**[Project Management Software Development](https://www.postjobfree.com/resume/adziso/project-management-software-bowie-md)**

**Location:**Bowie, MD

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**Resume:**

Ms. Lakesha L. Ruffin

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Bowie, MD 20715

Mobile: (443)718-8123 · Email: lakeshar@hotmail.com

Professional Curriculum Vitae, C.V

MS Applied Computer Science graduate with several years of experience in business, information technology, customer service, organizational development, and management. Creative problem solver with strong organizational, leadership and strategic skills that encompass the ability to motivate, plan, and apply a methodological approach to each task. Software, System Engineering and project management experience in designing, coding, testing, and implementation, which is used in support of computer applications; strong project management, leadership, business, and resource management abilities.

CLEARANCE Public Trust & DHS/DOD Level

EDUCATION

University of Maryland Eastern Shore Princess Anne, Maryland 21853

MS, Applied Computer Science, 12/00

BS, Business Administration, 05/96

SPECIALITY AREAS: NASA-Ground Satellite Systems, Software/Systems Engineering, Test Engineering, Quality Assurance, Security & Program/Project Management

HONORS & AWARDS

Published Author - Master’s Thesis, “Diagnosing ADHD Using A Recurrent Hopfield Artficial Intelligence Network (HAIN)”, Thailand IT Symposium, June 2007.

CSOC “Spotlight” Award for Outstanding Work on the Automated Tracking Station Project - 2001

National Dean’s List 2002-2003; GSFC Award of Excellence - Outstanding Teamwork for the ADEOS-II NASA - 2003

RESEARCH & COURSEWORK

Project Management, Organizational Leadership, Human Resource Management, Quantitative and Qualitative Research Methods, Statistical Interpretation & Methodology, Ethics, Fault Analysis, HRM, XML, UNIX, PTP Desktop Building, GMS (Ship Surveillance), System Reliability & Design, System Safety, Six Sigma Greenbelt Coursework- Agile/Lean, Graphic Arts/Web Design, & Presentation/Customer Engagement abilities, Computer Forensics, Security Detection Systems, Security Assessments & Auditing, C&A-Accreditation.

TECHNOLOGY SKILLS

XML, DOS, UNIX, JAVA, Oracle, Windows NT/95/97/98/2000/XP, Microsoft Office Suite, MS Access, MS Outlook, Web Mail/Pegasus, SAS, SPSS, Borland 3.1, MFC, .NET, Visual C/C++, Microsoft Visual Basic, VB Scripts, JScripts, Visual FoxPro, Remedy, Visio, HTML, Front Page, SQL, PL/SQL, Lotus Suite, FTP, Sybase SQL Anywhere, MATLAB, OS/2, MVS Mainframe, Legato Networker, OS/390, Pascal, Cobol, Fortran, Assembly Language, Visual Source Safe, Gclisp, TCL/JCL, ISO 9001, CMMI, Mercury Test Director, Clarity 7.5.1, DOORS, ecommerce, supply chain, AWS Cloud.

PROFESSIONAL EXPERIENCE

10/2020- 07/2022 Centers for Medicare & Medicaid Services, Baltimore, MD

IT Specialist- Center for Program Integrity, Provider Compliance Group (PCG)

Business Function Lead (BFL)

Worked as the Business Functional Lead for the Recovery Interoperability Operations Contract (RIOC) and the FHIR SPADE contracts and other contracts as assigned, responsibilities include: Interacted with the contractor on behalf of the COR, while avoiding providing technical direction; Monitored and evaluated the contractor’s performance and provided feedback to the COR; Kept the COR informed of substantive communications with the contractor; Assisted the COR with the inspection and evaluation of products and services delivered by the Contractor that also includes assisting and providing feedback to the COR; and any performance related matters for CPARS; Ensured contractor adheres to Statement of Work (SOW) requirements; Interpreted any program requirements and assuring the contractor’s comprehension of the technical requirements of their contract; Developed and makes presentations on project status and technical issues pertinent to project and prepares other project related documentation such as project plans, schedules, budget documents, and statements of work.

