7.2 Resumes

The following section contains the resumes we submit for our key team members, proposed staff, and representative resumes showing our depth of experience in the State of Florida and Unemployment Compensation. Following is a list of the team members for each category:

Key Team Members

- Greg Martin, Client Executive
- Tim Murray, Unemployment Compensation Advisor
- Troy Myers, Project Manager
- Kathy McLeskey, Stakeholder Change Strategy Lead
- Thomas Hawkins, Application Development Lead
- Bob Bradner (Bradner Consulting Group), Business Process Re-engineering (BPR) Lead

Proposed Staff

- Quality Assurance Advisor – Michael Ljung
- Technical Architecture Lead – Paul Moore
- UC Design Lead – Tessa Barnes
- Test Lead – Megan Ihrman
- Application Architecture Lead – Dereck Vanlandingham
- Conversion Lead – Sara Kahn
- Claims Leads – Mary Ellen Schaefer (Design), Matthew Kahn (Development), Susan Sinclair (Test)
- Payments Leads – Courtney Darlington (Design), Brad Sokola (Development)
- Adjudication/Appeals Leads – Bryan Ahern (Design), Varun Kaushal (Development), Joe Lindemann (Test)
- Overpayment Lead – Jeff Byrd (Development)
- Training Lead – Amy Gendusa

Representative Resumes: Eric Foster, Ernest Price, Kristi Abplanalp, Lisa Thompson, Mark Dolezal, Pui Leung, Randy O'Neil, Robert Printz, Robert Wakerly, Edward 'Trey' Long, Scott Lindsay (Image API), and Loree Evans (Image API).

Tim Murray is our only team member with a current professional relationship to an organization listed in the ITN as he serves as the Accenture Contract Manager on the Florida ELIS PMO project. To the best of our knowledge, none of our team members listed has a current personal working relationship to the government organizations listed in the ITN.

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John "Greg" Martin – Client Executive

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Qualifications – Why we chose Greg as the Client Executive

Successful implementation of the Florida myBIS solution requires exceptional project leadership and direction.

Greg Martin is our Florida Public Service Practice Lead. Greg is responsible for achieving client's objectives across Accenture's state and local government clients in the State of Florida. He will focus on your agreed upon goals and will work to confirm that we effectively deliver Florida *myBIS* for AWI. He has a record of success in directing system implementation projects for the public service clients for over 20 years.

Key Attributes

Recently, Greg led the AWI FLUID Modernization, OFR REAL, and DBPR SLS projects for the State of Florida, where he demonstrated:

- Experience with **large-scale program management**
- **Ability to deliver** multi-phase deployments
- **Integration of enterprise-wide applications**
- **Strong relationships** within the State of Florida
- **Ability to resolve complicated issues** (technical, team, or project wide)
- **Ability to manage multiple efforts** concurrently

Experience

Client	**Florida Office of Financial Regulation**
Project	Regulatory Enforcement and Licensing (REAL) System
Role	Project Lead

The Office of Financial Regulation is responsible for supervising state-chartered banks, credit unions, savings associations, and international bank agencies, and licenses and regulates non-depository finance companies and the securities industry. The purpose of the REAL System Implementation Project was to create an integrated licensing and regulation system consolidating 20 plus legacy systems. It included the integration of a COTS solution with the citizen portal, FileNet document management solution, multiple state system interfaces, and a mobile investigations solution. It allows users to apply, renew, and amend their license applications and have their information sent to the COTS package real-time.

As the Project Lead, Greg managed a team of more than 25 Accenture and sub-contracting personnel in the delivery of the solution in a two-phased approach. Greg took responsibility for interacting with the multiple state agencies supported by the system.

Client	**Florida Department of Business and Professional Regulation**
Project	Single Licensing System (SLS)
Role	Project Lead

The Florida Department of Business and Professional Regulation is a self-sustaining, revenue-generating state agency, licensing all businesses and non-medical professionals in the State of Florida. This project involved examining all functional areas of DBPR and providing means to improve agency performance, efficiency and customer service as outlined in thirty-three business opportunities. This included the integration of a COTS package solution, a permitting and licensing portal, and a Customer Contact Center as well as the deployment of the system to more than 250 field personnel using mobile technology.

As the Project Lead, Greg managed the business arrangement with the State for all aspects of the development and implementation of the Single Licensing System. He led the transformation, development, conversion, training, implementation, and maintenance activities related to the success of this project and managed a multi-phase approach that delivered the base functionality in seven months and the entire solution in two years. Greg completed project management activities including contract management, financial review, quality assurance, risk management, policy and procedures development, and resources management.

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Client	**Florida Agency for Workforce Innovation**
Project	Florida Unemployment Internet Direct (FLUID) Modernization
Role	Client Executive

Accenture worked with the Florida Agency for Workforce Innovation to modernize the FLUID system. The project team identified over 10 key modernization efforts including enabling the system to support federal mandates for unemployment compensation. The team implemented key improvements to the system that improved productivity of the agency.

Client	**New York Department of Buildings**
Project	Document Management System
Role	Project Director

Greg led the effort to implement a Document Management System to support the department's building license application process. The system supports more than 500,000 pages filled monthly. There are more than 150 different forms scanned and stored on the document management system. As the Project Lead, Greg was responsible for all aspects of the project delivery.

Client	**Accenture Revenue Solution Center**
Project	Tax Administration System and Justice Link
Role	Project Director

Greg was responsible for the Revenue Solution Center (RSC) – a consolidated group of regulatory experts responsible for the delivery of tax and justice-related solutions known as Tax Administration System and Justice Link. In this role, he was responsible for the design, code, test, and run of seven different clients' solutions simultaneously and managed four operational teams – technology, change management, continuous improvement, and functional.

Client	**Tennessee Department of Revenue**
Project	Tax Administration System
Role	Project Director

Greg was responsible for the implementation of a fully integrated tax administration system for the State of Tennessee. The system was the first in the country to integrate all taxes and licenses administered by a taxing agency. The team completed the base system in 14 months and converted more than a million taxpayers. As Project Director, Greg was responsible for a complete replacement of all Department of Revenue systems. His team developed and deployed the replacement systems, re-engineered the business processes, re-organized the department, developed a complete change readiness plan, and trained more than 2,000 employees.

Education, Certifications, and Affiliations

Institution	Vanderbilt University	**Completion Date**	May 1984
Degree	BA, Business Administration and Economics		

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Tim Murray – UC Advisor

Qualifications – Why we chose Tim as the Unemployment Compensation Advisor

Successful implementation of the Florida myBIS solution requires exceptional project leadership and direction.

Tim is a leader in our Health and Public Service practice with extensive unemployment compensation, complex system integration, and large application management experience both in Florida and in other large state agencies. Tim played key leadership roles throughout the design and development of the Florida UC TAX project performed for the Florida Department of Labor and Employment Security. Tim served as the project director for the One Stop Service Tracking (OSST) pilot and implementation across the Agency for Workforce Innovation 24 Workforce Boards. Tim served as Project Lead for the AWI Unemployment Call Center Review where we evaluated the performance of the 3 call centers in Tallahassee, Orlando, and Fort Lauderdale.

Key Attributes

Tim has led large scale projects for Florida, where he demonstrated:

- **Pre-existing expertise** with Florida applications and processes
- Experience with **large-scale program management**
- **Ability to deliver** multi-phase deployments
- **Integration of enterprise-wide applications**
- **Strong relationships** within the State of Florida
- **Ability to resolve complicated issues** (technical, team, or project wide)
- **Ability to manage multiple efforts** concurrently

Experience

Client	**Florida Agency for Workforce Innovation**
Project	Early Learning Information System (ELIS) Project Management Office (PMO)
Role	Contract Manager

The AWI has engaged Accenture to provide Project Management Office (PMO) services to manage their contract with a System Integrator vendor for the design, development and implementation of a centralized, web-based Early Learning Information System (ELIS). The ELIS project is to develop a comprehensive, dynamic, web-based, centralized information system to better support the Office of Early Learning's mission of delivering quality School Readiness and Voluntary Prekindergarten programs to Florida's children.

Tim is responsible for day-to-day project oversight. Tim provides a well-defined and tested project management methodology that allows the PMO and AWI to provide improved comprehensive project management capabilities for the ELIS project. He works with the Project Manager to make sure stakeholder needs are met and oversees, manages and develops project plans at the Agency level. Tim is responsible for project management areas including scope, risk, quality, and change control. He also provides feedback on project deliverables and coordinates project status communications.

Client	**Florida Agency for Workforce Innovation**
Project	Unemployment Call Center Review
Role	Project Manager

AWI asked Accenture to review the operation of the Call Centers used to support the unemployment program. Like many states, AWI is having difficulty supporting the significantly increased call volumes associated with extremely high unemployment claims levels. AWI wanted to know how they were performing and identify opportunities to improve the service they provide to the citizens and employers they serve under the unemployment program. As the Project Manager, Tim led all aspects of a call center review for the State

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of Florida's Unemployment call centers. This included capturing and delivery activities using Accenture's Customer Relationship Management (CRM) leadership team members.

Client	**Florida Agency for Workforce Innovation**
Project	One Stop Service Tracking (OSST)
Role	Project Manager

Florida delivered welfare case management through a coalition based service delivery model. A statewide board set the vision for service and the Agency for Workforce Innovation was responsible to provide the underlying technology used by the 24 Coalitions. The OSST project replaced the state's stove piped welfare case management system and was the first step toward the integration of human service, labor and employment security, and workforce programs.

As Project Manager, Tim held overall responsibility for the delivery of the OSST project for Accenture including day-to-day project management of the entire Accenture and client OSST teams. Tim interacted with key AWI executives (the AWI Division Director, Project Manager and the Contract Manager) and participated regularly with the Regional Workforce Board's Quarterly Meetings and MIS Director's Consortium.

Client	**Florida WAGES Board**
Project	WAGES User Requirements
Role	Project Manager and Functional Architect

Tim assisted the Florida WAGES State Board and Florida Department of Labor and Employment Security (FDLES) with performing a technology assessment and redesign of Florida's WAGES Management Information Systems. He leveraged extensive workforce development experience working with Florida's Department of Labor and Employment Security in the Unemployment Compensation tax area.

Client	**Florida Department of Labor and Employment Security**
Project	Unemployment Compensation Tax Redesign and Implementation
Role	Functional Architect

The Unemployment Compensation Tax Redesign and Implementation was a multi-phased project that led to the replacement of the Florida Unemployment Compensation Tax System. The system incorporated a client/server architecture, an electronic data interchange, electronic funds transfer, remittance processing technologies, document management technologies, reporting database/end user computing, software engineering tools, and a relational database management system on an IBM mainframe.

Tim interacted extensively with the diverse stakeholders of the unemployment program. Tim was the functional architect for the system that included Employer Registration, Account Maintenance, Employer reporting, Tax Payment Processing, Trust Fund Accounting and Corporate Accounting, Refunds, Debt Write Off, Employer Rating, Collections, Field Audit, Internal and External Reporting to ETA, and full case management. Tim met with UC Tax subject matter experts for requirements gathering sessions for designing the system.

Education, Certifications, and Affiliations

Institution	Indiana University	***Completion Date***	May 1991
Degree	BS, Decision Science and Business		

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Troy Myers, PMP – Project Manager

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Qualifications – Why we chose Troy as the Project Manager

Successful implementation of the myBIS solution requires an exceptional project manager like Troy Myers.

Troy is an experienced Project Manager in our Public Service practice. He has over 13 years of experience in the re-engineering, design, development, implementation, and support of large-scale, Human Service applications. He has extensive experience leading and managing large-scale Unemployment Insurance programs including Tax, Benefits, Appeals and workforce development in Illinois, Wisconsin, Kansas, Florida and Texas.

Key Attributes

Most recently, Troy led the implementation of IBIS for Illinois, where he demonstrated:

- **Pre-existing expertise** with unemployment compensation implementations and processes
- Experience with **large-scale program management**
- **Ability to deliver** multi-phase deployments
- **Integration of enterprise-wide applications**
- **Ability to resolve complicated issues** (technical, team, or project wide)
- **Ability to manage multiple efforts** concurrently

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Project Manager

The Illinois Benefits Information System Project (IBIS), initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Troy led the design, development, and implementation of the IBIS application. He had day-to-day ownership, operational responsibility, and accountability for delivery of the system on time and within budget. Troy provided successful project direction by supporting risk and issue management, directing resource allocation decisions, setting priorities for the team and collaborating with client leadership and stakeholders to guide the project to success. Troy was responsible for developing project status reports, monitoring issues, and presenting issue information to the IDES Project Directors on a weekly basis. Troy also provided UI expertise and mentored project leads in UI processes.

Client	**Wisconsin Department of Workforce Development**
Project	Statewide Unemployment Insurance Tax Enterprise System (SUITES)
Role	Project Manager

Troy was the Project Manager for the Department of Workforce Development's (DWD) Division of Unemployment Insurance SUITES project. SUITES replaced the Unemployment Tax and Accounting System (UTAS) and Unemployment Wage Record Collection System for the State of Wisconsin. The system supports the state's UI tax administration of over 120,000 active employers, annual tax receipts of approximately $430 million and a trust fund balance of $1.4 billion.

Troy directed the SUITES project to completion successfully applying daily management, operational responsibility, and accountability for delivery of the system on time and within budget. Troy provided project direction by supporting project management plan processes, setting priorities for the team and collaborating

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with client leadership and stakeholders to guide the project to success. Troy was responsible for developing project status reports, documenting issues, and presenting issue information to the DWD Leadership on a consistent basis.

