

PROFESSIONAL SUMMARY

Vision-driven change agent with expertise spanning executive leadership, corporate and government consulting, and end-to-end project management success

Accomplished and results-oriented executive highly regarded for spearheading the planning and execution of large-scale consulting engagements, driving the growth and sustainability of client businesses, and creating innovative solutions to complex business problems. Dedicated leader with a proven history of guiding projects from conceptualization to delivery, including technology integration, audit compliance, modernization, and business process improvement initiatives. A keen ability to strengthen client retention and satisfaction by proactively identifying needs and establishing rapport. Demonstrated ability to prioritize and manage multiple projects simultaneously, foster long-lasting relationships with colleagues and stakeholders, and thrive in fast-paced, collaborative, and diverse environments. Certified Project Management Professional (PMP) and Secret Security Clearance.

SELECTED HIGHLIGHTS

- Played a key role in organizing efforts to transition the Defense Logistics Agency (DLA) to an audit-ready state by tracking key initiatives, advising senior leadership, and managing a data migration of agency-wide notice of findings and recommendations (NFRs) with related corrective action plans (CAPs) to a newly selected system.
- Provided guidance and leadership on strengthening OMB (Office of Management and Budget) A-123 and audit compliance.
- Bolstered Verizon customer experiences by strategically supporting the Personal Account Manager program.
- Liaised with IBM teams to strengthen system readiness and technical components.
- Owned accountability for the Clarizen project management scheduling tool for the Defense Logistics Agency, including improving & managing system controls, tracking progress, and troubleshooting issues.

CORE COMPETENCIES

- | | | |
|------------------------------------|---|----------------------|
| • Customer Relationship Management | • Corporate & Government Consulting | • Project Management |
| • Management Consulting | • Technology Integration, Systems Admin | • Team Coordination |
| • Business Development | • Process Optimization, Internal Controls | • Strategic Planning |
| • Executive Leadership | • Training Delivery | • Troubleshooting |

PROFESSIONAL EXPERIENCE

INNERCORE CONSULTING LLC, WASHINGTON, D.C. METRO AREA, 2016 TO PRESENT

LEAD MANAGEMENT CONSULTANT / PROGRAM MANAGEMENT

- Oversee the delivery of solution-driven finance, technology, management, project, and audit readiness consulting engagements to generate value and drive success for clients; maintain a strategic focus on diversity, health & wellness, and business excellence.
 - Foster a work environment conducive to diverse thoughts, talent, and experiences while aligning diversity practices with organizational goals and expanding recruitment channels for diversity.
 - Boost employee recognition by developing new programs to reward staff committed to organizational values and quality standards.
- Champion the execution of the company's C.O.R.E. standards of Collaboration, Optimization, Realignment, and Enrichment across all client initiatives as well as uphold company values of connecting clients with solutions that drive business transformation and success while ensuring integrity, respect, passion, and perseverance.
- Define, implement, and ensure compliance with business best practices, procedures, and standards.
- Accelerate the achievement of both business and client goals by exercising sound judgment, advising leadership and project teams on best practices, and delivering guidance to the Board of Directors.
- Uncover and spearhead key growth and business continuity opportunities within emerging markets.
- Demonstrate a strong ability to execute sound and effective decisions in complex environments.
- Navigate complex challenges, issues, and obstacles with an innovative and solution-focused mindset.

- Enable continuous improvement by identifying inefficiencies and implementing streamlined solutions.
- Monitor business performance and adapt strategies to ensure ongoing growth and continuity.

KEY ACHIEVEMENTS

- Built and maintained trust-based relationships with key government agencies to deliver services and support, including the Defense Logistics Agency (DLA) and Department of the Navy (DoN).
 - Played a key role in guiding DLA toward an audit-ready state by strengthening internal controls, enhancing the accuracy of internal reports, managing the agency's data migration of NFRs & CAPs, supporting financial policy, business process standardization, remediation planning, training development & delivery, and more.
 - Headed the progress & tracking of audit and OMB A-123 compliance services for the Defense Logistics Agency to enable fully auditable financial statement reporting; delivered high-quality risk management, work product documentation, gap analysis, system and data reporting, and other services.
- Coordinated and delivered engagements with commercial clients, such as KPMG, IBM, Verizon, and Citigroup.
 - Contributed to the success of the Verizon Personal Account Manager (PAM) Program with the goal of enhancing end-to-end client experiences by assisting with high-severity client requests and issues across Billing and Customer Relationship Management (CRM) business areas.
 - Partnered with IBM's project management department to enhance technical components and software system readiness, including facilitating meetings, working group sessions, and weekly leadership briefings while acting as a primary point of contact.
 - Advanced the effectiveness of Citigroup's approved supplier vendor program (CASP) by implementing database reporting that tracked and analyzed global vendor spend to facilitate preferred pricing proposals.
- Responsible for analysis of Global Procurement spending compliance.
 - Managed Citigroup Approved Supplier Program database issues and expectations.
 - Provided technical support. Served as a liaison between end users and technical team.
 - Established and maintained global relations with internal business units and external suppliers.