5/2019-10/2020 Centers for Medicare & Medicaid Services, Baltimore, MD

IT Specialist- Division of Provider Systems & Management/Division of Analytics & Services

Worked as a Project Manager and Team Member on the “Electronic System and Medical Documentation” (esMD) Software application that enables providers and other external stake holders to send medical documentation via the system versus the normal fax, mail or other delivery systems. This also included: handling Recovery Contractors and Health Information Handlers, which includes sending documentation electronically. The esMD system operational/functional business processes are described as follows:

RC sends an ADR letter to the Provider to submit the claim-related documentation; RC exchanges claim/case documentation with other RCs via ICDT; HIH sends the submission in ADR, First Level Appeal Requests, Second Level Appeal Requests, ADMC, DME (Phone) Discussion Request, RAC Discussion Request, PA/PCR Decision Letters (in PDF formats) in XDR standards and PA Requests or Council for Affordable Quality Healthcare (CAQH) X12N 278 message formats, via the CONNECT-compatible Gateway to the esMD Gateway.

The esMD system leverages the eHealth Exchange CONNECT infrastructure and standards, enables transmission of medical documentation between HIHs and RCs, and manages the documents and stores metadata within the system for data processing, document staging, and required auditing. The esMD system provides the following functions:

Data transmission and conversion using the eHealth Exchange CONNECT standards and esMD data standards;

Data Quality Control including security check, metadata validation, and virus scan;

Storage of the metadata, statistical data, and audit records in the esMD database;

Delivery of the ADR PDF documentation to RCs via an MFT Server; and

RC Client as RC Graphical User Interface (GUI) and Application Programming Interface (API) to exchange

files between RC Client and esMD server (via MFT Server).

The Open Payments Program (OPP), is a national disclosure program that promotes transparency and accountability in the health care industry by making data publicly available on the financial relationships between the health care industry. The OPP, sometimes called the “Sunshine Act,” was created by the Patient Protection and Affordable Care Act (ACA) of 2009 (H.R. 3590, Sec 6002) which was signed into law on March 23, 2010. Implementing regulations for the OPP were subsequently published on February 8, 2013 (See Final Rule at 78 FR 9521). Although the OPP provides the public with more information about these financial relationships, it is not intended for the OPP to give insight on whether the financial relationships are beneficial or may indicate conflicts of interest. Rather, the OPP is merely designed to shed light on the nature and extent of these relationships. This program shall consist of: analysis, design, development, testing, implementation, documentation, help desk, operations, and maintenance.

Act as Government Task Lead (GTL) on the OPP System. Monitor contractor deliverables, review, edit, and respond to stakeholders, and government contractors as needed. Manage the UAT/Testing process for the applications across the OPP System. Review test plans, scenarios, specifications, RTMs, Requirements and such, to ensure the development and code meets the needs of our business stakeholders as required by CMS. Attend meetings, JAD sessions, review schedules, milestones, and various contractor documents for contracts and re-competes. Provide feedback to the team and work alongside the team to ensure we are in accordance with CMS guidelines, processes, and procedures.

9/10/2012- 5/15/2019 Centers of Medicare & Medicaid Services, Baltimore, MD

IT Specialist – Office of Financial Management

Conducted studies and tests for the purpose of evaluating the system, hardware, and software to ensure that the most efficient procedures, systems, methods, and machines have been selected for the specific segment of operation. Based on study results, recommends new or enhanced approaches to delivering IT services. Routinely review IT policies, standards, and guidelines relating to systems, hardware, and software in order to apply current agency standards to all phases of the system development lifecycle. Performed all phases of computer systems analysis, programming, and procedure development required to implement and maintain projects. Included routinely researching commercially available products to determine suitability in the system design.