Client	**Kansas Department of Human Resources**
Project	Tax, Appeals and Benefits Self-Services (TABS)
Role	Project Manager

Troy led the Kansas Department of Human Resources (KDHR) Tax, Appeals and Benefits Self-Service System (TABS) implementation. Accenture collaborated with the Kansas Department of Human Resources (KDHR) to conduct a Feasibility Study for TABS. The feasibility study led to five releases: Internet Transaction - Initial Claims; Call Center Computer Telephony Integration (CTI) and Routing; Scanning/Imaging; Customer Relationship Management (CRM); and Internet Transactions - Employer Registrations, Continuing Claims, Notice of Appeal, Employer Notice, Account Change, and Quarterly Wage Report.

Troy was responsible for the overall delivery of the TABS implementation. Troy managed the daily operations of the project including collaborating with client leadership, stakeholders, and sub-contractors. The TABS project consisted of over 3,000 Accenture days and over 2,500 client days and included procurement of $2,000,000 in hardware, software and telecommunications.

Client	**Florida Department of Labor and Employment Security**
Project	Unemployment Compensation Tax redesign (FDLES - UCTAX)
Role	Project Manager

Troy was the project manager collaborating with FDLES to provide application maintenance services for the Unemployment Compensation (UC) Tax System. The Florida Department of Labor and Employment Security (FDLES) engaged Accenture to assist in the re-engineering, design and development of the UC Tax Integrated System. This system was successfully implemented on November 17, 1997. The system incorporated all tax administration business functions for the Department. During system development, Troy served as the System Test and Acceptance Test Team Lead.

Client	**Texas Workforce Commission**
Project	Benefits Redesign
Role	Batch Architecture Lead Analyst

The Benefits Redesign project involved the re-engineering of such benefits administration tasks as collecting unemployment taxes from Texas employers, administering state payday, child labor and minimum wage laws, and operating efficient employment and training programs. Benefits Redesign was an online, interactive system. Troy's responsibilities included programming, system testing, acceptance testing and production support of programs (online / batch) in functional areas, including monetary determinations, chargebacks, benefit payment control, combined wage claims and non-monetary determinations.

Education, Certifications, and Affiliations

Institution	University of Oklahoma	***Completion Date***	May 1995
Degree	BBA, Management Information Systems and Management		
Institution	Project Management Institute	***Completion Date***	August 2005
Certification	PMP, Project Management Professional		

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Kathy McLeskey – Stakeholder Change Strategy Lead

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Qualifications – Why we chose Kathy as the Stakeholder Change Strategy Lead

Having a successful implementation of the myBIS solution relies heavily on clearly defined organizational change management strategies and skilled leadership.

Kathy has been a workforce leader for over 35 years. Before joining Accenture, she led the Florida's Division of Job and Benefits, which included UC Claims and 50 federally funded workforce programs. Since coming to Accenture 10 years ago, she has continued with both workforce and UC Programs. She is the leader for the UC and Labor practice in Accenture's North America Public Service practice. Kathy has first-hand experience assisting organizations implement transformational change - implementing new processes, procedures, systems and capabilities.

Key Attributes

Kathy has administered Florida programs and workforce initiatives throughout her career that have demonstrated:

- **Extensive expertise** of Change Management in large complex organizations
- **Implementation experience** with unemployment compensation programs and processes
- Experience with **large-scale program management**
- **Success** in working with diverse stakeholders groups who are reluctant to change
- **Effective knowledge transfer programs**
- **Strong relationships** within the State of Florida
- **Ability to resolve complicated issues** (technical, team, or project wide)
- **Ability to manage multiple efforts** concurrently

Experience

Client	**State of Texas**
Project	Integrated Eligibility System
Role	Stakeholder/BPR/Change Management Lead

Kathy was responsible for managing a 50-person team assigned to local welfare offices in Texas to implement the new eligibility system. The local office teams implemented new eligibility processes including knowledge transfer for the new system, integration with the legacy system, scheduling clients, processing applications, training local office staff, and reconfiguring business processes to better service clients. Kathy also had oversight of remaining manual processes to confirm correct handling.

Client	**Wisconsin Department of Workforce Development**
Project	Statewide Unemployment Insurance Tax Enterprise System (SUITES)
Role	BPR/Training/Change Management Team Lead

The Wisconsin Department of Workforce Development collaborated with Accenture to design and deploy a new UI tax system. As the Change Management Lead, Kathy managed the change journey for the users and managers of the new system. Kathy designed and administered the change management plan, which included the Communication Plan, Training Plan and the Change Strategy. This included organizing change readiness activities, assessing needs of system users for a successful transition, and collaborating with key stakeholders.

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Employer	**Florida Department of Labor and Employment Security**
Project	Non-Accenture
Title	Director of Jobs And Benefits

As the Director of Jobs and Benefits, Kathy held a senior management position responsible for the largest division within Florida state government. She managed an organization with over 2800 associates within five Bureaus and seven Regions located throughout the State of Florida. Kathy operated with an annual budget of $497 million and she was responsible for all of Florida's workforce development.

Employer	**Kynoch and McLeskey, Inc**
Project	Non-Accenture
Title	President

As President, Kathy worked as a Women's Business Enterprise (WBE) with State and local governments across the country to improve business processes in providing human services, and making programs more cost effective and responsive to the needs of clients. Kathy provided Business Process Re-engineering, Change Management and Training to community organizations in eight (8) states. One of the most significant undertakings was the reorganization of the Executive Branch of Mississippi government under Governor Ray Mabus. She worked to reorganize the workforce agencies at both the state and local level as part of the overall reorganization effort.

Employer	**Florida Department of Labor and Employment Security**
Project	State Job Training Coordinating Council
Title	Executive Director

As one of the first independent Executive Directors in the country, Kathy led the design and implementation of the 24 Workforce Boards throughout the state. She established policy and operational process for the Workforce Boards and community organizations to provide workforce and supportive services to clients. Kathy received a National Award from President Reagan, based on the work done for the State Job Training Coordinating Council, for innovation in providing the state's Workforce services.

Employer	**Jobs for Miami, Inc**
Project	Non-Accenture
Title	Director of Operations

Kathy worked as the Director of Operations with over 80 of Miami's community organizations to provide workforce and human services including case management and childcare. Kathy led the Jobs for Miami effort for the Greater Miami Chamber of Commerce after the Liberty City riots to coordinate community organizations to provide jobs and training to the city residents.

Education, Certifications, and Affiliations

Institution	Mississippi State University	*Date*	May 1972
Degree	BA, Social Work		
Affiliation	Vice-Chair, Associated Industries of Florida Information and Technology Committee		
Affiliation	National Association of State Workforce Agencies		
Affiliation	American Public Human Services Association		

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Thomas Hawkins – Application Development Lead

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Qualifications – Why we chose Thomas as the Application Development Lead

Successful implementation of the Florida myBIS solution requires extensive knowledge of the unemployment compensation program and functional design requirements.

Thomas has over 15 years of experience designing, developing, and implementing large, complex systems. Thomas has spent the majority of his career working on Florida projects and the unemployment compensation program. He has also led testing efforts to verify system functionality meets with customer expectations.

Key Attributes

Most recently, Thomas led the FLUID Modernization project, where he demonstrated:

- Experience with **large-scale program management**
- **Integration of enterprise-wide applications**
- **Ability to resolve complicated issues** (technical, team, or project wide)
- **Ability to manage multiple efforts** concurrently
- Experience with **requirements traceability and functional design**

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Quality Auditor

The Illinois Benefits Information System Project (IBIS), initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments.

Thomas' responsibilities included conducting a review of conversion requirements and plan against data conversion execution and mock conversions. He also reviewed nightly batch processing schedules and procedures. Thomas assessed the interfaces for effective file transfer. His review of conversion, batch, and interface activities fed into the go-live procedures and decision.

Client	**Florida Agency for Workforce Innovation**
Project	Florida Unemployment Internet Direct (FLUID) Modernization
Role	Project Manager

Florida Agency for Workforce Innovation (AWI) operates a $6.5 Billion Unemployment Compensation program. The agency is responsible for processing 3 million claims a year and making payments to 1.1 million individuals a year.

Thomas was responsibilities for day-to-day operations of the project. He integrated the project team with AWI's SDLC processes and IT organization. Thomas provided analysis and designs for cost saving opportunities to Agency Leadership. He also monitored the project work plan to keep track of time and schedule.

Client	**City of New York**
Project	Common Client Index (CCI)
Role	Application Development Lead

New York City Mayor Bloomberg initiated an HHS-Connect program to improve service delivery to citizens. The Common Client Index (CCI) is a key master data management component for HHS-Connect to create a virtual integrated case file with a holistic view of clients across 40 city human services agencies.

Thomas' role involved working with stakeholders across city agencies from requirements gathering to

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implementation in designing the collection of client demographic data such as name, address, etc. Thomas managed the team responsible for documentation, design, development, and testing initiatives. Thomas also defined the documentation deliverables, reporting metrics, and established requirements traceability.

Client	**New Jersey Department of Labor and Workforce Deployment**
Project	NJ SUCCESS
Role	Conversion Lead

The State of New Jersey modernized its UC operations. This $80 million program revolutionized the business and technical systems previously utilized to deliver UC benefits and services. NJ SUCCESS is a comprehensive, integrated, web-based solution that includes document management, imaging, and workflow, and telephony. Thomas led the conversion efforts including design and development of data conversion extract and load programs, planning and execution of Mock Conversions, identification and resolution of data purification issues, and manual conversion requirements. Thomas was also responsible for data conversion execution and support, and State acceptance of data conversion results.

Client	**Florida State Technology Office**
Project	MyFlorida Alliance
Role	Maintenance Operations Lead

MyFlorida Alliance was an Outsourcing arrangement between Accenture and the Florida State Technology Office. Accenture assumed the responsibility for maintaining 67 applications and the 75 person staff supporting those applications. Thomas managed the two largest teams of 25 staff members, UC Tax and UI Benefits, and assumed operational control.

Client	**Florida Agency for Workforce Innovation**
Project	One Stop Service Tracking System (OSST)
Role	Conversion Lead

OSST is a web-based application designed to track cases within the Welfare Transition (i.e., TANF) and Food Stamp and Employment and Training (FSET) programs within the Florida. OSST hosts an estimated 1,200 end users. Thomas led the conversion design, development and testing initially to convert all existing WAGES data from a mainframe database to an Oracle database within OSST. He was also responsible for defining work plans for the entire project, assisted heavily in issue identification and resolution.

Client	**Florida Department of Labor and Employment Security**
Project	UC-TAX Redesign Project
Role	Conversion Lead

Thomas managed the conversion from the client's legacy to the new system's database. The conversion included 120 million rows of employer records, employee wage records, and lien/warrant information. Thomas modified and implemented the Conversion Plan including managing the detail design and development of over 70 conversion and 7 interface programs, executed all Mock conversions including 3 full scale Mocks, and participated in resolving all data purification and conversion issues.

Education, Certifications, and Affiliations

Institution	Florida State University	***Completion Date***	December 1992
Degree	BA, Industrial Engineering		

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Robert "Bob" Bradner – BPR Lead

Qualifications – Why we chose Bob as the Business Process Re-engineering (BPR) Lead

Successful implementation of the Florida myBIS solution requires an effective communication strategy to keep users informed and confident.

Bob has 30 years of workforce development experience in the State of Florida. Bob has previously served as a Bureau Chief for AWI and already knows key stakeholders within the organization and current communication channels. His past unemployment compensation experience allows Bob to establish effective communication activities and processes quickly.

Key Attributes

Bob has held upper management positions for the State of Florida where he has demonstrated:

- **Extensive expertise** with Florida programs, applications, and processes
- Experience with **large-scale program management**
- **Ability to deliver** effective agency-wide communications
- **Strong relationships** within the AWI organization
- **Ability to manage multiple efforts** concurrently

Experience

Employer	**Bradner Consulting Group**
Project	Workforce Development
Title	President

Bob has served as a workforce development consultant to Regional Workforce Development Boards and other entities involved in workforce development throughout the state of Florida providing guidance and technical expertise regarding customer service, process management systems, leadership development, and performance measurement systems. He also has been responsible for the direct delivery of workforce development programs in Leon, Gadsden, and Wakulla Counties.

Employer	**Florida Agency for Workforce Innovation**
Project	Program Development and Innovation
Title	Bureau Chief

Bob was responsible for providing leadership, guidance, and coordination for a variety of workforce development programs at the state level including Wagner Peyser, Welfare Transition, WIA Adult and Dislocated Workers, and WIA Youth Services. Bob was responsible for program development, training, technical assistance, plan development, performance measurements, and project evaluation.

Employer	**Florida Department of Labor and Employment Security**
Project	Bureau of Claims and Benefits
Title	Bureau Chief

Bob led and directed statewide unemployment compensation claims operations, benefit payment control, and benefit operations. He played a key role in the improvement of business processes in order to meet the demands of changing circumstances, to improve program performance, enhance customer service, and strengthen the linkages between operating areas. He was actively involved in numerous initiatives designed to automate and streamline various aspects of the program that resulted in operational efficiencies. He also played a key role in the implementation of the telephone and the internet as a method of delivering services.

