
ERICA ANDREWS

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IT PROJECT MANAGER, TECHNICAL ARCHITECT

Results-oriented, politically-savvy, versatile candidate with over 11 years of information technology experience. Well-versed and agile in the management of IT teams, operations, mass deployments, risk mitigation, technical documentation, and reporting. Broad base of knowledge in software engineering, databases, servers, web development, IT security, and networking. Strong communication and inter-personal skills coupled with solid proficiencies in the management of stakeholder relationships, requirements analysis, and management of risks, scope, and client expectations. Provides supportive, focused project team leadership while always serving as a true member of the team itself.

PROFESSIONAL ACHIEVEMENTS

- ▶ Earned the Police Chief's Medal of Merit for Outstanding Performance from the DC Metropolitan Police Department for successful leadership of the Mobile Data Computing Program
- ▶ Successfully managed the deployment and maintenance of \$3.3M in Panasonic laptops for the DC Police, totaling 945 laptop units and 450 patrol car installations
- ▶ Efficient management of the Citywide Credentialing Program, consisting of \$1.5M in inventory and equipment
- ▶ Led the issuance of over 16,000 DC government employee ID credentials in compliance with FIPS-201 standards
- ▶ Helped coordinate the training of over 2,500 police officers in the use of new Panasonic laptops
- ▶ Project Manager for the deployment of D.C. Police's first Single Sign-On system, servicing 4,000 members

PROFESSIONAL SUMMARY

IT Specialist/Project Manager	2010 - Present	D.C. Metropolitan Police Department
Business Analyst/Technical Architect	2009 - 2010	Computech, Inc. (Federal Govt., FCC)
Lead Systems Engineer	2009	New Light Technologies
IT Project Manager	2008 - 2009	New Light Technologies [D.C. Police]
Jr. IT Project Manager	2007 - 2008	New Light Technologies [D.C. Police]
Deputy Program Manager	2006 - 2007	New Light Technologies [D.C. Govt.]
Software Engineer, DBA, Security Auditor	2000 - 2006	Various [Federal Govt., Private sector]

KEY STRENGTHS

◆Project management & risk mitigation	◆Operations management	◆Enterprise architectures
◆Mass deployment & roll-out management	◆Customer & client relations	◆Requirements gathering & analysis
◆Software & object-oriented development	◆Business process reengineering	◆Database/Data Warehouse architectures

CAREER HIGHLIGHTS

D.C. Metropolitan Police Department
IT Specialist, Project Manager, Full-time Employee

Washington, DC
September 2010 – Present

Served as Project Manager and technical lead for the deployment and maintenance of D.C. Police's first Single Sign-On system, Law Enforcement Decision Center (LEDC), which enables 4,000 Department members to finally log in to over 40 system utilizing a single Windows network authentication credential. Served as Project Manager and technical lead for the development and roll-out of a Printing Web Service sub-system to supplement the COTS Intergraph I/Leads solution soon to be adapted Department-wide, which will allow offers to generate dozens of necessary forms for Arrest-related paperwork utilizing a single data-entry input screen, migrating current paper processes into a paperless environment. Served as Project Manager and technical lead for a new Traffic Enforcement Overtime Scheduling system, which will migrate paper processes into a paperless, automated environment. Functioned as a contributing senior software engineer team member on a new Traffic Crash reconstruction project by handling the design and integration of a Java-based system to enable on-screen traffic accident reconstruction through Trigonometric and graphic manipulations for the purposes of electronic Accident Report generation. Served as administrator, backup administrator, and technical cross-trainer for MPD's Sharepoint and Team Foundation Server (TFS) systems. Provided as-needed emergency support and managed the in-house knowledge transfer for the following Police Department IT systems no longer covered under contract: Columbo, Incident Case Management (ICM), Family Liaison Support Unit (FLSU), Sex Offender Registry, Alert Management System (AMS),

Missing Persons, SOCC Report, Teletype, Victims' Support Unit (VSU), Automated Field Reporting, Wacis Case Management, PD 76 (Vehicle Stop), and Juvenile Case Management System.

SELECTED ACHIEVEMENTS:

► Served as Project Manager and technical lead for the deployment and maintenance of D.C. Police's first Single Sign-On system, Law Enforcement Decision Center (LEDC), launched in April 2001, which enables 4,000 Department members to finally log in to over 40 system utilizing a single Windows network authentication credential. Duties included ensuring the prompt and thorough delivery of the Vendor's software, documentation, and training deliverables in accordance with the service contract, ensuring completion of all appropriate Quality Assurance (QA) and in-house knowledge transfer processes, coordination of a user piloting period for QA and user acceptance, ensuring deliverables satisfied end-user requirements and existing technical constraints, and working collaboratively with managers, executives, users, networking teams, and help desk teams to plan and execute Department-wide roll-out of the new system.