Developed application systems design and systems requirements specifications for the implementation for the appropriate agency managed care systems and their interactions with creative systems that cross organizational lines. Provided technical directions to coworkers, systems, staff or others, as needed, for the development of projects in the assigned area of responsibility. Planned, coordinates, and conducts the systems subject matter analysis and computer programming required to implement and main a major functional area of agency’s systems. Performed the systems analysis, planning, problem definition, and formulation required for the accomplishment of the objectives set down for the assignment. Developed target dates and assured the orderly and efficient activities to meet all objectives. Provided budgetary input, develop project plans, and recommended resources for achieving objectives under the CMS Information Security Program. Provided technical guidance to system owners and CMS business partners to develop and implement corrective actions to identified information security weaknesses. Developed both standard and unique security language for Statements of Work and/or Government Technical Lead for outsourced information security tasks. Served as technical security lead in response to security incidents, as required under the CMS Security Incident Handling Procedure. Assisted CMS system owners in performing security self-assessments or negotiating a third-party audit.

Specifically serve as the HIGLAS functional and technical point of contact for demand letters and other systems; oversee, plan, administer, interpret, apply laws, financial regulations, and policies and procedures are adhered to as deemed by CMS. Work tasks include CR creation and enhancements using eChimp to review and ensure application requests are thoroughly reviewed and validated for each business owner unit/organization. Review policy and ensure that the functional and technical objectives are met for the shared systems, FISS, and all of HIGLAS. This includes monitor of financial programs, projects, operations, all activities- both long and short range projects that each goal is met and meets quality and financial integrity within all systems within HIGLAS. Developed procedures for eChimp to be utilized for the completion of tasks such as, for the creation of CRs and comments to be provided upon request by the business owner. Manages and oversees long and mid-range budget planning and execution.

Exercises responsibility for monitoring action items and for ensuring development of reports on fund status, regulatory compliance, and operational effectiveness, and ensures that appropriate and adequate financial management policies are applied consistently with Federal Accounting Standards, Office of Management and Budget (OMB) Circulars, General Accounting Office (GAO) and Treasury guidelines. Ensures the prudent and efficient use of Regional funding and ensures compliance with laws, regulations, and policies. Establishes and maintains a communications framework in order to guarantee that the interest of field and Regional office managers are well served. Designs and conducts a continuing array of studies and analyses for improving the effectiveness and efficiency of Region-wide programs.

Interfaces with other Federal/State/Local governmental agencies, agency managed care organizations, carriers, intermediaries, and other private sector organizations in the coordination of the program. Serves on evaluation panels or informal workgroups to evaluate proposals related to the acquisition of IT products or services. Represents the team, division, and group in meetings with other components, organizations, and the private sector, with respect to assigned areas. Prepares documentation of complex systems and processes in assigned area of responsibility. Includes preparing reports on system development lifecycle phases and general descriptions of the system and requirements. Performs other duties as assigned that are related to this position. Currently working as Co-lead on the transition of the Debt Collection System, Budge Formulation Project, Affordable Care Act (ACA) – FEPS/CCIIO development and implementation, and HIGLAS Accounting System. Provide oversight and management for contractor work products and deliverables. Manage project schedule, LOEs, and ensure policy/regulation adherence.

1/2011 – 9/2012 Trinity Strategic Business Alliance, Columbia, MD

Consultant

Run complex projects/programs from design and development to production for the Cyber Health Clinic; specifically the clinic uses webcast and Skype technologies to deliver clinical services to patients in a home setting; allowed patients to see and consult with psychiatrist’s and therapist’s for a given session using the various web technologies; doctor’s and therapists are able to treat patients using Theramanager, with the web interface design for scheduling, data tracking, and patient management. Defined requirements and plan project lifecycle deployment for webcast, e-learning, and provided business process development for non-profit entity’s; Defined resources and schedule for project/program implementation; this included business process workflow for board of trustees, design organizational hierarchy that includes IT infrastructure that provided webcast services to patrons. Integrated current technologies with new innovative applications that will provide the capability for web based services and learning management.