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Employer	**Florida Department of Labor and Employment Security**
Project	Benefit Operations
Title	Deputy Chief

Bob provided leadership and coordination of unemployment compensation benefit operations including a wide variety of special programs. Benefit Operations consisted of 125 employees assigned to the Adjudication and Federal Programs Section, the Determinations Section, and the Multi-State section. Bob served as a registered lobbyist for the agency and was actively involved in researching and developing legislation relating to compliance with the FUTA as well as a variety of programmatic enhancements relating to Chapter 443, Florida Statutes.

Employer	**Florida Department of Labor and Employment Security**
Project	Tax Enforcement Section – Bureau of Tax
Title	Administrator

Bob was responsible for managing and directing the activities of field auditors in 11 Unemployment Compensation Tax Offices. He coordinated the allocation and utilization of services to ensure that auditors enforced employer compliance with the Florida Unemployment Compensation Law and properly determined legal liability of employing units for payment of unemployment compensation taxes.

Education, Certifications, and Affiliations

Institution	University of North Carolina	***Completion Date***	June 1968
Degree	BS, Business Administration		
Institution	Florida State University	***Completion Date***	June 1983
Degree	MS, Public Administration		
Affiliation	Project Management Institute		

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Michael Ljung – Quality Assurance Advisor

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Qualifications – Why we chose Michael as the Quality Assurance Advisor

Fulfilling AWI's vision calls for resources with deep technology architecture skills and extensive experience using those skills to design and build large, complex systems.

With 18 years of experience in architecture design, technology delivery, and implementation experience, and directly relevant experience leading the IBIS project, Michael is well positioned to provide critical insight and direction for the *myBIS* project. He has implemented multiple large-scale, web-based enterprise systems projects for Human Services, including unemployment compensation. Michael will meet with your team members and senior leadership on a regular basis to assess your satisfaction with the project and proactively identify any issues or actions. Michael also leads our Advanced Systems & Technology practice in North America. This group has 750 architects skilled in custom development, primarily on Java/SOA platforms. In Michael's leadership role, he will have access to these architects and SMEs, to provide additional support as needed.

Key Attributes

Michael's deep technical skills combined with 18 years of application and architecture experience have demonstrated:

- **Full SDLC leadership experience** across multiple projects from analysis and requirements through final implementation
- **Quality Delivery** on projects using CMMI approaches
- **Follow-up with client executives** regularly to manage expectations
- **Relationships with senior executives and architects in IBM's Software Division,** given Michael's role as the IBM Global Alliance lead for Accenture

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Program Executive Director

The Illinois Benefits Information System Project (IBIS), initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that processes $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Michael was responsible for planning and managing delivery of new IBIS. He coordinated closely with client leadership to understand requirements and support the client vision. He also supported the self-service claim filing/certification system and guided interviews system in production.

Client	**California Division of Child Support Services**
Project	California Child Support Automation System / Child Support Enforcement
Role	Architecture Manager/Release 1 Delivery Lead

The State of California had been operating six different child support systems across 58 counties. Accenture, IBM, and AMS jointly built a single, federally certifiable, statewide system on J2EE platform. The new system improves the State's ability to establish and enforce child support obligations, deliver more money into the hands of custodial parents, increase recovery of public assistance expenditures, and comply with Federal guidelines.

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As the Technology Architecture Manager, Michael defined the system architecture. He defined and rolled out the application development methodology, based on use-case driven design, IEEE deliverables, and object-oriented approaches. Michael developed an incremental delivery approach and delivered reusable architecture services, standards, and IEEE documentation for online, batch, integration, data, security, business intelligence, reporting, printing, imaging, and forms. Michael planned and managed the performance testing, and also defined a common usability approach and conducted formal usability testing. This resulted in a consistent user interface accepted by both department personnel and caseworkers, who represented 58 diverse counties.

Michael was also the Application Development and Production Manager. He led application development through the system and UAT phases. He successfully managed batch and online production, monitoring, performance analysis, and executive-level status reporting.

Client	**California Statewide Automated Welfare System (SAWS) Consortium-IV**
Project	Consortium-IV (C-IV)
Role	Lead Technology Architect

The mission of the Consortium IV (C-IV) Project was to implement a new business model to transform current welfare processes into a dynamic, outcome-oriented system. The Project provides an integrated, user friendly, automated system to manage the increasing complexity of the public assistance and employment programs, and to achieve the outcomes required by welfare reform. Accenture partnered with the Consortium to provide Project Management, Design, Development, Testing, Infrastructure Build, Implementation and Maintenance services. As of November 2004, approximately 6,000 users from four California counties and approximately 90 county offices are using the C-IV System to perform their daily functions.

Michael was responsible for the design of the high-level architecture for online, batch, business rules engine, and integration with external agencies. He defined the development environment standards and tools.

Client	**Accenture**
Project	Technology Organization and Alliances
Role	Advanced Systems and Technology Director

Michael is responsible for leading an Accenture business with a headcount of 750 technology architects across disciplines in Java and .Net custom development, application modernization and optimization, SOA/integration, mobile architecture, eCommerce, and Rich Internet Applications (RIA). He manages our ongoing IBM alliance, providing leadership and collaborating with IBM on joint Accenture-IBM solutions, the Accenture-IBM Innovation Center, and global IBM training and skills development for Accenture architects. He also directs the dedicated team of 55 engineers in IBM who work solely for Accenture.

Education, Certifications, and Affiliations

Institution	Yale University	***Completion Date***	May 1992
Degree	BS, Computer Science, with honors: Magna Cum Laude, Tau Beta Pi engineering honor society, Distinction in the Major, Dean's List all semesters		
Institution	Kellogg Business School, Northwestern University	***Completion Date***	August 2001
Degree	Accenture Advanced Business Management Program (condensed MBA)		

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Paul Moore – Technical Architecture Lead

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Profile Summary

Paul is a leader in our Systems Integration and Technology practice for the Public Service practice. Paul has over 20 years of experience in building technology solutions for private and public sector clients. He has spent the last 10 years focused almost exclusively on Health and Human Services, specifically on SOAs as well as leveraging the Microsoft platform. Paul has led technology development, implementations, and operations for award winning statewide multi-channel citizen and business licensing systems for the State of Florida including COTS-based solutions and online customer portals.

Experience

Client	**New York City Department of Information Technology & Telecommunications**
Project	Health and Human Services (HHS)-Connect
Role	Enterprise Technology Lead

Paul has been the Lead Technology Architect helping the City of New York to establish an organization that is providing human service integration and case management technologies across 14 City and State agencies. Paul has led the technology selection, design and implementation of foundational capabilities that provide an integrated view of client's data and the services a client receives across all agencies. Paul has led the establishment of leading edge technology including a master data management solution that creates a common client index, a client portal integrated with the City's 311 and 211 systems, and a worker portal that allows streamlined access to client data buried in legacy systems.

Paul's role includes defining the architecture and integration related to multiple case management systems including a childcare / early learning services case management system. Paul led the Infrastructure team that has implemented infrastructure virtualization that has reduced infrastructure preparation time, increased system availability and reduced use of servers. He led the Common Client Index Team that implemented data purification, standardization and client identity matching that provides information about which systems a client has data in, updates agencies when a client reports a demographic data change, creates a "golden record" of the best available demographic information about a client and alerts agencies about inconsistencies in information across agency systems.

Paul led the Information Exchange Team that managed enterprise data modeling, the inventory of all cross system information exchanges, a human services canonical model, and all detailed the interchange schema definitions. Paul has been working with the City to define National Information Exchange Model (NIEM) standards for human service related domains and information exchanges.

Client	**Texas Health and Human Services Commission**
Project	Integrated Eligibility
Role	Technology Infrastructure Lead

As the Technology Infrastructure Lead, Paul led the implementation and support of all technology infrastructure work for an effort by the State of Texas Health and Human Services Commission to establish document processing centers, call centers, and data centers to support multi-channel and citizen self service eligibility processing for TANF, food stamps, children's health, Medicaid and other applications. Paul led eight teams totaling 70 technology specialists responsible for database administration, system administration, network design and management, call center infrastructure and systems, data center hosting, application architecture, performance and capacity planning, development environments, asset management and technology special projects.

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The environment Paul supported included over 60 application systems, 330 servers, 4 VoIP call center locations, 2 imaging and document processing centers, 12 regional centers, 2 data centers with redundant failover capabilities. He stabilized and improved systems availability for all systems to over 99.8% and improved response time for production systems while supporting a multiple concurrent major development projects initiatives.

Client	**State of Florida Technology Office**
Project	Leveraging IT Services
Role	Technology Manager

Accenture assisted the State Technology Office in establishing an enterprise technology service. As the Technology Lead, Paul designed and developed managed solutions involving leading technology vendors designed to support statewide-managed email, advanced eCommunications services, security services, web-based training, application management and technology service desk operations. He helped the State Technology Office establish a process for evaluating and launching new IT services. Paul aided the State Technology Office in developing business and cost models for new services that helped avoid expenditures that would not generate supporting revenue and overall enterprise savings.

Paul helped the State Technology Office establish service level agreements, service reporting and pricing models that provide agencies and organizations that utilize enterprise services with service commitments, cost transparency, customer involvement and participation, financial accountability, service reporting as part of the organizations overall service delivery framework. He provided leadership in designing large enterprise technology service solutions and establishing financial management practices for identifying, evaluating, marketing and implementing complex technology services for large states.

Client	**Florida Department of Business and Professional Regulation**
Project	Single Licensing System (SLS)
Role	Technology Manager

Paul served as the Technology Manager of a large project to implement a multi-channel statewide enterprise licensing system. He was responsible for architecting, designing, implementing and operating an integrated new system that included a custom licensing portal, new centralized call center, Enterprise Application Integration (EAI) engine, handheld inspection system and package licensing system. Paul designed an innovative integration solution that provided real time consistent information across multiple client interaction channels.

Paul was responsible for all technology, system architecture, development, and operational aspects of the project. As the Technology Manager, Paul selected and procured all hardware and software, managed all hardware and software vendor relationships, and established a 24x7 co-location hosting data center. He implemented a new state-of-the-art call center that includes transaction-processing IVR capabilities, skill based phone call routing, and call center agent automation capabilities using Siebel Call Center. The new call center provides real time access to information about customer activity through all channels and provides cross system metrics based management automation.

Education, Certifications, and Affiliations

Institution	Purdue University	***Completion Date***	August 1984
Degree	BS, Industrial Management		
Institution	Purdue University	***Completion Date***	August 1984
Degree	MS, Industrial Administration		

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Tessa Barnes – UC Design Lead

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Profile Summary

Tessa has over 7 years of experience in the design and implementation of large-scale human services systems. Her primary focus has included eligibility, case management, and benefit issuance systems. She has experience with requirements gathering, detailed analysis and documentation, and system design. Tessa managed the work effort for the system test and user acceptance test from her tenure at the Illinois Department of Employment Security Benefit Information System (IBIS) Project and Idaho Department of Health and Welfare Benefit Eligibility System (IBES) Project.

Experience

Client	**Idaho Department of Health and Welfare**
Project	ePICS Replacement
Role	Project Manager

The Idaho Department of Health and Welfare purchased a license of the Consortium-IV System developed by Accenture for multiple counties in California. The mission of the ePICS Replacement Project was to replace Idaho's current eligibility system, ePICS, by implementing an integrated dynamic, outcome oriented, user friendly, and automated Case Management System, referred to as the Idaho Benefit Eligibility System (IBES). This system facilitates managing the increasing complexity of public assistance to achieve the outcomes required by welfare reform. The project customized the Consortium-IV System to become the IBES for Idaho that complies with Idaho's policies and procedures.

As Project Manager, Tessa fostered relationships with State End Users, Business Analysts, Department Leads, and the Steering Committee. She advised the Department as they worked to resolve critical systems implementation issues. Through her daily interactions, Tessa built an effective working relationship with the State to solve issues and keep to schedule on the IBES implementation.

Tessa also served as an Application Specialist on the Food Stamps/TAFI Eligibility Team. Tessa completed requirements analysis for system changes, coordinated system change impacts with other project teams, and estimated work effort for modifications to IBES and complete impact analysis. She worked with business representatives to manage priorities for system modifications and complete business process re-engineering activities.

Client	**California Statewide Automated Welfare System (SAWS) Consortium-IV**
Project	Consortium-IV (C-IV)
Role	Idaho Transition Team Manager

Tessa managed the Idaho Transition Team in preparation for the ePICS Replacement project including C-IV application training, knowledge transition, and ongoing maintenance activities. Tessa built a strong understanding of the C-IV eligibility functionality and technical architecture including how all its components interact. She communicated with other project teams such as Batch/Interfaces, Online, Fiscal, Reports/Forms, Technical Architecture, Change Management, Training and System Test teams as necessary for knowledge transfer. Tessa developed necessary technical skills (programming - Java and ILOG JRules, testing, detailed design, application specific training) through project resources and self-development efforts. Tessa oversaw the technical training of the Idaho Transition Team.

Tessa participated in hands-on Maintenance and Operations activities such as Issue Tracking Request and Change Request resolution to deepen Consortium-IV skills. She understood the complexity of Eligibility functionality to estimate tasks and modifications on future Consortium-IV-related projects. Tessa completed all assignments on time and within budget and communicated status and issues on a weekly basis to set expectations. She also communicated resource needs to make sure the entire team met its deadlines.

