

ROBERT SMITH

Program Management Analyst I

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Quality-driven Program Management Analyst I with over 11 years of skills and abilities combined in the areas of federal government contracts, information technology, and telecommunications. Possess competitive professional industry-specific training in Contract and Project Management. Exceptional analytical and research skill set for detail and negotiation. Innovative team-player with demonstrated success in day-to-day leadership qualities.

2010 - PRESENT

PROGRAM MANAGEMENT ANALYST I - XLA, INC

- Providing the Learning Management System (LMS) troubleshooting, which requires the ability to analyze issues at hand, coordination problem resolution, and work with learners to communicate steps that must be taken.
- Project management skills obtained through the development of helpdesk best practices.
- Providing quality assurance in creation and maintenance of Standard Operating Procedures (SOPs), and development of internal toolkits that aide in educating employees on roles, responsibilities, Statement of Work (SOW), service level agreements and standards.
- Governing the project management support for TSA's LMS system migration, including but not limited to test plan development, business cases development; interoperability and LMS configuration to align with TSA's business rule.
- Coordinating with program sponsors and departments to resolve systemic issues and determine appropriate business processes to support learner needs and to comply with agency policies and procedures.
- Analyzing the Online Learning Center (OLC) database performance metrics, running system report queries, creating the job aids, assisting in content loading, and account creation for end-user and administrative accounts.
- Updating and maintaining TSA reference library resolution log and OLC's ticket tracker database, in correspondence to end-user email submissions.

OCTOBER 2007 - MAY 2010

PROGRAM MANAGEMENT ANALYST - ABC CORP

- Assisted with overall daily operations and contributed valuable researching and gathering of IT data identifiers, ensuring the ongoing integrity of the clients master database is updated and filed on the share drive.
- Provided support in revising Standard Operating Procedures (SOPs), Statement of Work (SOW).
- Maintained up-to-date efforts to the program management plan and

communication plan documentation.

- Created and refined program Task Completion Documents (TCD), resulting in client site visit funding, revised site trip reports, site visit expense reports and as-built guides documentation for required sites.
- Compiled, tracked, gathered, and created monthly reports of accomplished and upcoming deliverables.
- Managed quality assurance process ensuring that industry standards were followed for programs peer review process.
- Created new hire employee binder, developed and evaluated program policies in maintaining program master site list and project schedules, resulting in the timely dissemination of program business practices.

EDUCATION

Master Certifications in Government Contract Management - 2010(Villanova University - Online)Master Of Science in Human Service Management - 2006(McDaniel College - Westminster, MD)Bachelor Of Science in Speech Communication - May 2004(Millersville University - Millersville, PA)

SKILLS

Green Belt For 6 Sigma, Conflict Management, Project Management, Quality Assurance, Customer Service, Increasing Employee Motivation, Coaching, Business Negotiation