Created strategies for risk mitigation and contingency planning; Planned and scheduled project deliverables, goals, milestones; Directed and oversee board and project engineering team; Performed team assessments and evaluations. Efficiently identified and solved project issues; Demonstrated leadership to define requirements for project risk; Developed Requests for Proposals (RFP) for external services; Utilized Agile methodologies for metrics and organizational performance, benchmarks, costs, and schedule driven IT systems and operations. Designed and maintain technical and project documentation; Strong organizational, presentation, and customer service skills. lead the planning and implementation of project; facilitate the definition of project scope, goals and deliverables; defined project tasks and resource requirements; full scale project plans; assembled and coordinated project staff; managed project budget; resource allocation; planned and scheduled project timelines; tracked project deliverables using appropriate tools; provided direction and support to project teams; quality assurance; constantly monitored and reported on progress of the project to all stakeholders’; presented reports defining project progress, problems, and solutions to executive management; implemented and managed project changes, and interventions to achieve project outputs; projected evaluations and assessment of results.

Proven Leadership Skills: qualification in project management or equivalent; knowledge of both theoretical and practical aspects of project management; knowledge of project management techniques and tools; direct work experience in project management capacity; proven experience in people management; proven experience in strategic planning; proven experience in risk management; proven experience in change management; proficient in project management software.

Key competencies: critical thinking and problem solving skills; planning and organizing; decision-making; communication skills; influencing and leading; delegation; team work; negotiation; conflict management; adaptability, and stress tolerance.

4/2008 – 12/2010 Lockheed Martin IS& GS, Bethesda, MD

Sr. Systems Engineer/ IV&V Consultant

Served as an IV&V resource on a complex project or task for the DHHS NIH ERA project system and architecture. Reviewed and assessed prime integrator deliverables for each component of the project. Provided analysis, guidance, and insight into the technology and methodology utilized, provide independent project oversight and status. Developed and implemented quality plans, programs, and procedures using statistical quality controls. Ensured that performance and quality products conform to established company and regulatory standards. Reviewed, analyzed and reported on quality discrepancies related to all systems using a metric scorecard system. Investigated problems and develops disposition and corrective action for all risk, and issues. Interfaced with all support groups to ensure all requirements are documented and validated against program objectives. Evaluated web enabled systems providing qualitative and operational metrics and make recommendations on a day to day basis. Track and report metrics using statistical leveling and a scorecard matrix on all projects and systems. managing systems resources including performance, capacity, availability, serviceability, and recoverability; implementing security procedures and tools; developing and documenting systems administration standard operating procedures; ensuring systems availability, functionality, integrity, and efficiency; maintaining systems configuration; managing the installation and integration of system fixes, updates, and enhancements; determine that security requirements are properly implemented and documented, documenting internal IT controls, documenting IT security policy, monitoring security systems, monitoring the application of system patches, acting as a member of the configuration management board, and preparing security reporting documents;

Utilized project management practices for enterprise wide infrastructure and software development applications specifically focused on IV&V methodology and assessments. Designed software QA methods using standard ISO 9001, CMMI, SEI, and Six Sigma Lean/Agile metrics and methods to ensure appropriate alignment with operational objectives that includes processes, and procedures to ensure all information systems meet and/or exceeds company standards and are specified to end user requirements; create metrics for operational performance, CPIC, EPLC requirements, weekly scorecards/ indicators specifying high risk items, contingency/mitigation plans, or areas for process improvements; evaluate and assess current program/project specifications, programmatic objectives, and operational performance and provide necessary feedback to federal management staff and stakeholders; provide qualitative reporting metrics and scorecards to ensure programs align with the strategic mission and goals of the agency.