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Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Tessa served as both Application Design and System Test Leads during her work on the IBIS Project. This included managing Design Team members from the Claims Intake (CLI), Continuing Claims Processing (CCP) and Adjudication (ADJ) during the Analyze, General Design, and Detail Design phases of the release. She was responsible for delivery of the Claims Intake functional area components necessary to determine claimant's eligibility to receive benefits. Tessa facilitated Joint Application Design (JAD) sessions for each functional area with the client and application Design Teams. She created and delivered the General and Detailed Design Deliverables including screen layout and logic, batch process, and interface specifications. Tessa collaborated with the User Experience expert to design user interface screens standards to meet client business requirements.

Tessa also had the responsibility to measure and monitor system test progress against client expectations. She analyzed and resolved defects, and developed and implemented the plan to decrease outstanding defects. Tessa managed Release 4 System Test Work plan, Test Conditions and Expected Results (TCER), Test Scripts, and Test Cycle Control Sheet.

Client	**Colorado Department of Labor and Employment**
Project	genesis
Role	Design Lead

In March 1998, the Colorado Department of Labor and Employment began the genesis project, defining requirements for the redesign of their Unemployment Insurance Tax and Benefits System. The genesis project vision is to create a work environment that optimizes the potential of its employees and takes full advantage of that potential. In May 2002, CDLE contracted with Accenture to implement an Unemployment Compensation (UC) Tax and Benefits system.

Tessa was the Design Lead for the Benefit Payment Control functional area of genesis. She managed and developed all system test cases covering overpayment establishment and collection. Tessa led her team in validating the Benefits Payment Control components against client requirements. She collaborated with the application development team to identify, resolve, and validated system defects and supported the client's User Acceptance Test execution efforts.

Tessa also served as a Design Analyst on the genesis project where she led client meetings to refine system requirements and designed user interface screens and views to meet client business requirements for Benefits and Benefit Payment Control modules. She led the Benefit Payment Control detailed system design effort and completed detailed design specifications for views, reports, and batch processing.

Education, Certifications, and Affiliations

Institution	University of Colorado at Boulder	***Completion Date***	December 1999
Degree	BS, Business Administration		

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Megan Ihrman, PMP – Test Lead

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Profile Summary

Megan is a Certified Project Management Professional (PMP) with experience on systems integration projects in the Public Service practice. She has 7 years of experience in full lifecycle custom and packaged systems implementation and 5 years of experience in unemployment compensation.

Experience

Client Florida Agency for Workforce Innovation

Project UC Operational Improvement

Role Business Analyst

Megan was responsible for analysis of unemployment compensation automation. She reviewed current unemployment compensation processes including internet and IVR applications for filing initial and continuing claims, adjudication processes, imaging and mailing processes. Megan identified quick win automation changes to help the agency handle the increased volume of claims. She performed a cost benefit analysis of automation changes identified including estimates and schedule for implementing those changes.

Client Australian Taxation Office

Project Change Program

Role System Test Lead

Megan was the System Test Lead for both Release 3.1 and Release 3b. Megan was responsible for leading the UAT effort and assisting with the Product Test effort. Megan defined the test approach, work plan, and coordinated the schedule of the UAT effort with the dependencies. Additionally, Megan was responsible for ensuring the success of the UAT effort by following up on the defects to get them fixed in time and writing a final report for the test phase. For product test, she prioritized defect work for an 80-person team, created a plan that showed when test scripts would be available for testing based on their dependencies and tracking progress against it, and leading the converted data product test effort.

For Release 3b, Megan was responsible for defining the overall release test strategy, identifying and implementing changes based on lessons learned from previous releases, estimating, scheduling, staffing, and monitoring the test effort for the release. This included the product test, integrated product test, partnership test, user acceptance test, regression test, accessibility test, conversion test, and security test phases.

Client Accenture

Project North America Government Quality & Process Improvement

Role Quality Assurance Specialist

Megan was a Quality and Process Improvement Liaison responsible for working with Accenture projects to ensure they were meeting quality standards related to Capability Maturity Model Integrated (CMMI) Level 4. This included working with projects to define and implement project management processes, reviewing project metrics, and analyzing data and processes to identify improvement opportunities. Megan's other responsibilities included coaching and training project team members on: work plans and Microsoft Project, metrics, requirements development and management, peer reviews, configuration management, risk management, Accenture Delivery Methods (ADM), and ADM Estimators.

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Client	**New Jersey Department of Labor and Workforce Development**
Project	NJ SUCCESS
Role	Reports and Correspondence Team Lead

The State of New Jersey was in the process of modernizing its Unemployment Compensation (UC) operations. This $80 million program revolutionized the business and technical systems currently utilized to deliver UC benefits and services. NJ SUCCESS is a comprehensive, integrated, web-based solution that includes document management, imaging, workflow, telephony, and J2EE infrastructure, to modernize the delivery of Unemployment Compensation benefit services.

Megan delivered over 300 pieces of correspondence and 150 reports using Doc 1 Designer and Business Objects. She managed defining process, templates, and standards for design, development, unit test, and assembly test of reports and correspondence. Megan provided subject matter expertise from previous projects in the design of reports including Federal ETA Reports and Management Reports and forms including Notice of Determination (monetary and non-monetary), Claim Forms, UCFE Wage Requests, and UCX Documentation Requests.

Client	**Colorado Department of Labor and Employment**
Project	genesis
Role	Requirements and Design Manager

Megan held multiple roles including Requirements and Design Manager, System Test Lead, User Acceptance Test Support Lead, and Designer. Megan led the design effort for the issue adjudication functional area. She participated in the design of adjustment processing - recalculating benefits and creating adjustment payments or overpayments based on information received after the fact. Megan managed the test effort for issue adjudication, wage, and other wage claim functional areas. Megan also designed new business processes and system functionality to support Combined Wage Claims, Federal and Military claims, and agent claims.

Megan's application development responsibilities included documenting functional requirements through use case documents and diagrams and conducted Joint Application Development (JAD) sessions. Megan completed general design specifications for screens, batch programs, reports and interfaces. She completed use case diagrams, activity diagrams, class diagrams, robustness diagrams and object-sequence diagrams as part of the Object Oriented Analysis and Design. Megan also wrote and executed test scenarios for benefits functionality.

Megan managed the System Test and UAT effort as well. She planned and managed system test execution, prioritized System Investigation Request (SIR) fixes for 20 developers during system and user acceptance testing, and managed the re-evaluation of business requirements in order for the client to write effective UAT scripts.

Education, Certifications, and Affiliations

Institution	Colorado State University	**Completion Date**	December 2000
Degree	BS, Business Administration		
Institution	Project Management Institute (PMI)	**Completion Date**	March 2007
Certification	PMP – Project Management Professional		

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Dereck Vanlandingham – Application Architecture Lead

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Profile Summary

Dereck has demonstrated experience leading development efforts for unemployment compensation programs and call centers.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Title	Application Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

Dereck currently manages the team responsible for the design and development of the Benefit Payment Processing, Benefit Payment Control, and Batch areas of IBIS. This includes translating business requirements into a working system for the accounting, payments and collections side of IBIS. Dereck developed and maintained a work plan and schedule for the development team, made up of over 15,000 hours of effort, while reporting and managing potential risks and variance. He was responsible for maintaining the quality of developed code in his area, made up of roughly 30 screens and 25 batch processes. Dereck led the designing of systems related to correspondence integration, unit and component testing of modules, and the transitioning of complex modules to other client development teams/contractors. He also provided management and oversight of the batch processing architecture, including development of enhancements and fixes.

Employer	**AdminaStar Federal**
Project	Medicare Call Center Application/Legacy Integration
Title	Developer

The Medicare Call Center Application/Legacy Integration Project provided and maintained a web service architecture for integrating a Siebel based CRM tool with multiple legacy mainframes located throughout the country allowing Medicare call centers to operate effectively. Dereck designed and tested different communication mechanisms between the mainframes and the front-end applications, to improve efficiency and speed of the transactions. Dereck also designed and developed web based tools used for inter-team communication, testing and troubleshooting the supported applications. This allowed the team to stay on the same page, adhere to project standards quickly and access important information in one place. He was responsible for independently developing and maintaining a reporting application to help internal groups report national call center timeliness data to the Center for Medicare/Medicaid Systems (CMS).

Employer	**ATA Airlines Inc.**
Project	eBusiness Development / Customer Self Service
Title	Developer

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Dereck developed and maintained the application code for a 'million-dollar-a-day' airline website similar to the development of accounting and payment code necessary for *myBIS*. Dereck was responsible for re-engineering and upgrading an internal web based administration application used by the travel awards group to administer the frequent flier program for the company. Dereck collaborated with customer groups to prioritize and define product related issues as well as supervised progress of issues to their completion. He worked directly with vendors to ensure quality and a seamless integration to our product with the services that they provided. Through our added functionality to the web site, the team helped bring over 600,000 travel awards members to our site. Dereck's main development modules included: Flight Booking Engine, Flight Check In Via the Web, Travel Awards Program Self Service, Elite Membership Processes, Travel Awards Maintenance & Administration Application.

Employer	**eTapestry.com**
Project	Web Based Donor Management System
Title	Developer

Dereck developed and implemented web-based donor management software using Java technologies. He was responsible for designing and implementing major functionality while meeting aggressive schedules. Dereck was also the Design Lead of an application user level security system; design of an import module; updating and modifying the front-end to meet customers' needs; and designing utilities used for performance and load testing. Dereck designed tools and mechanisms used for client data conversions, and designed and implemented seamless integrations with partners.

Education, Certifications, and Affiliations

Institution	Butler University	***Completion Date***	May 2005
Degree	BS, Computer Science		
Vendor	Sun	***Completion Date***	December 2005
Certificate	Java Programmer Certification		

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Sara Kahn – Conversion Lead

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Profile Summary

Sara has a background in unemployment compensation as a business analyst as well as leading the conversion effort. She has also worked for the same client in developing an external web-based application for Illinois residents to file claims online.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Conversion Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Sara serves as the Conversion Lead and is responsible for assisting with the design of the conversion modules and developing the build procedures and standards for all team members to follow. Sara is also responsible for ensuring that all modules built by the conversion team are delivered on time and with a high level of quality. The technical and management responsibilities for this role include meeting with the functional team and client personnel to define and approve data mapping designs. Sara developed build procedures and standards for conversion modules and shared components. Sara effectively coordinated system testing of conversion data, responded to issues timely, and developed best practices for team.

Sara also had roles on the Release 4 Test team and Functional team. Sara participated in the system test effort of the Certifications (CCP), General (GEN), and Electronic Case Folder (ECF) functional areas. She developed test scenarios, test conditions and expected results, test scripts, and executed test scripts. On the Functional team, Sara assisted in the design of the Continuing Claims Processing (CCP) and Electronic Case Folder (ECF) functional areas.

Education, Certifications, and Affiliations

Institution	University of Iowa	**Completion Date**	July 2004
Degree	BS, Industrial Engineering		

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Mary Ellen Schaefer – Design Lead

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Profile Summary

Mary Ellen has experience in functional application design and test. She has experience with requirements gathering, use case creation, user interface design, and functional test planning and execution.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Design and Test Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Mary Ellen managed the functional design and test effort for the Claims, Certifications, and Benefit Charging functional areas. She worked with client subject matter experts to create the functional solution for new unemployment insurance legislation across all functional areas. Mary Ellen managed design changes and system test for new legislation updates. She managed regression testing during the client's User Acceptance Test effort.

Mary Ellen was also an Application Designer on the project. She created and documented user interface and batch designs, gathered business and system requirements, and created use cases to assist in the implementation of IBIS. Mary Ellen worked with the client's subject matter experts on a daily basis to properly identify and document all business and system requirements. She led the User Experience effort to increase usability of the application by creating design standards and ensuring adherence to these standards throughout the application design process.

Finally, Mary Ellen was part of the Project Management Office Team where she oversaw time reporting of all project resources, prepared monthly billings to the client, reconciled the client billings with hours reported by task, and maintained the project work plan (involving over 300,000 man hours) for the Project Manager. She assisted with the monthly Capability Maturity Model Integration (CMMI) Quality Process Improvement (QPI) by creating QPI status reports for all project supervisors and reporting the monthly measurement metrics for the project to top management.

Education, Certifications, and Affiliations

Institution	Davidson College	**Completion Date**	May 2003
Degree	BS, Economics		

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Matthew Kahn – Development Lead

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Profile Summary

Matthew is a Manager in Public Service practice with experience as a Technical Architect and Development Lead on the Java EE platform. Matthew also has a functional background in human services, focusing on delivery of unemployment insurance systems.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Software Product Development Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Matthew has been involved in all aspects of design and development of Release 4 of IBIS. Matthew worked as a Functional Designer for the Claims Intake and Certifications functional areas, conducting JAD sessions with client Change Champions and Subject Matter Experts. Matthew translated application requirements into use cases and detailed screen and batch designs for client review and sign off. Matthew also worked as the Application Development Lead for the Claims Intake, Certification and Benefit Charging functional areas, ensuring that his team developed the relevant code modules, conducting code reviews and ensuring unit test coverage.

Finally, Matthew was responsible for the system testing effort related to the Claims Intake, Certification and Benefit Charging functional areas. His team developed test scripts, mined converted data to match test conditions, executed scripts, and documented results.