**New Light Technologies, Inc. [D.C. Metropolitan Police Department]
IT Project Manager and Business Intelligence Developer, Contractor**

**Washington, DC
February 2008 - April 2009**

Successfully managed the procurement, configuration, installation, deployment, and maintenance of 945 Mobile Data Terminals (MDTs) throughout the D.C. Metropolitan Police Department (MPD) in support of the Mobile Data Computing Program, allowing officers to perform NCIC checks, utilize silent dispatch functions, access investigative tools, and complete paperless automated field reports. Provided diligent supervision and project team leadership, mitigated emerging risk factors, and managed all daily Program operations. Provided concise daily briefings and written reports to the Chief Technology Officer (CTO / CIO) and other executive leaders regarding milestones, project planning, deliverables, business requirements, and risks. Advised the Department's CTO of business processes requiring reengineering to support deployment efforts. Constant assessment of all supporting IT infrastructure and integration to ensure stability and best practices. Provided constant administration and troubleshooting support for the Department's mission-critical Bio-Key server. As a liaison to multiple vendors, repeatedly obtained timely delivery of services and equipment in accordance with requested schedules, available budget, and Service Level Agreements. Coordinated daily efforts of project team personnel in two (2) separate work locations within the District of Columbia as well as staging, deployment, and training schedules.

SELECTED ACHIEVEMENTS:

- Received the Police Chief's Medal of Merit for Outstanding Performance on November 25, 2008
- Successfully managed the deployment of \$3.3M in Panasonic Toughbook laptops to the Department
- Surpassed the Mayor's requirement to have 800 Panasonic laptops deployed by the end of fiscal year 2008
- Helped coordinate and participated in the training of over 2,500 sworn police personnel
- Administered the inventory of over 1,000 wireless phone lines, representing \$600,000 in annual expenses
- Directed all patrol car MDT installation operations on a day-to-day basis, totaling over 450 outfitted police vehicles
- Provided server administration for the central system linking the MDTs to NCIC and Computer Aided Dispatch
- Achieved 100% uptime of MDTs during the 2009 Presidential Inauguration through round-the-clock coverage
- Developed Business Intelligence applications directly for the Chief Technology Officer utilizing WebFOCUS and assisted with enterprise-wide deployment of WebFOCUS to support ongoing data warehouse development efforts

**New Light Technologies, Inc. [D.C. Protective Services Police]
Deputy Program Manager/Operations Manager, Contractor**

**Washington, DC
July 2006 - October 2007**

Consistently thorough operations management, IT support, database administration, and project management assistance in support of DC government's Citywide Credentialing Program under the Office of the Chief Technology Officer and the Protective Services Division Police. Managed day-to-day operations for the Citywide Credentialing Program, which issued and managed over 16,000 DC government employee ID credentials and electronic access cards in compliance with FIPS-201 standards. Co-authored standard operating procedures to be followed citywide and ensured enforcement of all regulations established by standard operating procedures. Assisted with aggressive restructuring of existing governmental business processes to facilitate FIPS-201 security compliancy. Supervised all credentialing staff and provided database administration and auditing expertise for Picture Perfect, an Informix-based ID card management system. Served as key communications liaison to stakeholders throughout the District government in matters pertaining to technical issues, customer service, and standard operating procedures. Advised the Police Chief, Program Manager, and members of

executive leadership of business processes requiring reengineering to support technology and security improvements, identified emerging risks, and recommended mitigation strategies.

SELECTED ACHIEVEMENTS:

- ▶ Keen, consistent daily operations management of the Program, which controlled 95% of all DC government ID and electronic access cards and represented \$1.5M in supply inventory and equipment
- ▶ Successfully planned, managed, and executed a large staff mobilization to issue ID credentials to Mayor Fenty's incoming cabinet during the Mayoral Inauguration of January 2007
- ▶ Serving 90 DC government agencies, interfaced with employees, HR managers, and executive leadership, ensuring prompt delivery of service to all employees and stakeholders, compliance with regulations, and mitigation of emerging political and customer service risks
- ▶ As technical architect, managed the development of a PeopleSoft data sharing interface and ensured the vendor's software delivery was timely, within budget, and exceeded all requirements and quality assurance standards
- ▶ Concise organization and execution of credentialing events requiring large staff and equipment mobilizations
- ▶ Served as the DC government's liaison to WMATA for all matters relating to SmarTrip-capable ID credentials
- ▶ Averted potential building security breaches through immediate notification to Police of anomalies found through daily, thorough audits of the ID management database

TECHNICAL EXPERTISE

Programming & scripting	Java, Python, C, PHP, JavaScript, Jython, Unix shell, C# .Net, Ruby on Rails, C++
Databases	MS SQL Server, Oracle, Sybase , Informix, PostgreSQL, MySQL, MS Access
Operating Systems	Linux, Unix, Windows Server & Desktop, DOS
Servers	Apache, Tomcat, IIS, JBoss, IBI WebFOCUS, Bio-Key (MobileCop), Team Foundation Server (TFS), Microsoft Sharepoint, Active Directory/LDAP
Software	MS Project, MS Visio, Open Source, Picture Perfect IDMS, Adobe Suite, Sybase Powerbuilder, MS Excel
Miscellaneous	XML, UML, HTML, NCIC, GPS/AVL, Mobile Data Terminals (MDTs), Law Enforcement Information Systems, Criminal Justice Information Systems, Computer Aided Dispatch (CAD), Wireless Technologies, Network Analysis, Technical Writing, Broadcast and Telecommunications

