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Professional Summary

I am a Senior Technical Program Manager with more than 20 years of experience leading large-scale technology modernization initiatives and enterprise program execution across the Public Sector. I manage technology portfolios exceeding \$30M, covering PaaS applications, AI solutions, and contract strategy, while building and guiding high-performing, cross-functional teams that deliver measurable mission outcomes.

Throughout my career, I've provided services for agencies such as the Department of Justice, the Defense Acquisition University, the General Services Administration, the Food and Drug Administration, and the Department of Transportation, as well as the private sector such as GEICO. In my current role at the Department of Transportation, I lead full life-cycle IT program management for multiple modernization efforts, overseeing delivery, budgeting, acquisitions, performance management, and cost control.

Recently, I've overseen the deployment of three mission-critical, citizen-facing applications supporting airline and motor carrier safety, led the development of an enterprise grants-tracking system managing over \$1B annually, and directed market research for a \$90M Salesforce license acquisition that reduced redundancy and improved efficiency.

I hold an M.S. in Software Development Management and professional certifications, including PMP, Executive and Performance Leadership (Cornell University), Applied Data Science: Leveraging AI for Strategic Decision-Making (MIT), and Certified Scrum Master.

Areas of Expertise

IT Service & Delivery

- IT Modernization & Digital Transformation

- Full SDLC Management
- Strategic Planning & Execution
- Program Recovery
- Enterprise PaaS & SaaS
- Data Science & AI/Machine Learning
- Agile Methodologies
- Product Ownership
- Quality Assurance & Operations
- End-User Support
- Service Delivery Management
- SLA & KPI Management
- Incident & Problem Management
- Change Management
- Continuous Improvement

Leadership & Management

- Cross-Functional Team Leadership
- Executive Stakeholder Engagement
- Vendor & Partner Management
- Budget & Cost Management
- Financial & Acquisition Management
- Project & Program Management
- Service Excellence
- Performance Management
- Strategic Planning & Execution

Technical Proficiencies

- Salesforce
- Appian
- ServiceNow
- PowerApps
- Python
- JIRA
- Confluence
- SDLC
- Agile/Scrum
- Business Process Model & Notation (BPMN)
- Technology Business Management (TBM)

Professional Experience

Senior IT Program Manager

Department of Transportation | Washington D.C. (in-office)

June 2024 - Present

Operating in the government sector, the Department of Transportation (DOT) is a Cabinet-level agency responsible for ensuring a fast, safe, and efficient national transportation system, employing 59,000 employees.

Responsibilities: I direct multiple teams with 32 resources providing enterprise IT services, platform management, and mission support for the Office of the Secretary (OST), Chief Digital and Information Office (CDIO). Oversee the day-to-day operations of the agency's Enterprise Salesforce platform, Enterprise application development, customer management, strategic planning, and license management. I am also a lead in the CDIO Application & Digital Solutions PMO by directing project managers to ensure consistent, high-impact delivery.

- Manage a team of project managers guiding various agency customers through complex IT modernization journeys.
- Oversee the \$25M enterprise grants application development initiative aimed at consolidating 14 legacy systems into a single platform.
- Manage the \$23M enterprise Salesforce platform that hosts applications and provides platform services to tenants.
- Direct contractual processes, including acquisition requests, contract modifications, recompetes, and contract extensions.
- Track inter-agency contract spending for Salesforce licenses and services to ensure transparency and fiscal accountability.
- Manage the enterprise Salesforce platform that hosts all Salesforce applications and provides customer support.

Accomplishments: Successfully deployed (3) three mission-critical applications serving public citizens in airline and motor carrier safety. Established strategic enterprise initiatives that will consolidate system redundancies and realize significant cost savings for the agency.

- Matured the agency's Salesforce enterprise platform, delivering reliable services to platform tenants.
- Developed reporting dashboards that provide critical data points to measure and forecast the enterprise Salesforce platform activities, such as service requests and license agreements worth \$22 million.
- Conducted comprehensive market research on emerging products and companies to ensure the agency's evolving technical needs are met with state-of-the-art solutions.

- Spearheaded the integration and delivery of products on the Salesforce and PowerApps platforms to enhance mission-critical services, such as Automated testing frameworks.
- Lead the team of 25 contractors in building a consolidated grants management application combining 14 legacy applications into a unified product. Valued at \$25 million.
- Led the \$4.3 million acquisition of an enterprise automated testing tool, ClicQA.
- Supported the \$90M Salesforce license acquisition that consolidated all agency licenses into one agreement, realizing an overall 15% in savings.
- Supervised the acquisition process for a \$43M Capacity Task Order.

Tech Stack: Salesforce, Appian, PowerApps, GitHub, Gemini, NotebookLm, MS Project, JIRA, Confluence, ClicQA Test Automation

Director

ICF | Reston, VA (hybrid)

January 2020 - June 2024

Operating in the Consulting & Professional Services sector, ICF is a Publicly-Held organization providing technology solutions to government and commercial clients, employing 10,000+ employees globally.

