**Avery Chase**

Weston, Florida33319, Lauderhill, FL  ♦ (240) 261‑3945 ♦ Avery.Chase@gmail.com

Professional Summary

I am a result driven, client-focused IT Professional, with over 20 years of proven experience in technology management, project management and operations management, demonstrating excellent technical, management, and communication skills while providing expertise with notable roles such as; Project Manager, Operations Manager, Network Engineer, Systems Engineer, Service Desk Manager, Senior IT Specialist, Disaster Recovery Specialist and Systems Analyst within both government and private sector. My background has taken me from the trenches of IT, through the passages of management. I am a dedicated team player who is willing to go the extra mile to ensure the success of any team I am a part of, along with having exceptional problem solving and communication skills.

~~-------------~~ **EDUCATION** ~~----------------~~ ~~----------~~  **CERTIFICATIONS** ~~----------~~

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| **University of Maryland University College, College Park, MD:**   * *Bachelor of Science in Computer Science* * *(Honors – magna cum laude)* * *IT Honor Fraternity: Upsilon Pi Epsilon*   **Strayer University, Takoma Park, MD:**   * *Associates of Science in CIS Inter-Networking* * *(Honors – cum laude)*   **University of Maryland University College, College Park, MD:**   * *Certification: Project Management for IT Professionals* | **Scrum Alliance:**   * Certification: CSM - Certified Scrum Master   **Project Management Professional:**   * PMI associate   **Com TIA**:   * Sec+ CE & Net+   **Microsoft:**   * MCP |
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Work History Patient Assessments

* Medical Screening
* Seizure Management
* Tracheostomy Care
* Gastrostomy Tube Care
* Direct Patient Care
* IV Drug Therapy Management
* Strong Clinical Judgment
* Pain Management
* Patient Monitoring
* Patient and Family Advocacy
* Disease Management Programs

**SRT Technologies Group 10/2021 – Present**

***Deputy Program/Technical Project Manager II- $25Mil USD***

* Produced well-defined technical delivery plans that outlined key project activities and delivery timelines.
* Ensured cross team functional collaboration by driving discussions across all functional teams to ensure implemented solutions aligned to the Technical Strategy.
* Managed and tracked project tasks and activities to ensure performance and delivery against plan while communicating at the appropriate level to stakeholders with project scorecards.
* Lead regular working group sessions with key stakeholders within technology groups.
* Effectively managed smaller project efforts into master project plans to include development projects through their SDLC process to include project estimates, resource planning, SOP/documentation integration and presentation of customized status reports to leadership.
* Collaborated, identified and tracked all dependencies and risks (technical and non-technical) and exploring mitigation strategies aligned to delivery plan.
* Ensured demand requests were raised, prioritized and resources secured and managed the delivery life cycle. Escalated where necessary, providing all information required for senior management to make prioritization decisions. Responsible for end-to-end process.
* Ensured necessary infrastructure and environments were sourced, setup and made available to support various iterations of testing.
* Ensured testing approach is agreed and resources secured from technology group as well as managing the process and resolution of blockers, issues, risks, dependencies and bottlenecks.
* Oversaw “Go-Live” preparations, including creating activity checklists, runbooks and managing post implementation activities collaboratively with stakeholders. Ensured project documentation is complete, current, and stored appropriately.

**Advanced Digital Systems/WSSC Water 02/2019 – 10/2021**

***Senior Technical Program Manager - $30Mil USD***

* Analyzed program and project requirements to collaboratively define program and project scope, goals, objectives and deliverables in collaboration with senior management and stakeholders, to support WSSC Water priorities and business goals.
* Defined project success and acceptance criteria leading to approvals, communicating them to involved parties throughout the project life cycle.
* Planned, developed, maintained, revised, and distributed comprehensive full-scale project management plans for assigned IT programs, projects and initiatives, accounting for cross functional teams, internal and external dependencies and resource and schedule constraints.
* Regularly updated schedule and resource allocations, providing timely escalation and visibility.
* Supported the IT PMO’s successful project delivery by actively participating in defining, developing, documenting, implementing, and communicating standardized project management processes, procedures, and practices for the entire project lifecycle.
* Planned, directed, managed and executed program/project development projects from initiation through closeout, according to strict deadlines and budgetary constraints.
* Developed, validated, tracked, analyzed and adhered to portfolio, program and/or project budgets, recommending subsequent budget changes, when necessary.
* Approved project invoices in accordance with delegation of authority, technical project accomplishments, and contract(s).
* Established and implemented program and project communication plans and deliverables.
* Identified and managed project dependencies and critical paths.
* Tracked, validated and reported status of project milestones and deliverables to project, business and senior leadership stakeholders.

