

# Running Resumes

617-456-7890

Tina Jefferson

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## OBJECTIVE

To attain a position that will allow for the utilization of my technical, business and project management background and expertise.

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## PROFESSIONAL EXPERIENCE

### FINANCIAL STREET (GLOBAL INFRASTRUCTURE SERVICES)

JUL 05 - PRESENT

#### Officer: Configuration Management / Release Management

Quincy, MA

- Responsible for the management of day to day activities for the Rational Service Desk, training and delegating tasks across team resources.
- Accountable for transferring procedural knowledge to our offsite support team and responsible for identifying key management metrics related to the Service Desk for weekly and monthly management reporting.
- Architect of several team / user processes and procedures for Release Management, Requirement's Management, Software Quality Assurance and Enterprise Metrics Collection.
- Subject Matter Expert for Requirement's Management and Enterprise Metrics Collection.
- Core team member on the Global Infrastructure Office's .Net Project responsible for documenting the standards for .Net deployment across the corporation globally.
- Open Systems Technology Subject Matter Expert in complying with State Street and Industry Standards for several Project Management Enterprise Applications.
- IT Infrastructure Library (ITIL) representative for SES. Responsible for identifying gaps in current Service Delivery / Support procedures and working towards compliance as defined in the ITIL.

### GOVTECH COMPANY (INTEGRATED DEFENSE SYSTEMS)

MAY 03 – JUL 05

#### Senior Financial Analyst/Program Leadership Team Specialist

Tewksbury, MA

- POC for development and roll-out of new processes/procedures that relate to program control and financial schedule / analysis.
- High level financial controller at a Program and Segment level for manpower forecasting, variance analysis, funding, billings and award fee for contract exceeding \$3B in value.

#### Program Cost Scheduling & Financial Control Analyst

Woburn, MA

- Senior Financial Analyst for the budget and control of costs and schedules on the BMDS contract (valued over \$840M) through Earned Value Management System (EVMS) variance analysis.
- Integral contributor to successful Award Fee (100%: \$3.88M with an additional \$2.94M for successful completion of Capability Release System Requirement milestone on 18 May).
- Designed, developed and implemented a Visual Basic application with a database backend to automatically import raw Micro-Frame Program Manager (MPM) financial application data to create customized reporting solutions (Cost Savings \$20K).

#### Technical IT Site Support

Bedford/Andover, MA

- Field team of 10 to support over 3500 personnel in several facilities for PC maintenance, deployment, and troubleshooting.
  - Responsible for solving software, hardware and network problems effectively and efficiently within the Raytheon facilities, to fielded equipment sites and Customer networks.
  - Ensured the integrity of classified networks through Raytheon policies and procedures in order to ensure compliance with DSS facility certifications and accreditations.
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## COMPUTER SKILLS

**Programming Languages:** ASP, HTML, JavaScript, SQL, Visual Basic, VBA and some experience with C++, FORTRAN, Linux, Java, JSP, Perl, UNIX and XML

**Databases and Applications:** Adobe Photoshop, Dreamweaver, Hyperion Essbase, Financial Data Warehouse, Fireworks, Linux, Microsoft Access, Microsoft Project, Microsoft Office Products, MPM, Oracle8x – 9x, Rational Suite Point Products (2003.06.00 – 2003.06.15), SAP (Finance and Labor Modules), SQL Server, Visual Studio (VB6), Visible Analyst Workbench, Visio

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## EDUCATION

### WALTHAM COLLEGE

Waltham, MA

- Masters of Science in Information Technology, May 2005  
Magna Cum Laude, Presidents List
- Bachelor of Science in Business - Computer Information Systems, May 2003  
Cum Laude, President's List, Dean's List
- Bentley College Study Abroad Program, July 2001

Melbourne AU  
Royal Melbourne Institute of Technology

### TRAINING / CERTIFICATES

- ITIL Foundation Certificate in IT Service Management, November 2006
  - Six Sigma Specialist, June 2004
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REFERENCES \* *Furnished Upon Request*