Responsibilities: After ICF acquired ITG, I served as a Director for multi-disciplinary teams and as a Business Development Lead for the ICF Appian practice. I oversaw and coordinated two program teams with 20 resources, while supporting two additional project teams of 30 developers and analysts at the Federal Transit Administration.

- Managed the operations for the largest transit nationwide database, collecting transit and safety information for statistical analysis and congressional reporting.
- Led development teams implementing state-of-the-art PaaS technologies (Appian, Salesforce).
- Led a team applying data science techniques and building machine learning models to solve data and decision challenges.
- Supported the government contracting officer to deliver on contractual obligations on time and within budget.

Accomplishments: Delivered quality work and customer satisfaction that resulted in program growth by \$860,000 in 2023.

- Achieved high scores (4/5) in the DOT Contractors Performance Assessment Reporting System (CPARS) for two years in a row.

- Applied machine learning models to eliminate redundant processes, streamline data gathering, and automate non-deterministic correlation of data points.
- Responded to program gaps and risks through strategic planning and decision-making
- Stood up the Enterprise Salesforce Platform for the Department of Transportation.

Tech Stack: Appian, Salesforce, Python, PaaS, JIRA, Jenkins, Confluence

IT Program Manager

ITG | Arlington, VA (hybrid)
January 2017 - January 2020

Operating in the **Government Contracting** sector, **ITG** is a service provider delivering technology solutions to federal agencies, employing 500 employees.

Responsibilities: Served as the Technical Program Manager for the Food & Drug Administration (FDA) Center of Excellence, providing agency technology services, DevOps, integrations, and hosting. I oversaw multiple Scrum teams utilizing agile methodology for the rapid delivery of applications.

- Managed operations for the FDA Digital Services Center to deliver multiple streams of services, including PaaS and SaaS.
- Coordinated between project teams, product owners, and company practice areas to ensure delivery success.
- Facilitated the modernization of FDA offices by holding design workshops to uncover office needs and producing alternatives for analysis to aid in decisions to procure software and services.

Accomplishments: Successfully delivered (7) seven applications and oversaw operations and maintenance for an additional (8) eight applications. Applications included CDER DDI, VCRP, PEDS, CDER External Correspondence, CPARS Tracker, SET, ECITS FACILITATE, CMT, ITR, ICCR, GTP.

- Supported 20,000 users on the Appian and Salesforce platforms.
- Led (14) fourteen development and technical advisories to support the modernization efforts of FDA offices.

Tech Stack: Appian, Salesforce, Low-code/No-code platforms, Agile/Scrum tools

Senior Technical Project Manager

ITG | Arlington, VA (hybrid)

December 2015 - January 2017

Operating in the **Government Contracting** sector, **ITG** is a service provider delivering technology solutions to federal agencies, employing 250 employees.

Responsibilities: Served as a Senior Appian business process developer and project manager for GSA's mission-critical Appian programs, including GSA Real Estate Exchange (G-REX) and Electronic Acquisition System Integrated (EASi). I served as the Quality Assurance and Operations and Maintenance Manager, leading a team of 20.

- Managed the development of a financial tracking system built on the Appian platform.
- Established processes to ensure program quality, integrity, and consistent delivery through testing and peer reviews
- Managed a Service Desk team responsible for resolving incidents and maintaining SLA compliance.
- Identified gaps in internal QA and development processes and implemented corrective operating procedures.

Accomplishments: Deployed the largest developed Appian workflow at the time, pushing the boundaries of the platform for the award-winning government leasing application G-REX.

- Received an "Excellent Grade" from GSA for Management, Quality, and Regulatory Compliance
- Achieved an 88% user satisfaction rate from the anonymous GSA Apps Survey
- Managed a Service Desk that resolved 24,000 incidents with 99% SLA compliance
- Developed an automated testing strategy that resulted in 35% cost savings per test cycle.
- Reduced production defects from 3.5% to 1.04%, resulting in a steady decrease in incidents year over year.

Tech Stack: Appian, ServiceNow, Jenkins, Cucumber

Senior Business Process Developer

ITG | Arlington, VA (in-office)

July 2012 - December 2015

Operating in the **Government Contracting** sector, **ITG** is a service provider delivering technology solutions to federal agencies, employing 250 employees.

Responsibilities: Served as a Senior Appian Business Process Developer for the General Services Administration's (GSA) mission-critical Appian program, the GSA Real Estate Exchange (G-REX), a web-based application developed for GSA Public Buildings Service (PBS) to manage federal property leases. G-REX aims to streamline and modernize federal lease procurement, supporting "Smart Leasing" to manage approximately 92,000 properties occupied by over 1 million federal workers.

