact for the client and provide routine updates to keep the client representatives informed of project status. In this role, the individual provides leadership to a team of approximately forty business analysis consultants. Also serves as the primary escalation point for the contract and works with consultants to identify and manage risks. The individual ensures that all consultants on the contract share a common understanding of the client’s expectations and</p>
---	--

- MS Project
- MS SharePoint
- DocuShare
- Clarity
- Open Workbench

monitor deliverables to guarantee the highest quality work possible for the client. Identifies and pursues new opportunities for growth within the contract. Works closely with client representatives to scope and plan project work and to identify and plan resources by understanding the client's specific needs and requirements. The individual participates in recruitment and resource planning efforts for consultants and onboards and trains new business analysts.

**Project Manager
DOH**

05/2012 – 11/2015

The individual served a dual role as a portfolio manager and change manager for a bureau-wide transformation initiative. Analyzed business processes, workflow, and staffing needs. Recommended and implemented solutions to increase efficiency and productivity. One solution saved the client over eighty staff hours within the second week of execution.

As a portfolio manager, the individual managed a portfolio of over fifty projects, ensuring that client needs were identified and prioritized based on strategic fit, resource needs, and interdependencies with other projects. In addition, the individual monitored projects and smaller initiatives to ensure they remained on schedule, to identify and to prevent or mitigate risks, and to ensure that progress toward the strategic vision continued. Identified, assessed, and managed risks to the portfolio. By pushing incremental improvements and offering a flexible approach to project development, the portfolio was able to realize short-term wins and reduce a backlog of operations work by 50% in two months.

As a change manager, the individual worked with staff to guide them through their reactions to change and to ensure they were ready for change. Provided coaching and mentoring to the supervisors and leaders within the bureau to improve their management of staff through the change process. The individual provided training on topics ranging from customer service to process improvements, within the broader scope of the bureau transformation.

**Project Manager
Department of Human Services
Office of the Secretary**

07/2004 – 04/2012

The individual managed a portfolio of projects and directly administered multiple complex projects that impact multiple agencies within the Department. Actively participated in strategic planning and project selection processes, and served as a junior project manager on a strategic reform project to identify major initiatives which would push the new administration's strategic vision and agenda for the Department. Projects included:

- Development and implementation of senior staff onboarding program.

- Strategic management of employment and training reforms to promote a work first philosophy through major programmatic reforms, culture change and organizational restructuring.
- Oversight of departmental efforts to implement the Patient Protection and Affordable Care Act.
- Enhancement of a department-wide emergency planning process.

Office of Long-Term Living (OLTL) Project Management Office (PMO)

The individual administered multiple projects and managed the day-to-day operational and tactical aspects of each project to ensure successful project delivery. Analyzed existing programs, processes and projects, and recommended improvements based on findings; provided leadership and direction to project teams, and facilitated conflict resolution and team building; provided training to internal staff on a variety of topics such as user training for various software programs and training on project management methodologies; and served as the office’s program manager for the Home and Community Services Information System (HCSIS), leading multiple projects to expand or modify portions of the system. The individual tracked an ongoing program change request list and prioritized revisions for development and implementation, working closely with design and development teams throughout the system development life cycle. Advised agency leadership of impacts to the system and promoted the agency’s strategy and needs in larger cross-program office meetings. Projects included:

- Design and implementation of Services My Way, Pennsylvania’s cash and counseling program.
- Development and implementation of a provider search engine for home and community-based programs.
- Development and implementation of several training programs targeted for both internal staff and stakeholders.
- Spearheaded efforts to procure key services, such as an independent enrollment broker, for home and community-based programs.

Office of Social Programs (OSP)

The individual provided technical assistance and directly supported a variety of special projects, initiatives, cross-systems issues, and stakeholder relations, including the following:

- Served as coordinator for the Community Living Advisory Committee, building strong relationships with numerous stakeholder and provider groups serving the disability community in Pennsylvania.
- Assessed existing policies, standards and performance measures, and recommended improvements to streamline consumer satisfaction and business effectiveness.
- Evaluated organizational structure, team methodologies and management processes, and recommended improvements or efficiencies based on findings.

- Coordinated and facilitated stakeholder sessions and regular advisory committee meetings.
- Led projects to administer an annual satisfaction survey to all client recipients for three consecutive years. Duties entailed leading a team in developing the survey, facilitating distribution, design and development of a response tracking system, and final analytical reports.
- Served as internal project lead for the development of a case resolution database. Primarily involved in eliciting requirements from the project sponsor, end-users and other stakeholders, participating in testing and implementation as necessary. Developed final reports evaluating the project and the effectiveness of the database.
- Served as project manager in local adoption of FileNET to bring all hard copy historical records into an electronic content management platform.

Transition Coordinator

10/2001 – 6/2004

Pennsylvania Transition to Home

As the Transition Coordinator, the individual facilitated the transition process and advocated for consumers desiring to move from a nursing facility to a home in the community. Assessed and identified consumer needs and abilities, addressed identified needs by collaborating with local providers and resources, provided support and guidance to consumers, and provided training to families and business partners.

**Meadows Coordinator
Country Meadows**

01/2000 – 09/2001

As the Coordinator, the individual managed the day-to-day operations of a 70-bed dementia unit and assured smooth operation of the unit. Interviewed, hired, and supervised personal care assistants and activity assistants working on the unit, created schedules and ensured that staffing requirements were met, maintained the budget for the unit, evaluated work flow and daily schedules, and refined processes to improve efficiency and customer satisfaction.