Client	**California Statewide Automated Welfare System (SAWS) Consortium IV**
Project	Consortium-IV (C-IV)
Role	Technical Architecture Team

The Project provides an integrated, user friendly, automated system to manage the increasing complexity of the public assistance and employment programs, and to achieve the outcomes required by welfare reform. Accenture partnered with the Consortium to provide Project Management, Design, Development, Testing, Infrastructure Build, Implementation and Maintenance services. The C-IV Project is the largest welfare program ever developed at Accenture. Matthew was a member of the technical architecture team and responsible for designing, implementing, and troubleshooting architecture components in a J2EE environment using GRNDS. He led the performance tuning effort, which included implementing a custom-built end-user performance-monitoring tool. In addition, Matthew gained extensive experience with BEA Weblogic Server, Oracle 9i, Oracle Reports, and Adobe Form Server.

Education, Certifications, and Affiliations

Institution	University of Michigan, College of Engineering	**Completion Date**	December 2003
Degree	BSE, Computer Science		

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Susan Sinclair – Test Lead

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Profile Summary

Susan is an experienced Development Lead in our Public Service practice. She supports the client's User Acceptance Testing effort.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Functional Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

As a member of the System Test Team, Susan executes assigned test scripts. When problems are found, Susan first verifies that the test script correctly follows the design documents as well as the accuracy of the test data in the database before logging the problem as a defect.

Education, Certifications, and Affiliations

Institution	University of Norte Dame	**Completion Date**	May 2008
Degree	BS, Mechanical Engineering		

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Courtney Darlington – Design Lead

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Profile Summary

Courtney is an experienced Functional Analyst specifically in the area of unemployment compensation systems. She is currently working on the Illinois Benefits Information System project where she has ensured quality of the system and validated requirements with client expectations.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Benefit Payment Processing Functional Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

Courtney is currently the Functional Lead managing the team responsible for the functional design of the Benefit Payment Processing (BPP) area of IBIS. Courtney led and participated in the Release 4 detailed design for the BPP, Benefit Payment Control (BPC), Electronic Claims Folder (ECF), and Reports, Forms, Letters (RFL) functional area(s). She has created, updated and helped manage system test, test condition and expected results creation, and test script documentation. Her main objective was to identify, prepare, and maintain required test data and data creation spreadsheets, execute test scripts, and record problems and issues in accordance with the project's problem and issue management processes. Courtney worked with the Application Development Team to resolve issues that arose during test execution as well as identify, log, and validate System Investigation Requests (SIRs).

Education, Certifications, and Affiliations

Institution	University of Western Australia	**Completion Date**	November 2006
Degree	Study Abroad – Chemical Engineering		
Institution	University of Notre Dame	**Completion Date**	May 2008
Degree	BS, Chemical Engineering		
Affiliation	Society of Women Engineers		

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Brad Sokola – Development Lead

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Profile Summary

Brad is an experienced Developer in our Public Service practice and is specialized in batch and interface development.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Development Team Sub-Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Brad managed the build for enhancements and estimated new enhancements. He also investigated feasibility of architecture upgrades and implemented performance fixes using various approaches. Brad served as a Developer on the IBIS project and was responsible for front-end and batch process development. Brad wrote unit tests for developed classes, made updates to the project batch architecture, and helped organize the interface testing effort.

Education, Certifications, and Affiliations

Institution	Purdue University	**Completion Date**	May 2007
Degree	BS, Electrical Engineering		

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Bryan Ahern – Design Lead

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Profile Summary

Bryan is an experienced Development Lead in our Public Service practice. He has led functional design and batch operations.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Functional Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Bryan was responsible for logging and making design updates for enhancements and made updates to scripts in Adjudications and Appeals to make sure all enhancements were tested properly and accurately. Bryan assisted with the UAT effort and performed necessary updates, redesign, and execution on test scripts to ensure UAT readiness and meet the 95% scripts complete goal for UAT entrance. He also worked with Conversion Team to test the Adjudications screens on the application using converted data. Bryan identified gaps with the current implementation of the Benefits Access Measurement (BAM) unit.

Bryan also worked as a Developer on the Payments Team. During this time, he was responsible for the Electronic Case Folder and payments updates to the external application, daily batch builds, and developed production batch schedule. Bryan maintained the daily batch report and maintained all batch environments and corresponding database schemas.

Education, Certifications, and Affiliations

Institution	University of Norte Dame	**Completion Date**	May 2008
Degree	BS, Honors Mathematics		

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Varun Kaushal – Development Lead

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Profile Summary

Varun is experienced in the Business Intelligence space working with database applications and reporting tools from several vendors and automated testing tools. More recently, his experience focuses on technology architecture and system design. Varun has spent two years on a project developing an online, framework based, multi-user application for the State of Illinois Department of Employment Security.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Development Team Sub-Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Varun created and maintained a daily batch schedule of 60 plus jobs using Microsoft Project. Varun created a consistent deployment strategy for the Batch environment. Varun trained new joiners in both the development and functional aspects of the team. His other responsibilities included work planning, overseeing implementation and review of two developers while completing individual tasks. Varun also aided client personnel with UAT issues, and helped address performance concerns in critical areas of the Batch environment.

Varun began as a Java Developer and developed web, service, data layers for both online and batch processes. He maintained architecture code for online, batch processes, and worked on correspondence architecture/templates within Doc1 and IBM Content Manager. Varun developed code with Spring, Spring Batch, iBatis and Struts. He maintained a close relationship with the client and legacy support teams to ensure a seamless integration for federal and internal reporting.

Employer	**Cognos Inc.**
Project	Interoperability
Role	Tester

Varun used the WinRunner automation tool to automate the tests conducted by the Interoperability QC team. He manually tested functionality in the newest releases of the products. Varun learned Python, and used it to automate some Unix related tests with WinRunner.

Education, Certifications, and Affiliations

Institution	University of Illinois	*Completion Date*	July 2007
Degree	BS, Computer Science		

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Joseph Lindemann – Test Lead

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Profile Summary

Joe is a Project Manager with over eight years of experience serving Public Service clients. Joe has implemented large-scale systems integration projects for UC Programs in four states. Joe most recently managed a large design, build, and test team over multiple releases overseeing delivery of over 500 inventory items. Joe has developed solid project management skills with a focus on gathering business requirements and managing relationships with project leadership and subject matter experts. Joe has extensive experience managing risks, issues, and the change control process. Prior to working in systems integration, Joe was a claims adjudicator in a UC call center and member of the Rapid Response team, conducting UC presentations at large businesses experiencing mass layoffs. This experience gives Joe keen insight and perspective into how Unemployment Compensation departments operate and can succeed.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Release 2 Development Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

Joe is currently manages the team responsible for the Adjudication, Appeals, and UAT development and functional design. Joe also served as System Test Lead managing a 20-person team across all functional areas. Joe developed test-tracking tools to manage test planning, preparation, and execution tasks for nearly 500 test scripts over three testing cycles. Joe led the design and signoff of over 100 design specification deliverables across four (4) functional areas. Joe conducted JAD sessions with SME groups gathering essential business requirements, developing conceptual design of key processes through use cases and screen mock-ups, coordinating cross-functional meetings with other process areas, and managing nearly 2000 business requirements.

Joe served as the IBIS Release 2 Lead through the SDLC of the Adjudication Guided Interview Application. We delivered Release 2 on time as scheduled in November 2005. Since go-live, IDES has successfully processed over 1 million adjudication issues using the Release 2 application.

Client	**Ohio Department of Job and Family Services (ODJFS), Office of Unemployment Compensation**
Project	Employer Resource Information Center (ERIC)
Role	Business Analyst

Joe served as a Business Analyst for the Employer Resource Information Center (ERIC) project for the Ohio Department of Job and Family Services (ODJFS) Office of Unemployment Compensation. The Bureau of Unemployment Compensation Tax (UC Tax) administers the tax and wage record provisions of the Ohio Unemployment Compensation Law. UC Tax serves approximately 232,000 active Ohio employers and processes $750 million of tax revenues per year. ERIC was put in place to implement a modernized system

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for processing unemployment compensation taxes to effectively and efficiently accept reporting, bill employers, accept payments and process refunds, collect monies due, track employer records, assure employer compliance with the law, and provide customer support to assist employers in meeting their legal obligations.

Joe worked daily with key subject matter experts (SMEs) and end users from the agency gathering business requirements and developing application use cases. This included detailed descriptions of business processes, process flows and business rules of the tax processing procedures. Joe facilitated meetings to achieve sign-off of key deliverables. Joe supervised teams to translate use cases and business requirements into detail design specifications and program modules.

Client	**Minnesota Department of Employer and Economic Development (DEED)**
Project	Unemployment Insurance Technology Initiatives Project(UITIP)
Role	Business Analyst

Joe served as Business Analyst for the Minnesota Department of Employer and Economic Development (DEED) unemployment insurance re-engineering initiative. UITIP addressed the need to reengineer the aging Benefits and Tax systems for the state to implement a unified solution for internal and external customers. Joe analyzed the "As-Is" UI Program policy and process to develop successful strategies for future UI Program stability. Joe also facilitated Joint Requirements Management (JRM) sessions with SMEs, supervisors, and directors of the UI Program to gather business and system requirements in order to develop use case documents for each business process. Joe authored use cases for the following business processes: Succession, Name and Address, Multiple Location (Units), Taxpaying to Reimbursing Accounts, Change of Legal Entity, Termination of Account, Reinstates, and Tax Rate Buydown and Election of Coverage.

Joe performed testing activities for the Request Payment subsystem of the Applicant Self-Service increment. Joe worked on the planning, preparation and execution of over 120 business scenario test scripts through 23 migrations in the system test region using both manual and automated tests. In addition, Joe facilitated Request Payment UAT sessions with SMEs.

Education, Certifications, and Affiliations

Institution	University of Minnesota	***Completion Date***	May 1999
Degree	BA, Spanish and Communications		

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Jeff Byrd – Development Lead

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Profile Summary

Jeff has over 6 years of experience and strong skills in coding, designing, leading, and communicating on system implementations. He is experienced with web-based Java applications using Struts, Spring, IBATIS, and WebSphere, as well as managing development teams.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Systems Analyst

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Jeff led a six-person team and coached team members with assigned deliverables. He performed code reviews, and measured and monitored progress of assigned deliverables against the work plan to ensure on time and within budget delivery.

Employer	**DST Systems**
Project	Vision
Role	Senior Software Engineer

The DST Vision product was an online financial intermediary for mutual fund management. This application allowed customers to manage their portfolios, view detailed account information, retrieve electronic statements, process transactions, and establish new accounts.

As the Senior Software Engineer, Jeff led a five-person team in an effort that remedied a system wide technical flaw. He analyzed and provided solutions for defects discovered in the system. Jeff created the technical design documents from business requirements and developed diagrams from technical design documents. He followed design standards to ensure quality code. Jeff also deployed packaged code to multiple environments.

Education, Certifications, and Affiliations

Institution	University of Missouri at Columbia	**Completion Date**	May 2003
Degree	BS, Computer Science		

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Amy Gendusa – Training Lead

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Profile Summary

Amy is a Manager in our Public Service practice based out of Accenture's Tallahassee, Florida office. She has more than 12 years of experience with Accenture providing business process re-engineering, organizational change management and training services to public service clients. She has been involved in a number of large-scale public service projects similar in size and scope to the Florida AWI *myBIS* project.

Experience

Client	**Florida Office of Financial Regulation**
Project	Regulatory Enforcement and Licensing (REAL) System
Role	Organizational Change Management Consultant

Using her organizational change management as well as regulatory and licensing experience, Amy was instrumental in the development of the project's Organizational Change Management deliverables that included Organizational Change Management Plan, Training Plan, and Communications Plan. Amy developed the instructor-led training curriculum and assisted with the development of the End User Training Materials that included Instructor Guides, Participant Guides, and Hands on training scenarios utilizing area-specific data and training scenarios. Amy also provided project management support.

Client	**Florida Department of Business and Professional Regulation**
Project	Single Licensing System (SLS)
Role	Re-engineering Team Lead

Amy led the team responsible for the development of all re-engineering-related activities which included: performing the business process analysis – accurately documenting "As-is" business processes and developing "To-be" business processes; developing the communication plan, training approach, training materials; fostering a strong relationship with key client personnel, supporting key client meetings (tours, interviews, orientation sessions, etc.).

Amy was the Accenture Lead of the DBPR Pilot Call Center. In this capacity, she developed the processes and call scripts used for the pilot call center infrastructure, performed call quality assurance reviews and provided call center agent training.

Client	**Maryland Department of Human Resources**
Project	Information Systems Project – Work Programs System Integration and Child Support Enforcement (CSE) Central Collections
Role	Organizational Change Management Advisor

For the Work Programs System Integration Team, Amy developed the Implementation Assessment document; developed the Implementation Assessment work plan; participated in and documented district site visits; participated in and documented JAD sessions; and assisted with the development of executive presentations.

For the Child Support Enforcement Central Collections Team, Amy developed the Technical Assistance Division Local Transaction Request (LTR) System implementation work plan, developed and documented the operational procedures and process flows, and developed the conceptual and detailed designs. Amy facilitated client JAD sessions, developed system user documentation, developed and delivered Technical Assistance Division training; and assisted the client with developing the division organizational structure.

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Client	**Florida Agency for Health Care Administration**
Project	Benova, Inc. - Medicaid Options Call Center Implementation
Role	Business Analyst

Amy specifically focused on the development of the business processes and procedures of the Medicaid Options Call Center. She was responsible for interacting with Benova and the Agency for Health Care Administration to develop call center procedures. Amy developed the procedure manual documenting the flow of all call center procedures, developed the call center phone scripts and frequently asked questions and answers documentation. She developed a desk reference rack for call center employees and developed system user documentation. Amy developed the interface testing documentation for the call center management software system testing; delivered the processes and procedures training; delivered system demonstrations; developed the Phase II work plan overview; facilitated and participated in Benova and Agency procedure meetings; monitored call center customer service representatives and provided performance improvement interventions; and monitored call center contract standards.