Developed unit/system test plans, user acceptance test plans, performed regression testing, and creates test suites and scripts to ensure the integrity of each software release; responsible for setting up the processes such as user acceptance, system, unit, manual, and automated testing; ensure the overall quality of the products of software testing/QA, experience with client-servers and multi tier web applications, experience with test tools like Mercury Quality Center, WinRunner and manual test tools; experience with CM tools like PVCS and PVCS Tracker; experience in functional, integration, regression and performance testing in different stages of Software Development Life Cycle (SDLC); plans, designs, develops, implements, and executes formal test cases and scripts according to a standard development process to verify the integrity of software releases; performs complex functional, application, security, usability, stress, regression and performance tests to validate requirements and specifications; responsible for failure tracking, reporting, reproduction, and analysis; tracks bugs both in development and in the field; works closely with software engineers to identify, reproduce, and track bugs; performs hands-on, acceptance-level testing; performed Ad hoc testing on an as-needed basis; coordinates User Acceptance testing.

Reviewed and assessed test plans, test scripts, system designs, architecture, networks, QA programmatic functions using Agile/SCRUM methodology, implementation of policies, and procedures, security plans, mandates, protocols, procedures, operational plans, policies, and procedures, and other technical documentation as well as test the quality of the software applications. Worked closely with various levels of management and pertinent staff to ensure the effectiveness and quality of the components and systems developed, and to resolve any issues and/or risk with the appropriate mitigation contingency plans. Responsible for testing the migration and installation of deliverables of software releases; Oversee the automation strategy and execution of automation for application and system testing; Ensure platform compatibility across releases and service packs; Assessed software applications, systems architecture and infrastructure, security, and SDLC processes. Work with other groups in the software team on performance and scalability testing; Actively manage and enhance the overall testing process and methodologies. Performed data gathering, analysis, business process reviews, QA assessments, trend analysis, defect analysis, GAP analysis, performance improvements with observations, and produce final results with recommendations. Participate in design reviews, strategic planning, testing, and ensure project alignment with customer goals and expectations at all phases within the SDLC.

4/2001 - 4/2008 Trinity Strategic Business Alliance, Fruitland, MD

Consultant

Provided Program Management Consultant support for various IT contracts. Develop Project schedules, milestones, and benchmarks using MS Project. Work one on one with vendors to identify deployment schedules for software changes, monitor progress of test reports generated and pending software changes; this included risk assessment against project scheduling and expected deliverables; input and guidance to Federal PM and other stakeholders into the SDLC for testing and configuration management to assist with engaging process into the overall project. Created and modify SDLC process documents for testing, reporting, and configuration management. Participated in Pre & Post Test Planning & Analysis, which includes analysis, planning, requirements development and review, and development of testing and deployment schedules, aligning test requirements against vendor software and client requirements, and review of test scripts and validation reports. Managed deployment scheduling of pushes to SIT and PROD environments. Governed testing processes within the test team. Interacted with teams to ensure communication process was clear across the board for all expected deliverables. Analyzed software requirements to determine feasibility of design within scheduling time constraints. Formulated and design software systems using scientific analysis and mathematical models to predict and measure outcome.

Performed Independent Verification & Validation (IV&V) & Quality Assessments using Six Sigma Agile process on various systems and subsystems that allows the appropriate tracking and management across the organization, Served as an IV&V resource on a complex project or task for the HSEEP web project system and architecture using supply chain e-commerce infrastructure. Developed and implemented a QA/Test program using the CMMI/ISO model. Facilitated and coordinated technical reviews for software testing and releases in accordance with SDLC requirements. Managed changes to baselined scope through effective application change control processes and tools. Reviewed and assess prime integrator deliverables for the project. Provided analysis, guidance, and insight into the technology or methodology being used, and provide independent project oversight and status. Utilized project management practices for large software development efforts specifically IV&V methodology and assessments. Performed data gathering, business process reviews, QA assessments, and produce final results with recommendations. Participated in design reviews, strategic planning, testing, and ensure project alignment with customer goals and expectations. Performing FISMA reviews and scans to determine that security requirements are properly implemented and documented, documenting internal IT controls, documenting IT security policy, monitoring security systems, monitoring the application of system patches, acting as a member of the configuration management board, and preparing security reporting documents; planning and scheduling the installation of new or modified software, operating systems, and applications; managing accounts, network rights, and access to systems and equipment; managing systems resources including performance, capacity, availability, serviceability, and recoverability; implementing security procedures and tools.