- Designed and developed complex workflows on the Appian platform.
- Deployed the application to the production environment.
- Performed operations and maintenance post production for the application.
- Established processes for customer support and handling incident responses.

Accomplishments: G-REX was the largest developed Appian workflow at the time, pushing the boundaries of the platform for the award-winning government leasing application G-REX.

- Migrated over 100,000 records into the Appian instance.
- Developed the largest workflows that provided feedback to Appian to enhance their product and best practices.

Tech Stack: Appian, ServiceNow, Jenkins, Cucumber

Sr. Business Process Developer

Intellidyne | Fairfax, VA (in-office)

January 2010 - July 2012

Operating in the Government Contracting sector, Intellidyne is a Privately-Held organization providing IT consulting services, employing 1,000 employees.

Responsibilities: Performed duties as a Senior Business Process Developer on the Appian platform for the Department of Justice (DOJ) and Defense Acquisition University (DAU).

- Led the development of business process workflows for an internal acquisition application for the DOJ.
- Upgraded and developed system features for the DAU education portal serving the deployed U.S. soldiers to apply for courses and training in universities to attain approval for their academic career.
- Managed project scope, schedule, risks, and resource allocation.

Accomplishments: Facilitated task completion across multiple, cross-functional teams and identified risks to communicate impacts.

- Successfully upgraded the custom-based code base for Appian to the latest version.
- Successfully deployed the acquisition workflow for use by the DOJ internal office.

Tech Stack: Appian, SharePoint, UML Diagram Tools

Software Developer

CACI | Fairfax, VA (in-office)

January 2008 - January 2010

Operating in the Defense & Intelligence sector, CACI is a Publicly-Held organization providing information solutions and services, employing 26,000 employees globally.

Responsibilities: In a team of 7, developed and enhanced existing applications, including bug fixes for a rules engine for an operations support project for the Army Reserves.

- Developed rich web applications using GWT, Grails, and Spring.
- Conducted deployment for major and minor releases.

Accomplishments: Successfully maintained and enhanced critical business rule engines for client applications.

Tech Stack: C#, Maven, GWT, Spring, Citrix, Serena Business Manager.

IT Consultant

Amentra | Reston, VA (in-office)

March 2006 - January 2008

Operating in the IT Consulting sector, Amentra was a Privately-Held (later acquired by Red Hat in mid-2008) organization specializing in systems integration, employing 140 employees.

Responsibilities: Developed the front-end interfaces for GEICO during their modernization from terminal-based systems to web-based systems.

Accomplishments: Enhanced cross-organizational UI development quality by establishing a repository for graphics assets for Amentra, used by all teams.

Tech Stack: JSP, HTML, JavaScript, Photoshop

Bowwave LLC

Software Developer | Great Falls, VA (in-office)

January 2005 - March 2006

Operating in the public and private sectors, Bowwave is a privately held IT services company focusing on providing deep-tech subject matter expertise to the U.S. Government and private sector, employing 5 employees.

Responsibilities: Developed and enhanced web applications for the public and private sectors, including the Occupational Safety and Health Administration (OSHA), and a medical provider direct billing website.

- Designed and developed a software interface and backend used to assist in insurance and direct billing for medical providers.
- Developed and enhanced software for the Occupational Safety and Health Administration (OSHA) to provide transparency and visibility into OSHA incidents.

Accomplishments: Designed and developed software to aid a clinic in processing insurance claims for patients.

- Developed reports and dashboards in user friendly interfaces for analyzing logged OSHA incidents.

Tech Stack: JSP, MySQL, Eclipse, Macromedia, JavaScript, HTML

IT Consultant

Booz Allen Hamilton | Tysons Corner, VA (in-office)

January 2004 - December 2004

Operating in the Management & Technology Consulting sector, Booz Allen Hamilton is a Publicly-Held organization employing 34,000 employees globally.

Responsibilities: Performed data analysis of geo-locations and regionally distributed personnel for a multi-lingual data set.

- Converted the front end of an application used to store and track individual information for ID card generation.

- Provided a feasibility study for the auto-translation of mixed data stored in Arabic to English

Accomplishments: Produced assessments of unique records combining datasets with assumptions on variants in data entries

Tech Stack: Oracle, MySQL, Translation Software, Eclipse, C++

Education

Master of Science (MS) in Software Development Management
University of Maryland, | Greenbelt, MD | 2009

Bachelor of Science in Computer Studies
University of Maryland, | Greenbelt, MD | 2004

Certifications

- Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Cornell University Executive and Performance Leadership
- MIT Applied Data Science
- FAC-COR Level I

Additional

Volunteer Experience: I serve on the Development Committee as an advisor for outreach and campaigns at Safe Harbor; a non-profit organization in West Chester, PA, whose mission is to provide emergency housing, food, and access to support services for unhoused single men and women in Chester County.

Networking Groups/Memberships: ACT-IAC, IT Pros - Philadelphia