Education, Certifications, and Affiliations

Institution	Florida State University	**Completion Date**	April 1993
Degree	BS, Psychology, Cum Laude		
Institution	Florida State University	**Completion Date**	August 1995
Degree	MS, Instructional Systems Design		
Institution	Florida State University	**Completion Date**	April 1998
Degree	Certificate, Human Resource Development		

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Eric Foster – Representative

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Profile Summary

Eric is a Java Software Developer in our Technology practice. Eric has been tuning his developer skills on the Illinois Department of Employment Security project where he is a member of the Adjudication Application Development team. He is also a member of the Infrastructure Team, Production Support Team, and serves as the lead for the design and implementation of the document imaging efforts.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Developer/Imaging Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

Eric led the imaging prototype, configuration and module designs. He supported the Application Development Team by acting as a point of contact for configuration management, application builds and deployments.

Education, Certifications, and Affiliations

Institution	Southern Illinois University	***Completion Date***	December 2006
Degree	BS, Computer Science		

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Ernest Price – Representative

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Profile Summary

Ernest is an Experienced Manager in our Public Service practice with over 14 years leading design, development, testing and implementation of large, complex systems and serves as Accenture's data conversion and implementation subject matter expert for our Public Service clients. Ernest has over 10 years of experience with the entire lifecycle of all conversion activities from design to execution. Ernest has over 10 years of extensive experience in working with multiple agencies leading system implementations from planning to post cutover activities.

Experience

Client	**New Jersey Department of Labor**
Project	NJ SUCCESS
Role	Design Manager

The New Jersey Department of Labor contracted with Accenture to replace their existing unemployment legacy systems with a web-based J2EE application framework. As Design Manager, Ernest was responsible for managing a 70-person combined team of Accenture and State staff in the delivery and completion of all business designs. Ernest managed the design section of the project work plan, including team budgets, actuals and defined milestones/deadlines. He managed and addressed all business risks, issues, action items and change control items and reported weekly status.

Ernest also served as the Test Manager where he was responsible for the planning, preparation and execution for all core-testing activities, including regression testing, system testing, user acceptance and performance testing. Ernest managed the development of the test plan, all test conditions and test scripts as well as managed the Accenture and State staff with script execution, defect tracking and reporting. He provided status and metrics for performance test results, system test and user acceptance execution and defect resolution.

Client	**Ohio Department of Job and Family Services**
Project	Ohio Administrative Knowledge System (OAKS)
Role	Release 3 Implementation Manager

The Ohio Administrative Knowledge System (OAKS) is an enterprise COTS solution that replaced numerous decaying and fragmented systems around the state with one integrated computer system for performing some of the State's primary administrative tasks. Ernest planned, prepared and managed Release 3 pre/post-implementation activities to support seven Human Services agencies within the Ohio Department of Job and Family Services (ODJFS). Ernest was responsible for developing and obtaining approval of the ODJFS Release Readiness Certification to move forward with the OAKS release. He collaborated with the State agency stakeholders in the development, review and execution of the agency release plan. Ernest provided status of the OAKS implementation ensuring that the pre/post-implementation activities were completed, issues were identified and addressed, and daily activities/goals were completed and communicated.

Client	**Ohio Department of Job and Family Services**
Project	Unemployment Tax System
Role	Conversion Lead

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Accenture served as a subcontractor to Saber Corporation, who served as the prime vendor for the design, development and implementation of the Ohio's Unemployment Tax system. Ernest managed the conversion of several large disparate legacy systems, including mainframe systems, server-side applications and a document management (images and documents) system. Ernest's responsibilities included developing the project's Data Conversion Plan deliverable outlining the conversion environment and strategy for both the automated and manual conversion of over one (1) billion transactions across five systems. He developed all Data Conversion Requirements deliverables, Design Specification deliverables and Test Script deliverables ahead of schedule.

Client	**Wisconsin Department of Workforce Development**
Project	Statewide Unemployment Insurance Tax Enterprise System (SUITES)
Role	Application Manager

The development of SUITES involved the replacement of the core Unemployment Insurance Tax and Wage systems and integration with UI Tax and Wage associated processing. As Application Manager, Ernest was responsible for managing the entire lifecycle of the development and implementation of the SUITES wage subsystem, including managing the entire life cycle of the design, development and tests (unit, integration, system and user acceptance tests) of the system requirements and the defined business processes. He managed the Accenture-State client relationship by providing daily status of team progress to State executives, working with State executives in reviewing project issues, risks, project costs and project funding.

Ernest also served as the Conversion Lead and was responsible for managing the entire lifecycle of a two-phase conversion approach. He managed all conversion activities including design, development, data conversion environment, processes, tests, execution and validation of mock conversions, and cutover procedures. Ernest managed the execution of the statewide conversions that resulted in less than 1% conversion exceptions.

Ernest served as the Implementation Lead responsible for managing the Wage system implementation plan, preparation and execution. He collaborated with the Department's Sponsors, Accenture's Organization Lead and Training Lead to assess the department's go-live readiness.

Client	**Florida Department of Labor and Employment Security**
Project	Unemployment Compensation Tax Redesign
Role	Conversion Lead

The Florida Department of Labor and Employment Security (FDLES) engaged Accenture to assist in the re-engineering, design and development of the UC Tax Integrated System. Ernest managed the entire lifecycle of all conversion activities, including design, development, testing, mock conversions, data clean-up as well as preparing, performing and monitoring production execution and supervising post statewide planned, data conversion activities. He developed all data conversion specifications to verify that conversion data was meeting all functional requirements. Ernest also supported the implementation effort by working with the Implementation Lead to help define, document, and develop implementation activities.

Education, Certifications, and Affiliations

Institution	Vanderbilt University	***Completion Date***	May 1995
Degree	BS, Electrical Engineering and Mathematics		

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Kristi Abplanalp – Representative

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Profile Summary

Kristi has experience with requirements gathering, use case creation, and user interface design. She also has experience with functional application design, system test, developing system test plans and plan execution. Kristi has completed project management activities including scope control and definition, Change Request (CR) management, Statement of Work (SOW) and estimate planning.

Experience

Client	**Highmark Health Insurance**
Project	Legacy Modernization
Role	CCT Modernization Project Manager

Highmark's Legacy Modernization project provided new capabilities, improved operations, consolidated systems and enhanced architecture. Highmark Health Insurance is a consolidation of Blue Cross and Blue Shield. This purpose of this project was to modernize the customer claims system. Kristi led the CCT Modernization where she managed day-to-day operation of the project including driving resolution of issues, risks, and prioritization of work across business and technical teams. Kristi managed status tracking and reporting across the project. She helped to control scope, provided guidance to the team on estimating, and presenting changes. Kristi managed dependencies and coordination with the Environment Team, Test Team and Business/IT Integration Teams. She also managed the review and sign-off of project deliverables.

Kristi was also the Business Lead for the project. In this role, Kristi managed the business team that completed activities such as requirements writing and use case development. This included participating in business and functional requirements gathering sessions, documentation and clarification of business requirements specifically as they related to the business needs of the Claims application. Kristi developed use cases for Claims functionalities, documenting process flows (primary, alternate, and exception), business rules, and access rules. She facilitated use case reviews with Business SMEs and stakeholders, and cross-teams.

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Release 4 System Test Lead

Kristi led the Release 4 system test effort for the statewide implementation of the Illinois Benefits Information System (IBIS) redesign for the UI program for the state of Illinois. The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs. The new IBIS offers IDES the ability to provide its clients with self-service technologies that will increase productivity, reduce operational costs, and provide improved customer service. The new IBIS will help to reduce the amount of time a claimant receives benefits by providing them with improved job search capabilities through the Illinois Skills Match system.

Release 4 included the Benefit Payment Processing, Electronic Case Folder, Benefit Payment Control, and Certifications functional areas. Kristi was responsible for monitoring the progress in the Release 4 system test work plan. She developed, maintained, and communicated project approved testing standards and procedures. Kristi tracked issues that arose during test execution and worked with the application team in the resolution of those issues. She reviewed and validated test results per client approved submission procedures. Kristi managed and implemented change request updates taking into account ramifications of the

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change to existing functions. Prior to becoming the Release 4 Test Lead, Kristi was an Analyst on the Release 4 Functional team where she worked with IDES Subject Matter Experts (SMEs) to identify and understand the unemployment insurance business as it relates to Benefit Payment Processing (BPP) and Benefit Payment Control (BPC).

Education, Certifications, and Affiliations

Institution	University of Illinois	**Completion Date**	May 2004
Degree	BS, Mathematics and Spanish		

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Lisa Thompson – Representative

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Profile Summary

Lisa has deep change management, training, and communication leadership experience in our Public Service practice. She has effectively managed the development of training and communication deliverables for system implementation facilitating end users' acceptance and use of new systems.

Experience

Client	**Florida Office of Financial Regulation**
Project	Regulatory Enforcement and Licensing (REAL) System
Role	Change Management Lead

Legislation from 2002 placed the regulation of banking, securities and insurance under two appointed officials selected by the Financial Services Commission. The commission, which is comprised of the Governor and Cabinet, appoints the commissioner of the Office of Insurance Regulation and the commissioner of the Office of Financial Regulation. The Office of Financial Regulation is responsible for supervising state-chartered banks, credit unions, savings associations, and international bank agencies, and licenses and regulates non-depository finance companies and the securities industry. The Regulatory Enforcement and Licensing (REAL) System was launched in an effort to improve the problematic Office of Financial Regulation (OFR). Its 20 plus legacy disparate system was cumbersome and gave rise to poor customer service.

As the Change Management Lead, Lisa managed and completed various deliverables (e.g., Requirements Traceability Matrix, Communications Plan, Organizational Change Management Plan, Training Plan, and User Documentation). She led the efforts in working collaboratively with Versa, OFR and DIS for training activities associated with the REAL project. Lisa developed training materials (e.g., presentations, participant guides, and activity supplements) for over 20 training modules for six key business areas: Division of Finance (including Money Transmitters), Division of Securities, Division of Financial Institutions, Legal Services, and the Bureau of Investigations. She also delivered training, both central and regional locations, to over 400 end users within the State of Florida as well as working with the Solution Architect to maintain the Training environment.

Client	**Florida Department of Management Services**
Project	MyFloridaMarketplace
Role	System Test Lead

MyFloridaMarketplace is the implementation of a statewide eProcurement system for the State of Florida. Florida is one of the first states to implement a comprehensive eProcurement solution with a broad set of functionality including catalogs, purchase cards, contracts, bidding, reverse auctions, and the ability of vendors to receive POs and submit quotes, bids and invoices electronically. Accenture teamed with Ariba to develop an online eProcurement solution that addresses Florida's needs. MyFloridaMarketplace provides a comprehensive purchasing toolset, including online sourcing, requisitioning, and delivery of purchase orders.

Lisa's responsibilities included identifying the modifications completed for the existing version of Ariba Buyer application. These modifications included defining the defects and change requests previously implemented and the functional requirements of the application as defined within the contract. Lisa served as a functional expert for the Ariba Buyer application and worked closely with the Application Development team to verify the solution met the functional requirements within scope of the upgrade effort. Lisa identified the functional requirements for the Ariba Buyer application as defined within the contract and from the Conference Room Pilot sessions. She identified resolved defects and change requests implemented for the existing Buyer application. Lisa created and managed the Test Cycle Control Sheet, Test Condition, and Expected Results documents for over 1000 test conditions. Lisa developed the System Test and Communication Plan for the

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Buyer upgrade. Lisa also created the User Acceptance Test scripts used by the client and documented any issues found in UAT.

As the Training Specialist, Lisa developed training materials and conducted train-the-trainer sessions for agency trainers, end-users, and external vendors. Lisa also maintained the developed training materials in order to remain in sync with the production system as well as to incorporate lessons learned and feedback from training recipients. Lisa administered training surveys, gathered results and incorporated feedback and suggestions to training as necessary.

Client	**U.S. Department of Transportation**
Project	Transportation Security Administration (TSA)
Role	Help Desk Lead

The US Department of Transportation's Transportation Security Administration (TSA) is responsible for civil aviation security and was in the process of establishing federal security operations in the nation's commercial airports. TSA deployed federal passenger screeners to all 429 commercial airports. The help desk was the first point of contact for all reported issues from the Mobile Screening Force, Local Screener, Federal Security Directors and TSA Applicants. Lisa was responsible for Help Desk setup. Lisa created issue tracking, reporting, and monitoring documentation that indicated call volumes, priority, and issue status information. As the Help Desk Lead, Lisa also had to maintain a current contact list for key personnel and scheduled help desk coverage. Lisa created a help desk procedures and issues binder for the client for transitioning at the end of the project.