EDUCATION AND TRAINING

Bachelors, History, Rutgers University — New Brunswick, NJ May 1999 (Honors; GPA: 3.5)
Bachelors, English, Rutgers University — New Brunswick, NJ May 1999 (Honors; GPA: 3.5)

SCHOLASTIC ACHIEVEMENTS:

- ▶ Golden Key Honor Society, James Dickinson Carr Scholarship, Casper Nannes Scholarship, Rutgers College General Honors Program, Dean's List, Project Excellence Scholarship

Adobe Flex/Adobe Air Developer's Training & Professional Seminars — September 2010, Arlington, VA

IBI WebFOCUS Developer's Training — March, 2009, Arlington, VA

Remedy Help Desk Training — December 17, 2007, Washington, DC

Microsoft Project Training — April 7-8 2005, Washington, DC (Certificate)

ADDITIONAL EMPLOYMENT

Computech, Inc. [Federal Communications Commission]	Washington, DC
Sr. Business Analyst, Technical Architect, Contractor	October 2009 – September 2010

Leads small projects for the FCC's Consolidated Licensing System (CLS) for Broadcast licenses (AM, FM, and TV). Directs requirements gathering sessions with stakeholders and maintains requirements matrices. Serves as a coordinator, expeditor, and liaison within the team and with customers to drive software development processes to conclusion. Envisions and designs public-facing web applications for the FCC. Streamlines the "behind the scenes" automated processes that lay at the core of an application's lifecycle, ensuring that CLS incorporates the requisite business logic.

Leads analysis and development of the complex Automated Processing subsystem, coordinating teams of analysts, developers, and testers. Gathers requirements from diverse constituent groups within the FCC, including lawyers, engineers, and Bureau heads, to distill complex business logic into system specifications. Ensures a one-to-one translation between business requirements and system functionality. Leads Joint Application Development (JAD) efforts to translate engineering logic and legal business processes into viable data models and software implementations.

New Light Technologies, Inc. [Washington D.C. Economic Partnership]**Washington, DC****Lead Systems Engineer, Contractor****March 2009 - August 2009**

Conceptualized, developed, and deployed a Python-based custom software solution to automate the database importation of handwritten survey forms and generate geo-spatial information using the DC GIS SOAP-based web services and handwriting analysis technologies. Authored all end-user documentation, technical architecture documents, UML diagrams, and database schemas. Successfully planned and led 3-hour training course for customer, designing all necessary courseware. Performed data assurance tasks to ensure usability with the ESRI ArcGIS tool suite.

New Light Technologies, Inc. [D.C. Metropolitan Police Department]**Washington, DC****Junior Project Manager/ Systems Engineer (Promoted), Contractor****October 2007 - February 2008**

Provided project management and systems engineering expertise in support of the D.C. Metropolitan Police Department's Mobile Data Computing Program. Assisted with the development of mass deployment strategies and schedules. Developed standard operating procedures and quality assurance documentation for the deployment of Panasonic Toughbook laptops for use by sworn officers. Managed all laptop and wireless air card inventories. Ensured issuance, training, and deployment operations proceeded in a manner consistent with standard operating procedures. Served as a liaison to other DC government agencies, repeatedly ensuring prompt resolution of problems within the IT domain. Daily gathering and assessment of stakeholders' technical and project requirements.

SELECTED ACHIEVEMENTS:

- ▶ Managed team efforts to upgrade 140 older model Panasonic laptops, resulting in successful and timely completion in accordance with requirements and schedules set forth by the CTO and Executive leadership
- ▶ Promoted to Project Manager in February 2008 at the request of the client, the police department's CTO

Yellow House Associates LLC [D.C. Metropolitan Police Department]**Washington, DC****Java Developer , Contractor****2005 - 2006**

Provided on-site software engineering, system administration, and web development services in support of the D.C. Metropolitan Police Department. Created customized software solutions and web applications. Served as team-lead for the development and deployment of the Vehicle Stop/PD76 application. Technologies used include Java Server Pages (JSP), Java Servlets, JavaScript, XML, Apache/Tomcat, MS SQL Server, Oracle, Ant, JBoss, and Subversion.

SELECTED ACHIEVEMENTS:

- ▶ Conceptualized, designed, and deployed a new Person Search module for the Department's Columbo web application that allows officers to search for subjects in real-time throughout 12 databases using a single, simplified user interface

Organizational Strategies Inc. [Department of Homeland Security]**Washington, DC****Software Engineer, Data Architect, Contractor****2004 - 2005**

Provided on-site software engineering and system administration services in support of Customs and Border Protection (CBP) - Applied Technology Division (ATD), Department of Homeland Security (DHS), Naval Sea Command-Indianhead, MD, and Organizational Strategies Inc. Developed customized software solutions, web applications, and database frameworks. Technologies used include PHP, C, JavaScript, MySQL, OCR, and Microsoft SQL Server. Assisted with technical writing and proposal writing projects.

Multiple Projects**Washington, DC****Open Source Software Developer****2001-2004****Arthur Andersen****New York, NY****Java Developer****2000-2001**

References provided upon request