

# JIM HARRIS, PMP

555 Roger Way, Haverty, MD 20745

555-555-5555 (M)

jharris@yahoo.com

## SENIOR IT PROJECT MANAGER

*Implementing Project Management Best Practices to Optimize IT Operations*

**Senior IT Project Manager** highly skilled in employing project management frameworks to improve business processes and leverage technology to maximize business effectiveness. Comprehensive experience integrating and aligning complex IT programs with business strategy as project manager, strategic planner, business analyst, IT consultant, and project management liaison for private (including Fortune 100) and state, local, and federal government sectors. Entrepreneurial skills with proven ability to develop new business/support client capture. PMP certification and Secret Security Clearance.

### Business Management Areas of Expertise

**Process Improvement & Integration | Internal Controls Assessment | Strategic and Tactical Planning | Business Development & Capture Management | Charter Development | Team Recruitment & Development | Requirements, Scope, Stakeholder Management | Software Development Life Cycle | Joint Application Development**

### Technology Specialties

**Microsoft Dynamic CRM | IBM Rational Unified Process**

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## PROFESSIONAL EXPERIENCE

**DSC, Washington, DC**

2013-Present

### Senior Project Manager/Business Analyst

Recruited as Microsoft Dynamic CRM expert/contractor to assist operations and engineering office of Transportation and Security Administration (TSA). Obtained PMP credential and transitioned as senior project manager to PMO office to serve on \$350M Information Technology Infrastructure Program (ITIP). Contributions:

- *Operations & Engineering Office:* Introduced project management framework into operations and engineering office to streamline, provide structure and scheduling to manage multiple maintenance projects to meet workload demand.
- *Project Management Office:* Manage \$2M project budget as part of ITIP program. Collaborate with TSA IT office to install and maintain IT infrastructure, identify project scope, build PM plan, develop requirements, oversee scheduling, and assign resources.

**SSR INTERNATIONAL, Washington, DC**

2012-2013

### Senior Strategic Planner

Hired as subject matter expert to guide management and oversee use of Balanced Scorecard framework and methodology to develop strategic plan for Defense Center of Excellence (DCOE) for Psychological Health and Traumatic Brain Injury. Contributions:

- Developed DCOE strategy including performance metrics required to affect change and align performance with strategic objectives.
- Instituted and built first-ever project schedule to create milestones, streamline process, and keep planning process on track.

**THE DISTRICT OF COLUMBIA, Washington, DC**

2010-2012

### Independent Contractor/Senior Project Manager

Independent contractor for the Office of Chief Technology Officer (OCTO) and full-time portfolio project manager for Fire and Emergency Management agency. Managed \$2.5M in assets. Contributions:

- *Department of Employment Services:* Developed agency strategic plan and implemented Microsoft Dynamics CRM system to manage relationships with potential employers.
- *Office of Chief Technology Officer:* Streamlined and increased efficiency in meeting internal agency IT demands by implementing Microsoft Dynamics CRM system to manage work flow.
- *Fire and Emergency Management:* As portfolio manager, introduced and led implementation of the IBM's Rational Unified Process (RUP) to incorporate technology into new forensic lab. Created scope definition and project charter to help ensure timely completion.

**THE CENTER FOR GOVERNMENT MANAGEMENT, LLC, Washington, DC**

2008–2010

### Principal/Managing Partner

As owner, launched and led firm providing business process improvement and internal controls assessment to local government agencies and nonprofit organizations. Revenue: \$165K. Clients included National Minority Aids Council, Newport News Housing Authority, and Virginia Department of Transportation. Selected agency highlight:

- *The Community Preservation and Development Corporation:* Increased productivity through process integration for non-profit affordable housing agency. Guided agency in determining current state and "to be" state and built program evaluation best practices methodology to evaluate program effectiveness. Trained agency on using new software to best advantage.

### **STRATEGIC BUSINESS PARTNERS, LLC - GOVERNMENT SERVICES DIVISION**, Chicago, IL

2007–2008

#### **Director**

Established new government division for Chicago-based business process consulting firm by capturing government- related business in DC metro area. Developed and executed strategic plan and policies, procedures, and methodologies. Aligned division goals and objectives with corporate strategic plan. Identified and secured new business opportunities, managed existing accounts, and reported on operational performance. Contributions:

- Recruited 8 staff and managed 2 teams of internal auditors. Presented results and recommendations to CEO.
- Drove sales of new internal controls assessment offering to just under \$1M within 10 months of inception by securing work in 5 state government agencies in Virginia.

### **ENLIGHTENED/FANNIE MAE CORPORATION**, Washington, DC

2006-2007

Short-term senior project management and business analyst positions with Enlightened (2007) and Fannie Mae (2006-2007). Highlights:

- *Enlightened*: Developed strategic plan for U.S. Department of Veterans Affairs Office of Technology. Created Performance Accountability Matrix for strategic and tactical reporting to improve service delivery.
- *Fannie Mae*: As member of internal audit team, implemented state-of-the-art change management process based on Rational Unified Process (RUP) to comply with Sarbanes-Oxley Act of 2002 (SOX).

### **HOME Banc MORTGAGE CORPORATION**, Atlanta, GA

2002-2006

#### **Senior Project Manager**

Managed SOX compliance project by developing project charter, project plan, and creating infrastructure using COSO framework. Contributions:

- Implemented industry best practices within PMO that led to creation of the Strategic Management Office (SMO). Trained 4 senior project managers and 2 junior project managers in using DMAIC business process improvement techniques.
- Contributed to creation of new \$700M revenue stream by collecting, analyzing, and sharing data with senior management on multicultural buyers, which led to expansion into previously untapped market.

*Early career*: Owner, Harris & Associates, IT/ software programming consultant for government agencies and Fortune 100 companies. Clients included Master Card International, The Coca-Cola Company, and AT&T.

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## PROFESSIONAL PROFILE

<b>Certifications:</b>	<b>Project Management Professional (PMP) Certification</b> , Project Management Institute
<b>Education:</b>	BS, Southern Illinois University, Edwardsville, IL
<b>Technology Skills:</b>	MS Project, MS Dynamics CRM, Clear Quest for Windows, IBM Rational Unified Process (Rational Clear Quest, Rational Rose, Rational Clear Case, Rational Requisite Pro, Rational Requisite Pro, Rational Rose), HTML, VBScript, Mercury Test Director (Functional Testing), SQL Server database, Microsoft Visio, Microsoft Access, Microsoft Excel, Microsoft PowerPoint, Microsoft Word.
<b>Affiliations:</b>	Member of the Project Management Institute, Washington, DC Chapter
<b>Security Clearance:</b>	Secret (Current)