**Motionsoft Inc. 06/2017 – 02/2019**

***Technical Project Manager II/Professional Services, Implementation- $16Mil USD***

* Developed and managed various project scopes, budget, resource management, team time management (activities & task planning), all communication (internal and external), risk management plans, QA/testing, user training, execution, O&M, and support of Statement of Work (SOW)/project into support services for cross team functional teams.
* Managed expectations of all stakeholders, not limited to external project relationships while communicating task management of project team activities related to all schedules.
* Established contingency plans for application essential functions, directed analysis of risk while beginning mitigating activities.
* Effectively managed smaller project efforts into master project plans to include development projects through their SDLC process.
* Developed SQL test specifications for all parts of the system, creating test plans, doing all testing, and documenting the results according to SOP’s.
* Provided support and guidance to various cross functional business and technology teams as necessary during project delivery process effectively managing multiple priorities and applying all lessons learned into current process.
* Effectively communicated the day-to-day business discussions, team meetings, written requirements, and design specifications to leadership personnel.
* Accurately determined, assigned, tracked and managed project task, activities and documentation to also include accurate assessment of risks associated with each solution design/project.
* Supported the development of team members from a professional and technical level.

**Computer World Services (CWS)/Department of Treasury 06/2016 -02/2017**

***Technical Software Delivery Project Manager/Disaster Recovery Branch- $24Mil USD***

* Worked with Business Continuity management team and other cross functional teams to ensure all Disaster Recovery (DR) and Continuity of Operation (COOP) plans were aligned to organization’s strategic vision and mission of service offerings related to company functional teams.
* Established and maintained overall project plans for executing all DR procedures, understanding all system interdependencies.
* Helped ensure compliance with all applicable federal, state and local laws, regulations, and ordinances.
* Developed and maintained department detailed DR communication within SQL db for command and control center plans through a change management process utilizing procedures of internal Change Control Board (CCB).
* Worked with IT technical staff to ensure disaster recovery solutions were adequate, maintained, production executed and tested as part of the regular operational life cycle management process.
* Provided ongoing feedback for risk management, mitigation, and prevention included in department’s project risk management plan.
* Represented department DR requirements in all budget meetings allocating and approving systems included in department’s annual budgeting planning process.
* Reported all DR activities to department leadership while acting as liaison for auditing and examination of annual DR processes.

**American Institute of Architecture (AIA) 01/2014 – 05/2016**

***Call Center Project Manager (CCPM) - Contract Document Technical Support (CDTS)***

* Developed and managed scope, budget, resource management, time management, all project communication (internal and external), risk management, QA, testing, user training, ongoing system maintenance, and OM support.
* Developed call center systems by understanding customer interaction for Interactive Voice Response systems (IVR) off SQL backend; designing user interfaces; developed and executed user acceptance test plans.
* Maintained and improved call center operations by monitoring system performance; identifying and resolving problems; completing system audits and analyses.
* Utilized ITIL V3 methodologies into work process flow for all incident management tasks.
* Accomplished call center human resource objectives by recruiting, selecting, hiring, orienting, training, assigning, coaching, counseling and disciplining employees; administering all internal systems while communicating job expectations.
* Met call center financial objectives by estimating requirements; preparing internal annual budget ($2mil); scheduling expenditures; analyzing variances and initiating corrective actions plans.
* Prepared call center performance reports by collecting, analyzing, and summarizing data and trends.
* Maintained equipment by evaluating and installing equipment; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades.
* Maintained professional and technical knowledge by tracking emerging trends in call center operations management plan; attending educational workshops; reviewing professional publications and establishing personal networks; benchmarking using state-of-the-art practices.

**CKA, LLC/Department of Defense - Pentagon (ARMY) 10/2009 – 02/2014**

***Operations Manager/ ITA Global Datacenter Operations***

**CRGT/Department of Justice – Alcohol Tobacco and Firearms (ATF) 01/2006 – 09/2009**

***Project Manager- Oracle Websphere***

Skills

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| Program/Portfolio/Project Management  Scrum  Agile/Waterfall Methodologies  Software Development Lifecycle (SDLC)  SW/HW Project Management  Change Management  MS Project/Kanban/Jira/Azure  Business/System Requirements  Disaster Recovery  Product Roadmap  ITIL  Vendor/Contract Negotiations | Business Process Improvement  Senior Leadership training  IVR  Information Security  Business Analysis  Help Desk Manager  Computer Networking  Business Continuity Planning  Incident Management  AWS  SQL |