

Lance D. Jenkinson

Arlington, Virginia

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QUALIFICATIONS SUMMARY

IT Solutions Consultant with over nine years of comprehensive professional experience managing, evaluating, implementing, and administrating computing solutions that include internet application development and testing, call center modeling and deployment, web site project management, programming and hosting, marketing services, and onsite user support and training. Skilled at effectively communicating technical information to non-technical end users. Successful in both team-based and independent work environments.

- Professional Skills:**
- Project Management
 - Consultative Selling
 - Liaison Roles
 - Training
 - Web Application Development
 - Testing
 - Documentation & Modeling
 - IT Support

Professional Memberships: • PMI*

Security Clearance: • Public Trust Clearance; Title 13 Certification

PROFESSIONAL EXPERIENCE

INTERNATIONAL BUSINESS MACHINES CORPORATION (IBM), Fairfax, VA 2007–Present
Consultant (Global Business Services, Public Sector, CRM)

Select Projects and Roles:

US Census Bureau, Greenbelt, MD 2007–Present
DRIS 2010

- CCOPM (Call Center Operational Planning Model) Baseline II Lead Analyst
 - Designed and developed comprehensive Operational Model for conducting baseline pricing and ROM activities for over \$150 million project.
 - Facilitated and lead client meetings to gather requirements and solicit feedback.
 - Expanded model directly lead to client-initiated CRs (Change Requests) for \$40 million in additional scope for IBM.
- Test Team Coordinator
 - Conducted comprehensive testing for the Census Bureau CFU (Coverage Follow Up) and TQA (Telephone Questionnaire Assistance) web-based applications.
 - Built testing procedures based on industry best practices.
 - Coordinated defect resolution with development team.
- CMMI Consultant & Cross-Functional Support
 - Managed and maintained project Requirements and Change Management using IBM Rational Suite (ReqPro, ClearQuest, ClearCase), supported CMMI Process and Certification, and coordinated cross-team communication.

WellPoint, Richmond, VA 2007–2007
BHI Data Exchange (Blue Cross Blue Shield)

- Jr. Project Manager (PMA)
 - Supported Project Manager and managed day-to-day activities for team implementing over \$5 million data warehousing project.
 - Responsibilities included maintaining Project Plan (MS Project); updating project financials; tracking project risks, issues, defects, project milestones and deliverables; driving team IT infrastructure; and managing team status reports.

Continued

D/B/A LANCE D. JENKINSON, Arlington, VA.....2003–2009

Principal IT Consultant

- Lead web development projects and control client interactions to maintain high quality assurance.
- Recruit and supervise on and off-site programmers to ensure optimum efficiency and effectiveness.
- Personalize technical support with on-site accessibility; rapid response; and software, hardware & peripheral repair and maintenance.

Select Clients:

PMD PROMOTION, LLC, New York, NY2005–2009

IT Consultant & Market Manager, Washington, DC

- Provide centralized remote IT support for all offices within the United States.
- Interview, hire, and manage up to six promotion representatives per campaign.
- Increased average campaign market saturation in Washington, DC area by 42%.
- Secured stable inventory by implementing inventory policies for representatives.
- Decreased representative turnover by initiating nationwide representative pay structure.

WinMark Concepts, Inc., Washington, DC2007–2007

Director of Operations & IT Project Manager

- Supervised day-to-day operations and provided IT Support for 6-month engagement.
- Lead successful deployment of an interactive web-based social networking initiative for Fortune 500 client. Lead team of graphic artists and programmers.

TO THE POINT RÉSUMÉS, Fairfax, VA.....2004–2006

IT Consultant & Project Manager

- Designed the To The Point Résumés web site and collaborated with a professional writer / content developer on overall design and structure of the site.
- Recommended and installed an affordable, scalable server solution.
- Coordinated remote access capability of the server resources with various access levels enabling many employees to efficiently telecommute.
- Automated a previously paper-based, labor-intensive system by implementing an enterprise-wide customer relationship management (CRM) database.
- Migrated thousands of client records and documents to the server for permanent storage and established daily backup mechanisms.

FURMAN UNIVERSITY, Greenville, SC2002–2003

Senior Help Desk Analyst

- Supported IT infrastructure of over 2,000 nodes and 40 servers.
- Led several help desk team projects; promoted to senior level within six months.
- Provided courteous phone support as well as professional and prompt on-site service.
- Assisted clients with software support that included all Microsoft OS and Office products, Lotus Notes, Adobe, Palm, and various enterprise-level Antivirus and Spy-ware removal programs.
- Performed PC/Mac/Unix desktop and server hardware troubleshooting and upgrades.
- Developed new help desk technician procedure for refurbishing retired university computer systems for donation to local charities (codename: “Project Reboot”).
- Accepted the 2003 InnoVision Technology Award in Community Service on behalf of Furman University for spearheading the efforts that lead to the success of “Project Reboot.”

**LDJ COMPUTERS, Waxhaw, NC 1999–2002
IT Consultant and Subcontractor**

- Provided technical services as subcontractor to over five IT firms in the Charlotte, NC metro area.
- Coordinated dissimulation of entire telecommunication server collocation facility.
- Installed and configured wireless internet dishes and towers up to 40 feet.
- Performed technical upgrades, sales, web site development, and hardware troubleshooting for a variety of clients including law firms, small businesses, and home users.
- Founded Lighthouse I-Net Cyber Café in a partnership with Lighthouse Coffee Shoppe.
- Functioned as IT Administrator and Business Development Manager for Cyber Café.

EDUCATION

- **Bachelor of Science, Business Management**, George Mason University, Fairfax, VA
January 13, 2007, 3.61 GPA, Cum Laude, Dean's List, Beta Gamma Sigma, Golden Key Honor Society
- **Project Management Certificate**, Northern Virginia Community College, Annandale, VA
September 21, 2005

SPECIAL ACHIEVEMENTS AND AWARDS

- Invited participant in web site focus group for the Northern Virginia Community College Extended Learning Institute, May 2006.
- Appointed as Vice President of Technology and Chairman of IT Solutions Facilitation for nonprofit Opera Music Theater International, January 2006.
- Founded George Mason University Entrepreneur Organization (Mason Entrepreneurs), October 2005.
- **Select News and Media Accomplishments:**
 - **The Voice Report:** Provided “expert opinion” and quoted in article, “*E-Mail Use Under Fire*,” April 30, 2007.
 - **The Greenville News:** Featured in a front-page article, “*Effort Booting up to Rescue Discarded Computers*,” December 5, 2003.
 - **Fox News TV:** Coordinated coverage for the Cyber Café grand opening in a news segment on WCCB-TV Fox News @ 10, October 19, 2001.
 - **The Charlotte Observer:** Featured in a *Union Observer* article based on a press release promoting Cyber Café and consulting services, October 25, 2001.
 - **The Enquirer-Journal:** Featured in a front-page article highlighting the success of LDJ Computers: “*Taking Care of Business*,” January 1, 2000.
- **PMI***, 2006–Present
- **FBI InfraGuard**, 2002–2004
- **Capital Area .Net Users Group**, 2004–Present