DSSP CONSULTING, INC./TEAM KPMG, WASHINGTON, D.C. METRO AREA, 2014 TO 2018

LEAD SENIOR CONSULTANT

- Provided dynamic, high-quality leadership to the work plan project management team tasked with overseeing the Clarizen project management scheduling tool for the Defense Logistics Agency (DLA).
- Ensured ongoing system security and maintained business rules for the Clarizen system, including conducting troubleshooting, performing user administration, monitoring and maintaining system IT controls, and tracking events.
- Liaised with leadership teams to strategize and facilitate Audit Leadership Integration (ALI) meetings.
- Promoted operational excellence by training, coaching, and reviewing the work of junior project staff.
- Delivered a high standard of support spanning real-time integrated workplans, project progress reporting, and metrics to ensure the on-time delivery of key project deliverables.
- Aligned objectives and bridged communications with Audit Task Force (ATF) and Program Management teams to monitor progress of corrective action plans (CAPs) and plan of action and milestones (POAMs).
- Maintained responsibility for producing scheduled work plans for process health teams, monitoring CAP schedules, conducting interface testing, initiating system requests for change (RFCs), and capturing, reporting, and tracking program leadership action items.
- Charted the successful creation and integration of new tools, methodologies, and supporting strategies, including developing the agency's troubleshooting workflow and NFR/CAP repository documentation, producing end user training documentation for systems, and establishing high-level dashboard reporting, resulting in greater support for program goals and initiatives; prepared weekly program briefings.
- Served as a SharePoint Frontend Administrator responsible for managing program reporting efforts.

BOLDEN & BOLDEN, TAMPA, FL, 2011 TO 2013

MANAGEMENT CONSULTANT

- Organized and led IT audits for both small and private sector businesses to provide guidance on value-added solutions spanning business operations, internal controls, processes, and software.
- Developed and launched high-impact business strategies to drive increases in market share for key clients.
- Analyzed client risk levels and standards to produce security risk strategies focused on strengthening data, system, and application security performance.

- Gained a deep understanding of client needs to facilitate impactful discussions, deliver relevant feedback, and provide impactful recommendations in line with industry best practices.

METLIFE INSURANCE COMPANY, TAMPA, FL, 2008 TO 2009

TECHNICAL BUSINESS ANALYST

- Supported business analysis administration and requirements gathering operations, including identifying data sources to deliver analytical requirements.
- Established and upheld policies and procedures related to enterprise data management with a strategic focus on strengthening compliance and risk management.
- Facilitate on-time engagement delivery by prioritizing tasks and proactively addressing potential conflicts.
- Employed strong problem-solving, system testing, and project management skills to efficiently investigate and address customer and technical issues.
- Drafted and prepared detailed business process documentation.

PREVIOUS EXPERIENCE

ALLSTATE MORTGAGE & LOAN COMPANY, TAMPA, FL, 2005 TO 2008 | **OPERATIONS MANAGER**

VERIZON, TAMPA, FL, 2008 TO 2008 | **PERSONAL ACCOUNT MANAGER**

SELF-EMPLOYED, TAMPA, FL, 2004 TO 2005 | **INDEPENDENT CONSULTANT**

CITIGROUP, TAMPA, FL, 2003 | **COMPLIANCE ANALYST**

PRICEWATERHOUSECOOPERS (PWC), TAMPA, FL, 1999 TO 2002 | **TECHNICAL SECURITY ADMINISTRATOR**

IBM GLOBAL SERVICES (ADVANTIS), TAMPA, FL, 1998 TO 1999 | **SYSTEMS ANALYST**

EDUCATION AND CREDENTIALS

CANDIDATE FOR MASTER OF BUSINESS ADMINISTRATION (MBA) - ACCOUNTING CONCENTRATION; *Louisiana State University (LSU), Shreveport, LA, USA*

BACHELOR OF ARTS (B.A.) IN COMMUNICATIONS – MINOR IN COMPUTER SCIENCE; *University of Central Florida, Orlando, FL, USA*

ADDITIONAL CREDENTIALS: *Independent Studies – Computer Security, TechSkills, 2008 to 2010; Project Management Professional (PMP); CompTIA Security+; CompTIA Network+; Secret Security Clearance*

PROFESSIONAL AFFILIATIONS

- Armed Forces Communications & Electronics Association (AFCEA)
- Association of Government Accountants (AGA)
- National Defense Industrial Association (NDIA)
- Northern Virginia Black Chamber of Commerce (NVBCC)
- Project Management Institute (PMI)
- Toastmasters International: PMI-CVC Toastmasters

VOLUNTEERISM

- Scholarship Committee Chair, The Fortune Education Foundation (Non-Profit 501(c)(3))
- Member, Alfred Street Baptist Church: Provided meals for the homeless, prepared holiday food baskets, packaged supplies for victims of disaster, and supported community health fair operations.

ADDITIONAL INFORMATION

Technical Proficiencies: Windows, Linux, macOS, Google G-Suite, Microsoft Office Suite (Word, Excel, PowerPoint), Access, SharePoint, Teams, Database Solutions, Oracle, Data Analysis & Visualization, System & Application Security (Cybersecurity), SAP,

ERP, CRM, Microsoft Project, Jira, Asana, Trello, Clarizen, Primavera, REDMINE, Advana, Wrike, Smartsheets. Familiar with servers, routers, LAN, wireless LAN, Microsoft Exchange, Active Directory. Artificial Intelligence (AI) business solutions & utilization.

Interests: Speed walking, golfing, travel (domestic & international), classical music, interior design, photography, reading