

Doreen A. Mannion
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Summary of Experience

Twenty-plus years of Information Technology (IT) systems development life cycle (SDLC) contributions, primarily in the areas of project management, quality assurance (QA), business analysis, process improvement, and technical communication. Have held clearances at the U.S. Customs and Border Protection, U.S. Mint, Department of Homeland Security, and U.S. Department of Transportation. Excellent public speaking and writing skills.

Experience

August 2008-present. *Senior Quality Engineer*. Comsys, Baltimore, MD. On contract to Arbitron, Columbia, MD. Report to Manager, Enterprise Process Group. Serve as expert process ambassador to selected project teams. Audit team processes and work products to corporate standards, which are based on CMMI standards. Collect content for and publish monthly Enterprise Process Group monthly newsletter, which is distributed corporate-wide.

June 2007-July 2008. *QA Faculty Research Associate*, University of Maryland. Report to Director. Responsible for all aspects of QA at the National Foreign Language Center. Serve as Project Manager for ReadChinese, which provides learning objects for students in grades 9-12. Accomplishments include preparing the LangNet FY2008 budget and budget narrative; deploying the first templates for the Project Manager's toolkit; chairing the search committee that successfully identified a new PMO chief; and producing the Center's first ever master project schedule in MS Project.

November 2005-June 2007. *Program Operations Manager*, Catapult Technology, Bethesda, MD. Reported to Program Manager. Responsible for meeting operational Service Level Agreements with the Department of Transportation, Pipeline and Hazardous Material Safety Administration. Accomplishments included achieving and maintaining zero backlog data entry status and increasing Customer Satisfaction (and the associated award fee) from 84 percent to 92 percent. *QA Manager* (November 2005-August 2006), Reported to Associate Vice President, Quality Programs. Primary focus on developing and deploying CMMI Level 2 and 3 processes, quality audits, and capturing quality metrics, and developing web content for an internal quality management site to aid organizational change management. Managed technical writer; wrote development documents, requirement documents, and SOPs.

June 2005-November 2005, *IT Business Analyst II*, DCI, Silver Spring, MD. Reported to IT Director. Contributions included defining and writing requirements and system interfaces for an Intellectual Property system to track assets to the elemental level for rights availability.

May 2003-April 2005, *QA Manager*, Perot Systems Government Services, Alexandria, VA. Reported to Program Manager. Contributions included:

CMMI: Performed a CMMI Level 2 and 3 gap analysis and remediation plan for a federal client; mentored IPTs on CMMI Key Process Areas (KPAs). Performed gap analysis of corporate Quality Management System to CMMI level 3 KPAs. Led/attended Integrated Project Team (IPT) meetings; mentored Project Managers (PMs), which raised the percentage of projects in SDLC compliance from 28 to 81 percent within 6 months; participated as core member of agency's Process Improvement Team that redefined the SDLC, including creation of full life cycle document templates. Established entrance/exit criteria for phase reviews.

QA/Testing: Represented Product Assurance Division at Configuration Control Board (CCB) & Change Review Board (CRB) meetings; determined/tracked quality metrics and trends; audited project documentation and issued corrective actions; developed Standard Operating Procedures (SOPs) for performing SDLC process and document audits. Produced weekly executive-level project performance

report. Wrote QA Plans and Test Analysis Reports.

Training: Wrote SDLC training workshop and delivered standup training to PMs and IPTs, which included FTEs and contractors; wrote SOPs; developed and delivered Section 508 training for QA testers.

June 2002-May 2003, *Project Manager*, ITS Services, Inc., Springfield, VA. Reported to Program Manager. Contributions included:

Project Management: Day-to-day management of the technical publications center for the Customs Modernization project known as the e-Customs Partnership (eCP), including maintaining master schedule across multiple task orders; balancing resources; tracking and estimating cost; determining work request entry and exit dates; establishing CMMI-compliant documentation processes and documentation quality metrics; publishing quality trend reports.

Technical Writing & Training: Edited deliverables, responded to client document comment forms within ambitious contractual deadlines. Developed training materials and trained/mentored authors on eCP processes and client format requirements.

March 2002-June 2002, *Documentation Consultant*, Exactone, Chantilly, VA. Reported to President. Contributions included complete design and user documentation from scratch within 60 days; business case justification for SCR tracking tool; development and documentation of the company's SCR process.