Client	**Agency for Workforce Innovation**
Project	One Stop Service Tracking (OSST)
Role	Customer Support Desk (Help Desk) Lead

Florida One-Stop Service Tracking (OSST) formerly called WAGES/CT was a web-based replacement to Florida's welfare case management system and the first step toward the creation of Florida's integrated workforce development system. WAGES (Work and Gain Economic Self Sufficiency) is the State of Florida's highly successful welfare reform program that is responsible for moving TANF (Temporary Assistance for Needy Families) recipients from assistance to self-sufficiency. In addition to providing case tracking capabilities, WAGES/CT also included the Skill Matching and Job Market Information components developed by Accenture at OhioWorks. WAGES/CT intended to change the focus of Career Managers from merely tracking data for federal and state reports into a focus of career development. WAGES/CT involves the tracking of participants, referrals into service and training activities and ultimately placement into employment.

Lisa managed the day-to-day operations of the Customer Support Desk. During this time, she responded to user requests timely, evaluated requests to determine escalation procedures, tested issue fixes to confirm they met with user expectations, and developed the Customer Support Desk approach document. Lisa also provided support to the QA team, Conversion team, Training Team, Web Application Development team, and the JAD Design team. Lisa created design documentation and conducted various testing for each of these teams.

Education, Certifications, and Affiliations

Institution	Florida State University	***Completion Date***	August 1999
Degree	BS, Management Information Systems		

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Mark Dolezal – Representative

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Profile Summary

Mark has been with Accenture for 10 years and has done Human Services work that mostly aligns with unemployment compensation or insurance. Mark has led multiple testing efforts and requirements gathering sessions on similarly large-scale and complex systems to confirm quality implementations for clients.

Experience

Client	**City of New York Department of Information Technology & Telecommunications**
Project	Health and Human Service (HHS)-Connect: Enterprise Case Management
Role	Design Lead

The Enterprise Case Management (ECM) initiative allowed New York City Health and Human Service agencies to gain operational and monetary efficiencies by utilizing one common data source for client information utilizing Cúram software. The initial scope of ECM included moving the following four City agencies to one common platform: Department of Homeless Services, Department of Juvenile Justice, Administration for Children's Services, and Department for the Aging.

Mark was responsible for designing an application blueprint from the 3000 plus system requirements and 'to-be' process flows that were gathered by KPMG and handed off to Accenture. Mark assisted with creating a resource plan while taking into account key business cycles and DHS timelines. He met with key DHS stakeholders to confirm system requirements and 'to-be' process flows. Mark also coordinated meetings with Design Leads from other ECM agencies to ensure consistency in our estimates and deliverables.

Client	**Telstra Australia**
Project	CRM, Care, and Billing (CC&B)
Role	System Integration Test Lead

Telstra, Australia's leading telecommunications and information services company offers a full range of products and services and competes in all telecommunications markets throughout Australia, providing more than 9.9 million fixed line services and 8.5 million mobile services. The CRM, Care, and Billing (CC&B) project mission was to provide an integrated customer relationship management (CRM), product management and billing system.

The project vision is to transform Telstra's CRM and billing systems thus producing a platform for rapid, consistent delivery of truly integrated applications and services. As the Systems Integration Test Lead for Customer Care functionality, Mark was responsible for leading a team of 18 individuals across multiple companies (Accenture, Infosys, and Telstra) and geographies (Melbourne, Chennai, and Pune). This team was responsible for coordinating and testing the integration of multiple systems (15) within the overall CC&B solution. Mark also coordinated testing activities across multiple teams (design, build, technical architecture, and deployment) within CC&B.

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Functional Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is

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supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Mark used Business Process Re-engineering to uncover efficiencies and cost saving measures that were not in place in Illinois. He led JADs, design sessions, feedback reviews, prototype presentations, and training sessions for the client. Mark managed a team of eight (8) to complete project deliverables successfully. Mark completed an extensive scope negotiation with the client reducing the design inventory from 919 to 403 items. Mark has developed a deep knowledge of SDLC and deep functional knowledge of unemployment insurance, specifically related to Payment Processing and Direct Deposit. He developed and maintained the project change request process and clearly communicated project and team status, issues, and risks.

Client	**Wisconsin Department of Workforce Development**
Project	Statewide Unemployment Insurance Tax Enterprise System (SUITES)
Role	System Integration Test Lead

Department of Workforce Development's (DWD) Division of Unemployment Insurance is responsible for administration of the unemployment program, including the collection, accounting and distribution of state UI taxes (the Tax System) and the collection of quarterly wage detail information for each Wisconsin employee (the Wage Reporting System). The goal of the Division of Unemployment Insurance was to combine the UI Tax and Accounting System (UTAS) and the UI Wage Reporting System into SUITES, thus providing a single integrated system.

Mark had two roles on SUITES: Detailed Design Consultant and System Integration Test Lead. The detailed design team was responsible for requirements gathering and the general design of the SUITES system. These requirements gathered and created by the detailed design team are the foundation of the SUITES system. He met with client Subject Matter Experts to gather requirements outlining functionality of the system, with an emphasis in the Collections area of Unemployment Insurance.

The integration test team was responsible for testing the communication pathways of all of the technical components of the SUITES tax system. Mark was responsible for managing, budgeting, and forecasting an 8000-hour work plan task successfully, meeting time and budget goals. He created and executed Integration Test scripts to ensure successful communication existed between SUITES components.

Client	**Transportation Security Administration**
Project	Minneapolis-St. Paul International Airport
Role	System Integration Test Lead

The Transportation Security Administration (TSA) is an organization within the Department of Transportation (DOT) established by Congress in November 2001 as a part of the Aviation Security Act. The organization is responsible for all modes of transportation overseen by DOT with a short-term focus on passenger security, including passenger and baggage screening at all 429 airports. The goal of the project was to develop process steps and physical layouts that optimize screener performance and guide passenger behavior to enhance security, efficiency, and customer satisfaction.

Mark created custom data tools to help collect the necessary checkpoint data quickly and more efficiently. He made recommendations to airport stakeholders (airline reps, airport execs, TSA, Police, Fire) on the design of As-Is and To-Be checkpoint models based on our data findings. Mark also helped to improve security integrity, efficiency, and customer satisfaction at airport checkpoints to meet project-set metrics on security, passenger throughput and customer satisfaction.

Education, Certifications, and Affiliations

Institution	University of Iowa	***Completion Date***	May 2000
Degree	BBA, Management Information Systems and Finance		

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Pui Leung, PMP – Representative

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Profile Summary

Pui has 12 years of experience in designing, developing, testing and implementing large complex systems in our Public Service practice. She has over 9 years of experience with various phases of the design lifecycle including requirements gathering, requirements analysis, application design, and validation of business requirements against functional and detail design. Recently Pui designed a custom-built application implemented statewide that reached over 100,000 clients.

Experience

Client	**New York City Department of Information Technology Telecommunications**
Project	Health and Human Service (HHS)-Connect
Role	Functional Design Lead

New York City's nine Health and Human Service (HHS) agencies and community-based organizations serve over 2 million socio economically disadvantaged New Yorkers. Accenture partnered with the City to improve service to this population by leveraging advances in technology to improve access to information and to facilitate interagency data sharing. The purpose of the HHS-Connect Enterprise Case Management (ECM) system is to standardize the technical platform and data model and to provide common application components to facilitate development of Agency-specific case management capabilities. During the Solution Planning Phase, high-level requirements were discussed to gain a better understanding of the required functionality and to identify commonality between participating agencies in order to determine the approaches for leveraging the Cúram COTS product and other HHS-Connect initiatives.

As the Functional Design Lead for the Department of Juvenile Justice (DJJ), Pui managed the transition of system requirements from the requirements vendor. She led the effort to clarify requirements to understand the scope and breadth of project requirements fully. Pui aligned the Cúram packaged solution to meet DJJ-specific requirements and assisted in the development of a multi-phase Deployment Plan.

Client	**New Jersey Unemployment Benefits System Redesign**
Project	NJ SUCCESS
Role	Test Lead

The goal of NJ SUCCESS was to replace the State of New Jersey's existing Unemployment Compensation mainframe system with a custom-built Java web application using an Oracle database to support the administration and delivery of unemployment compensation. The NJ SUCCESS System key components are claims application development, information access development, procedure and policy management and integration, workflow management, document management, access via web and phone, telephony, Operational Data Store (ODS), data warehouse, data marts, and online services for filling new and continuing claims and reviewing claim status.

Pui assessed specific business areas with the goal to identify portions of the UC legacy applications to be re-engineered off the State's mainframe to a more modern, flexible, and scalable application. She conducted interviews with SME resources to gather performance data and conduct detail level impact analysis. Pui identified options and summarized preliminary findings.

As the System Test Lead, Pui managed a 7-member team comprised of Accenture and client resources through the preparation and execution of all phases of system test, including the creation of test conditions, scripts and scenarios. She created and reviewed daily and weekly test metrics used to track and measure the process of test execution and bug fixes with key client and Accenture executives.

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As the Functional Design Lead, Pui managed a 19-member team comprised of Accenture and client resources on the functional design of two major areas (Payments and Adjustment processing). She facilitated design and review sessions with key business analysts to attain agreement and client sign-off. Pui also conducted QA and peer review for design documentation.

Client	**EMC**
Project	Synergy
Role	System Test Lead

It was a priority for EMC to integrate Captiva into the EMC Lead-to-Cash Oracle application platform in order to achieve business synergies and a consistent business process across the key back office functions. Accenture's approach assumed minimal system enhancements to bring the Captiva product set and the Captiva business onto the EMC Synergy Sales and Catalyst applications.

As the System Test Lead, Pui coordinated test setup and data planning across different business units, developed a metrics framework and status-tracking tool for all phases of Testing and evaluated various application tools to support defect tracking. Pui formulated the Test Strategy and Defect Process for System Test. She managed the day-to-day activities of the Quality Assurance Team, both client and Accenture. Pui established exit/entry criteria for the different phases on the project.

Education, Certifications, and Affiliations

Institution	New York University	***Completion Date***	May 1996
Degree	BS, Management Information Systems		
Institution	Beijing Language and Cultural University	***Completion Date***	February 2002
Degree	Intensive Study in Mandarin, Level A		
Institution	Project Management Institute (PMI)	***Completion Date***	2009
Certification	PMP – Project Management Professional		

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Randy O'Neil – Representative

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Profile Summary

Randy has 10 years of Human Service experience working on projects of similar size or complexity to the AWI *myBIS* Project. He is experienced leading and delivering large project efforts, generally focused on custom and composite applications. Randy has repeatedly demonstrated breadth of architecture skills, experience and capability over multiple projects using a variety of technologies and application styles.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Technical Architecture Manager

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Randy oversaw all of the project technical teams including Application Development, Technical Architecture, Conversion, and Performance Test. This included overseeing an organization ranging from 20-35 people spanning over three years. He coordinated with senior client management to resolve project issues and risks and to manage scope through the Change Control Process. Randy defined and developed the methodology and standards for development. He coordinated the performance test and tuning of the online application functionality, batch jobs, and high-volume printing. Randy managed the design and implementation of the Technical Architecture for a system based open architecture. He had oversight of the conversion effort including numerous mock conversions.

Client	**State of California**
Project	Child Support Enforcement
Role	Online Architecture Lead

The California Child Support Automation System (CCSAS) project was a seven-year endeavor that introduces a state-of-the-art Child Support Enforcement System. It provides statewide visibility in managing cases, locating deadbeat parents and disbursing monies into the hands of kids. This is the largest IT project ever undertaken by the California State Government. Accenture's share is $221M of the $801M overall contract. Randy served as the Financials and Administrative Services Development Lead, Production Release Manager, Financials Capability Development Lead, and the Online Architecture Lead during his tenure on the CCSAS project.

As the Online Architecture Lead, Randy led a 6-member team of architects, including management of their personal development, providing direction, and feedback. He managed budget and schedule for a 9600-hour work plan spanning a year. Randy served as primary architect for all online and common technical services. Randy obtained client and business partner buy-in for designs, product selections, and the overall approach. Randy also worked with functional teams to ensure the application development teams used the architecture appropriately.

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Client	**State of Colorado**
Project	genesis
Role	Application Architect/Object Oriented Design SME

In March 1998, CDLE (Colorado Department of Labor and Employment) began the genesis project with the vision of creating a work environment that optimizes the potential of its employees and takes full advantage of that potential. Accenture is responsible for delivering 4 of these phases, including the Unified Desktop, Wage Detail, Benefit Payment Control (BPC), and Benefits.

The Benefits phase is comprised of three sub-teams each representing a portion of benefits functionality. These sub-teams are File A Claim, Process A Claim, and Pay A Claim. As a member of the Process A Claim team, Randy was responsible for ensuring the quality of team designs, helping to define the overall application structure, and training junior designers. Randy worked with the client to identify system requirements and create designs. He created and delivered presentation materials and examples demonstrating key Object Oriented concepts and design patterns. Randy defined the structural approach for the application, as well as necessary architectural services. Architectural impacts included design of persistence layer approach, design of exception handling approach, design of transaction management approach, and the removal of redundant interfaces and classes from the application structure in order to reduce the number of classes that developers need to implement.

Client	**California Statewide Automated Welfare System (SAWS) Consortium-IV**
Project	Consortium-IV (C-IV)
Role	Net-Centric Architect

The Consortium-IV project developed a web-based Automated Welfare System for four counties in California. This system used as the primary method of doing work for 6,000 caseworkers across the counties supports over 400,000 welfare recipients. The project is a 3-year design-build-test effort and includes 10 years of maintenance. C-IV is one of the largest projects in the Government market unit.

Randy designed and developed many components of the architecture as well as helped to define the overall technical direction on the project. He created standards for application layering and patterns for development of the system, such as how to maintain state in a stateless J2EE application. Randy also developed project coding standards, a unit testing approach and framework, and the code review and bug tracking processes.

