

1. Leading professional IT work team that have completed work assignments or projects.

In my current position as an IT Specialist – Customer Support (1/2005 to present), one of my major contributions has been rolling out a structured life cycle management program affecting over 500 users. The program's objectives were to deliver quality and functional systems which met or exceeded customer expectations, and which also fit the existing IT infrastructure.

I also sought to establish an organizational and project management structure to ensure proper management of each project throughout its lifecycle. This process was divided into several phases. The first was to identify and validate opportunities to improve mission objectives. The second was to design, develop and test the recommended systems to determine if they would be compatible with the overall infrastructure. This was followed by deployment, which included user notification, training, installation of hardware and software, imaging, data transfer, data certification and integration of the system into daily work processes. The last phase was to oversee the operations aspect by maintaining performance and ensuring there were no outages or threats to the existing structure.

Another challenge I fulfilled as a team leader involved preparing for a major security inspection. As Information Security Officer (a role I earned in addition to my initial responsibilities), I directed an IT team in verifying the various workstation and server compliances to a baseline level of security using the Security Technical Implementation Guides (STIGS) configuration standards for Department of Defense (DoD)-Information Assurance (IA) and IA-enabled devices/systems. All fixes were logged well in advance of the actual inspection to allow for sufficient testing and review within the existing infrastructure. The joint team effort led to a commendable rating during the Computer Emergency Response Team's Computer Defense Assistance Program examination.

As project lead for Common Access Card/Public Key Infrastructure, my role was to ensure that all workstations and servers were configured to comply with DoD directed initiatives. Compounding this challenge was the absence of any pre-established guidelines, so I collaborated with my staff to establish direction and then developed a comprehensive web-based self-training plan to fulfill the required objectives. This plan was initially piloted with the IT staff and then was later expanded to include all end-users. Within weeks, all workstations and servers were fully compliant with DoD prescribed security initiatives.

Additional IT initiatives within my current position in which I have successfully led project team efforts include:

- The development of over 30 relevant standard operating procedures used by team members which refined existing solutions for clarity and reflected new procedures/technologies.
- The planning and management of a significant systems migration involving over 500 new workstations as part of the Memorial Center's automation lifecycle management system. This two-part project consisted of converting all workstations to Windows XP Professional and, in the second phase, upgrading to Office 2003. Both conversions were accomplished ahead of schedule.