February 2001-February 2002, *Project Manager*, MBI, McLean, VA. Reported to Program Manager. Contributions included:

Project Management: Led a team of technical writers, test specialists, and programmers in the requirements definition, design, development, testing, documentation, and training of a client/server-based application; reviewed and approved all deliverables; maintained master project plan and budget. Coordinated communication among Client executives, Client SMEs, and project team.

QA/Business Analysis: Worked with contractors, subcontractors, client functional specialists, client subject matter experts, and client executive management to document as is and to be states for student registration system; developed requirements based on registration business cycle. Used UML to develop use cases. Audited project documentation and issued corrective actions.

SDLC: Established entrance/exit criteria for phase reviews. Establish touch points and signoffs for phases. Wrote and deployed CMMI-compliant processes. Participated on corporate-level CMMI Level 2 assessment.

June 2000-January 2001; *Director of QA and Documentation*, Cyveillance, Arlington, VA. Reported to VP Technology. Contributions included:

SDLC: Developed company's first documented SDLC. Established phases, inputs/outputs, entrance/exit criteria for phases.

QA/Testing: Developed effective strategies to test and document the front-end, middleware, and backend; developed the QA procedures and policies document; implemented quality metrics.

Business Analysis: Developed business case justification and business/functional requirements for evaluation, selection, and implementation of company's first automated testing tool suite.

December 1999-May 2000; *Director of QA, Test, and Documentation*, Integrated Chipware, Reston, VA. Reported to President. Contributions included:

ISO9000: Led the company through a successful ISO9000 audit.

QA/Testing: Implemented software testing and quality metrics; wrote the corporate QA guidelines and

procedures; designed/deployed the corporate test lab.

Technical Writing: Wrote the corporate Beta test program SOPs; wrote the documentation SOPs; developed/delivered training on ISO9000.

January 1994-November 1999; *Director of QA, Documentation, and Internal Business Development*, SOFTWORKS (acquired by EMC), Alexandria, VA. Reported to VP Technology.

CMM: Implemented QA processes, procedures, and metrics that resulted in a 50 percent drop in customer support calls.

QA/Testing: Led QA activities for over 16 complex mainframe and client/server products. Wrote CM plans, test plans, RTMs.

Business Analysis: Conducted corporate-wide survey of inputs/outputs, sources of information and used results to develop requirements for a unified corporate database to replace over ten disparate internal systems.

Technical Writing: Led technical writing activities for over 16 complex mainframe and client/server products. Wrote and implemented corporate IT security policies, produced online help, wrote user documentation.

Prior related experience: technical writer and editor for mainframe companies Landmark Systems, LEGENT, and Unisys, specializing in VSE, Storage Systems, and SNA software (1987-1993).

Education

- MS, Technology Management, University of Maryland University College, May 2002
- BA, Journalism, California State University Long Beach, December 1981

Hardware, Software, Methodology Experience

SEI CMMI, Fagan inspections, ISO 900x, Baldrige criteria, SEPG, PIT, IPT; QMS; use cases, UML, W3C P3P; Section 508, software metrics, software usability, organizational change management; OMB compliance & reporting, Exhibit 300; Windows XP/NT, Word, SharePoint, MS Project, Access, Excel, PowerPoint, Framemaker, RoboHelp, SnagIt, Visio; MetricCenter; Quality Center; Version Manager, VSS, Tracker, Team Track, Remedy, Empirix eTest Suite; SCRUM, agile, waterfall; some exposure to SOX, Six Sigma, JavaScript, PHP, ASP, Flash, HTML, XML, Documentum Web Content Management Systems (WCMS), ITIL, VM Ware, Learning Objects, ProcessMax, Metis, Select, eDocs, Rational Rose, RUP, MKS, RTM, TOAD, SQL, Oracle, PeopleSoft Projects, pay.gov, Maximo, Visual Basic, PowerBuilder; Quick Test Pro, TestDirector, LoadRunner, WinRunner; DOORS; Hyperion, Essbase

Professional Affiliations and Achievements

- Fellow, Society for Technical Communication (STC); designates recognition as top 1 percent of all technical communicators worldwide.
- Adjunct IT Faculty, Potomac College, Washington, DC. Specialize in teaching Decision Support Systems.
- Member, Software Process Improvement Network (SPIN).
- Trainer/Course Developer, *How Processes Improve the Bottom Line*, *The Humorous World of Project Management*, numerous conferences and corporations. Consistently evaluated in top 10 percent of conference presenters.

References available upon request.