Randy selected and built key architectural components used by application developers during the development of the application. This includes designing, developing, unit testing, and documenting new components and extensions to GRNDS. Designs included using Unified Modeling Language (UML) diagrams such as class and sequence diagrams.

Education, Certifications, and Affiliations

Institution	University of Washington	**Completion Date**	June 1999
Degree	BA, Business Administration		
Institution	Software Development Magazine	**Completion Date**	March 2003
Certification	Software Development Conference 2003		

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Robert Printz – Representative

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Profile Summary

Robert is an experienced analyst with knowledge of JAVA development (Spring, JUnit, Struts), Systems Integration and Website design. Robert also offers his technical skills voluntarily to support non-profit organizations.

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Application Developer

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Robert's primary areas of work are Claims Intake, Certifications, ICON (Interstate Connection), and BCS (Benefits Charging System) areas. He developed and fixed code for batch processes and online screens (internal staff application and public self-service tools). Robert fixed defects within existing modules and implemented new functionality from design documents. He worked directly with the client and a third party company to finalize the ICON system. Robert is the team SME for batch processes and peer reviews team members' code to ensure quality.

Robert also serves as a Performance Tester on the project and develops scripts to simulate high volume tests on the application. He helps team members design and execute scripts.

Experience

Client	**BuildwiththeBoyces.com**
Project	Donation Website (Volunteer)
Role	Volunteer Website Manager and Developer

BuildwiththeBoyces.com is a website started to raise money for a family that has two children with Sanfilippo Syndrome, a terminal genetic disorder. Robert volunteers his time managing the website he created using Open Source technologies (Drupal, CiviCRM, MySQL) to collect donations and manage a donor database.

Client	**Powered By Action**
Project	Website Enhancements (Skills Based Volunteering)
Role	Volunteer Web Developer

Powered By Action is a new non-profit organization developed by Accenture employees. The web development team is improving the current website (www.poweredbyaction.org) by integrating an Open Source donor management system (CiviCRM) and adding social networking capabilities.

Robert installed CiviCRM onto the existing Drupal website (content management system). He customized the payment processing flow to use the existing solution. Robert wrote custom scripts to provide reporting functionality directly from the database.

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Education, Certifications, and Affiliations

Institution	Milwaukee School of Engineering	**Completion Date**	May 2008
Degree	BS, Management Information Systems		
Affiliation	Computer Technology Industry Association		

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Robert Wakerly – Representative

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Profile Summary

Robert gained experience on an Unemployment Compensation web application project in the plan, analyze, design, build and test phases as a Functional Lead and client contact. He has significant experience in defining functional requirements, identifying defects, creating and updating design documents, and providing support to functional testers in UAT.

Experience

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	Functional Design Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Robert worked as a Functional Design Lead through a full cycle of testing. His responsibilities included managing client relations with the functional area change champions, updating designs and logging change requests, writing scripts, managing the script review process, and test execution. Robert interpreted client provided requirements and integrated content into design documentation for stimulus package of Unemployment Security. Robert also supported the User Acceptance Testing process as a leading contact.

Education, Certifications, and Affiliations

Institution	University of Illinois Urbana-Champaign	*Completion Date*	May 2008
Degree	BA, General Engineering		

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Edward "Trey" Long, PMP – Representative

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Profile Summary

Trey is a Project Management Professional with over 12 years of experience delivering complex Public Service IT projects. His roles have covered every SDLC phase, as well as strategic initiatives to improve operational effectiveness and IT efficiency. Recently, Trey's roles have focused on project management discipline (CMMI), continuous improvement initiatives, business development activities include planning and estimating project effort as well as articulating the overall value proposition.

Experience

Client	**Florida Agency for Workforce Innovation**
Project	Early Learning Information System (ELIS)
Role	Project Management Office (PMO) Advisor

AWI has contracted with Accenture to provide Project Management and PMO Services for the ELIS Project. Other vendors include the System Integrator (i.e., EDS) and the Independent Verification and Validation (i.e., Ernst & Young). The Accenture team is responsible for creating PMO deliverables, reviewing SI deliverables, and supporting IV&V data collection/reporting. Most importantly, the team is responsible for the overall success of the project by managing vendor staff.

Trey was responsible for assisting the team in "standing up" the PMO by defining the tools, processes, and templates used throughout the 28-month contract. This includes creating deliverables, meeting with client executive leadership, and coaching other team members.

Client	**New York City Department of Information Technology & Telecommunications**
Project	Health and Human Services (HHS)-Connect
Role	Project Manager

Trey served as one of the Agency Leads for the Enterprise Case Management (ECM) system designed for the City of New York. The purpose of the ECM system is to standardize the technical platform and data model and to provide common application components to facilitate development of agency-specific case management capabilities. The City plans to use the Cúram COTS platform for design and development of the ECM functions, as well as other initiatives. The City is evaluating its go forward approach for the design and development of the ECM because of funding constraints of the current contract.

Trey was the Project Manager for the Child Care and Head Start programs for the Administration for Children's Services portion of the HHS-Connect project. He identified multiple implementation approaches for consideration by ACS management, narrowing to a recommended approach to develop a proposed design and development schedule. Trey provided management guidance to ACS, which had numerous other mandated IT projects in progress. Trey worked with the other agency leads and the ECM team to identify potential common application components based on common business functions across candidate agencies.

Client	**New Jersey Department of Labor**
Project	NJ SUCCESS
Role	Project Manager

Trey served as the Project Manager responsible for functional design of application, data conversion and implementation planning. He reported directly to the Program Manager responsible for overall delivery. Trey managed and directed 25 resources for the application functional design and conversion teams. He acted as the primary day-to-day contact for the client functional architect and a client team of 10 Business Analysts.

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Trey successfully managed the project schedule, budget and scope management, and risk and issue management.

Client	**Illinois Department of Employment Security**
Project	Illinois Benefits Information System (IBIS)
Role	PMO Lead

The IBIS Project, initiated by the Illinois Department of Employment Security, replaces 13 business processes and 10 sub-systems of a 29-year-old Unemployment Insurance Benefit Payment System that is supporting $2.5B annually in benefit payments. The IBIS Redesign and Implementation project designed and developed a custom J2EE system that replaces the current BIS and the 10 sub-systems that support the various UI programs.

Trey initially joined the project to serve as Conversion Lead, and later transitioned to the Project Management Office (PMO) Lead position. The IDES project participated in the Public Service practice Standard CMMI Appraisal Method for Process Improvement (SCAMPI) to maintain our CMMI Level 4 rating. As a result, Trey spent a significant portion of his time coordinating SCAMPI activities, training and preparing the team for the assessment, and working with the QPI Liaison to finalize materials. Ultimately, the operating group passed the assessment, and maintained CMMI Level 4 rating.

As the PMO Lead, Trey managed the project work plan and tracked the completion of Functional Design deliverables, reviews, updates, and signoff. Trey tracked and updated all project management plans including Risk Management, Staff and Resource Management, Organization Chart, and Change Control plans. Trey coordinated the Decision Analysis and Resolution (DAR) Process. He managed the development of monthly invoices and associated materials, reconciled against project work plan hours, forecasted and estimated the remaining effort.

As the Conversion Lead, Trey led the development of the conversion functional and technical design including leading meetings with Accenture staff, sub-contractors, and IDES employees. Trey also managed the development of conversion documentation, provided QA of conversion requirements and designs, and led the selection of Conversion Extract, Transform, and Load (ETL) vendor software.

Education, Certifications, and Affiliations

Institution	Syracuse University	***Completion Date***	May 1997
Degree	BA, Economics and Policy Studies		
Institution	Project Management Institute	***Completion Date***	April 2007
Certification	PMP – Project Management Professional		

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Scott Lindsay – Representative

Profile Summary

Scott is a Project Manager with 12 years experience in leading the analysis, development, implementation, and operations of government process workflow solutions. He is the Lead Project Manager on Image API's contract with AWI's Unemployment Compensation project and several projects at the Florida Department of Agriculture.

Experience

Client Florida Agency for Workforce Innovation

Project Unemployment Compensation Claim Processing

Role Project Manager

The Unemployment Compensation Claim Processing Project involved the implementation of an Enterprise Content Management (ECM) System and a hybrid day-forward claims capture solution for AWI offices. The solution allows central and field offices to capture paper claims as digital files, transport them electronically to Image API for indexing, and upload into the ECM system. The solution vastly improved the time required to process claims and ensured accurate indexing for the retrieval of mission critical documents.

Scott is the Project Manager responsible for all technical interaction with the client. He designed and implemented the application and processes for the capture, indexing and distribution of images and data resulting from scanning of unemployment compensation forms. The project is a continuing shared partnership with AWI responsible for front-end tasks (prepping and scanning of forms) and Image API. Scott is leading the process of interfacing the Image API ECM system with AWI mainframe documents and indexes, which will result in an estimated 20,000 additional documents archived automatically and instantly available to AWI business users.

This application along with the business process enables the agency to outsource the time and labor associated with indexing and loading all claim information into the image repository to support claim processing. All work is accomplished within 24 hours each business day.

Client Florida Agency for Workforce Innovation

Project AWI Labor Market Statistics Survey Program

Role Lead Project Manager

The Program of Labor Statistics surveys one-third, approximately 110,000, of Florida's employers annually. Image API opens, scans, performs OCR, indexes, and loads the survey forms. The forms are viewed on a custom designed interface. Image API stores the documents for one year, and then destroys them per instructions from the Agency.

Scott is the Lead Project Manager responsible for all technical interaction with the client. He designed and implemented production processes to retrieve, capture, and index data entered based on established business rules from business-supplied survey forms. Data was output to CD's and processed by AWI LMS personnel utilizing Image API developed client server application.

Client Florida Department of Agriculture

Project AIMS Procurement System

Role Project Manager

Scott was the Project Manager responsible for the business workflow analysis, software application development, design and implementation of application and workflow processes. He also was responsible

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for the document capture technology for the AIMS procure-to-pay encumbrance and contract management system. He continues to work with the Agency to provide and monitor ongoing support to the system.

Client	**Florida Department of Agriculture**
Project	Bill of Lading
Role	Project Manager

Scott was the Project Manager responsible for a Regulatory Form and Data Capture System implemented at numerous remote inspection stations. The data distributes to various regulatory divisions or entities (particularly the Department of Revenue and the Department of Agriculture) for review and/or dispatching to follow-on inspectors. Scott managed the design and implementation of the original project as well as ongoing improvements and technology upgrades. The projects allowed the State of Florida to collect $23 million in taxes on goods trucked into the State and has continued to collect millions of dollars more each year since 1998.

Client	**Florida Department of Agriculture**
Project	Automated Travel System
Role	Project Manager

Scott was the Project Manager responsible for developing an Oracle based travel approval and reimbursement system. He performed the business workflow analysis, design and implementation of applications and processes for the capture, processing and distribution of travel related transactions and documents in a workflow environment.

Education, Certifications, and Affiliations

Institution	Alabama College of Technology	***Completion Date***	January 1981
Degree	AS, Electronics Technology		

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Loree Evans, PMP – Representative

Profile Summary

Loree is a PMP certified project management professional overseeing large enterprise-wide projects. Loree provides technical support to existing and potential customers, including custom application design and development, requirements analysis, project statements of work, and the researching of new technologies.

Experience

Client Florida Agency for Workforce Innovation

Project Unemployment Claims Project

Role Executive Project Management

The AWI project enabled the capture, retrieval, storage, security, and management of claims documents in digital format. Loree managed the design and development of processes and technology to enable AWI offices to capture documents locally with backend support from Image API and an advanced ECM system for retrieval and claims review. The solution required business analysis, design, development, implementation, testing, training, and continuing system support.

Client Florida Department of State

Project Secured Transaction Registry UCC

Role Executive Project Management

Image API created and manages the Secured Transaction Registry for the State of Florida through the Department of State. Loree managed the project including the process design, service delivery design, back file and day-forward document conversion implementation, and system and database development.

Client Florida Department of Health

Project COMPAS, MQA, and CMS

Role Project Management

Image API holds several contracts with the Florida Department of Health. Three notable projects managed by Loree are the COMPAS project, MQA, and CMS. All three projects required the design, implementation, and management of technology development and implementation as well as process re-engineering and design. COMPAS was a technology and business processing services solution for efficiently processing new licenses and renewals for healthcare professionals in Florida. MQA was a document management solution for medical quality assurance work at the Department of Health. The CMS solution was an online Physician Enrollment Application System with the ability for parents and caregivers of children enrolled in the program to locate participating doctors. The project included document conversion services and support.

Client Nassau County, NY

Project ECM Implementation

Role Project Management

Loree was responsible for the project management of an enterprise-wide ECM solution beginning with one department in Nassau County, New York initially and later incorporating two other departments. Plans

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for additional departments to utilize the system also are underway. Loree designed the project schedule, created the statement of work, and managed all facets of the project including the re-development of Image API's flagship ECM product. The project also required large-scale document conversion services managed by Loree and customization of the software application to enable additional departments to use the system as an enterprise-wide solution.

Education, Certifications, and Affiliations

Institution	Seton Hill College	**Completion Date**	May 1984
Degree	BA, Mathematics		
Institution	University of Central Florida	**Completion Date**	May 1989
Degree	MS, Computer Science		
Institution	Project Management Institute (PMI)	**Completion Date**	September 2005
Certification	PMP - Project Management Professional		

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