10/2005 - 3/2006 RTGX Technologies, Columbia, MD

Technical Consultant - Temporary Contract

Provided Program Management Support with defining work breakdown structure (WBS) and Development of Project Plan. Identified project resources, monitored project duration to ensure it meets the programs mission and objectives within the designated timeline. Developed a QA/Test strategy that included process changes reviews, software data migration and cleanup, configuration of the tool, training needs, risk management, test planning, documentation updates, implementation and support. Tasked subordinates according to current project requirements and project plan. Development,Testing, & Evaluation (DT&E) for both functional and system testing on Clarity 7.5.1 IPPM pilot project. Performed validation and review of testing results and provided them to the Federal PM. Designed and developed project related documentation specifically the technical design document, test scenarios, high-level requirements, and data and system migration processes and software test plan.

8/2005- 10/2005 Cosmic Software Technologies, Inc, Benedek, NJ

Reviewed and evaluated software development, configuration management, and test processes in concordance with SEI-CMMI level 2 QA processes. Assessed core areas to ensure processes were aligned and effective as well as provided recommendations. Reviewed project level risk, contingency plans, and mitigation plans, where appropriate. Effectively formulated strategies and action plans to ensure software efficiency. Performed requirements, design and code reviews with customers; and routine programming activities using Cold fusion, Dreamweaver, SQL, OOA/OOD concepts, and life-cycle design; Participated in the design, coding, testing, debugging, and maintenance of computer programs for web enabled ecommerce and supply chain systems and architectureas; in addition performed technical writing, updating of various technical documentation such as users manuals, product specifications, and training materials etc.

5/2005- 7/2005 RTGX Technologies, Columbia, MD

Consultant - Temporary Contract

Performed software development on the ARIMS database system using Visual Basic, Microsoft Office programming, OOA/OOD concepts, and software life-cycle design. Specifically modified functionality to allow users to archive data on local database. Analyzed software requirements to determine feasibility of design within scheduling time constraints. Developed and directs software system testing procedures, programming, and documentation. Worked effectively with other developers, management, and customers to deliver projects according to schedule.

2/2004-11/2004 Booz Allen Hamilton, Seabrook, MD

Associate

Performed risk management/QA Assessments on the NASA/NENS ground network (GN) satellite contract. Evaluated customer requirements in the areas of requirements analysis, risk management, performance, cost, schedule, and resource allocation. Used extensive knowledge of the client's mission and projects to communicate with project managers about problems or potential problems with regards to loss, high-risk conditions, threats, and potential impacts to critical missions. Worked with other project managers to mitigate risks and ensure processes and procedures are in place to manage the customer's systems.

11/2000 - 12/2003 GHG Corporation, NASA - Wallops Island, VA

Systems Engineer- Consolidated Space Operations Contract (CSOC)

Served as Transition Manager for the NAVY ship surveillance project; oversee contractor operations and responsibilities. Ensured systems transitioning to operations meet GN/Range mission requirements, and engineering requirements for operability, maintainability, and sustainability. Performed requirements analysis for existing, new, and emerging functional requirements of programs/projects, operational standards, and measures of effectiveness. Led, support, and guided operations, product line, and software development departments in process improvement and quality measurement activities of established processes. Reviewed progress and communicated findings of process reengineering and continuous improvement efforts, and monitored adherence and compliance to the established processing standards. Served as project manager by leading team efforts in the development and deployment of process analysis, design, improvement, and operational metrics.

As a System Engineer, reviewed scientific real time data elements for tracking systems, evaluated software performance, testing,