

# Robert L. McNamee

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## Summary

Thorough and dependable information technology & business professional with:

- 20+ years' experience planning, designing, and implementing solutions to complex challenges
- Expert knowledge of Software Development Life Cycle (SDLC) from concept to post-production
- Project management of multiple projects, supervising 1-5 technical and functional resources
- Senior business/systems analysis, requirements management, and quality assurance skills
- Effective communication skills with all levels of management including C-level executives
- Exceptional writing/documentation skills, from high-level business designs to user guides
- Proven ability to guide stakeholders to consensus on key solution and approach decisions

## Work Experience

*Tandem Conglomerate LLC*  
*Managing Consultant*  
*September 2008 – Present*

As Applications Manager for District of Columbia Public Schools' Office of Data & Strategy:

- Provided exceptional customer service supporting Oracle Forms based student information system
- Managed/maintained 10 virtual Linux servers; monitored server loads, applications, and interfaces
- Served as Tier 2 technical support to back up help desk and quickly resolve customer issues
- Analyzed requirements for new/modified functionality to determine feasibility and impact
- Planned, conducted, documented testing efforts; managed configuration and code migration
- Automated/tested 100+ back end reports using Perl and Bash; deployed/tested front end reports
- Managed 3 successful year end transitions of student data from one school year to the next
- Instrumental in successful rollout of innovative new report card formats and functionality
- Supported transition to modern Aspen student information system

As Project Manager for Transportation Research Board:

- Conducted pre-sales IT inventory to determine best "bang-for-buck" targets for modernization
- Led effort to find a suitable replacement for TRB's aging people/association management system
- Contributed to Project Charter, Statement of Work (SOW), and Project Management Plan (PMP)
- Developed Work Breakdown Structure (WBS), maintained project plan, tracked progress against schedule/cost baselines, conducted weekly status meetings, presented status reports to client manager
- Conducted workshops and interviews with stakeholders to determine business and technical requirements
- Produced Request For Information (RFI), identified 80+ potential solutions, distributed RFI to 22 vendors
- Based on qualitative/quantitative analysis of RFI responses, invited 4 vendors to present demonstrations
- Surveyed demo attendees, analyzed feedback, and made final recommendations as to best fit (Aptify)
- Recommendations led to vendor selection, new project initiation, and follow on PMO and technical work

As Senior Business Analyst for Accenture:

- Contributed to RFP for Health Benefits Exchange to modernize District of Columbia benefits eligibility/enrollment capabilities and ensure compliance with Affordable Care Act mandates
- Collaborated with Department of Human Services, Department of Health Care Finance, and Office of the Chief Technology Officer to determine technical requirements
- Built consensus around key requirements decisions; created blueprints/narratives describing reference architecture, interfaces, data management, and subsystems
- Documented project's gap analysis process and results for Level II Establishment Grant application

As Project Manager/Senior Business Analyst and Production Support Lead for District of Columbia OCFO/OCIO:

- Supervised team of 5 on Enterprise Service Bus (ESB) based Service Oriented Architecture (SOA) project
- Utilized Agile methods and tools to oversee development of several successful, concurrent sub-projects
- Implemented web services interface between Office of the State Superintendent of Education and Office of Tax and Revenue for verification of parent/guardian income for students applying for state grants
- Implemented web services interface between Office of Contracting and Procurement and Citywide Clean Hands application to verify that vendors considered for contracts are not delinquent on District debts
- Implemented interface between Integrated Tax System and Electronic Data Warehouse (EDW)
- Collaborated with managers and directors to analyze/document requirements and functional designs
- Managed monitoring/maintenance of ESB applications and ensured timely resolution of issues

As Project Manager/Senior Business Analyst for Follett Software Company:

- Managed several efforts for K-12 education software vendor, including development of mechanisms to produce reports from Aspen student information system to meet state requirements in NY, NJ, and VA
- Led development of database load testing scripts, and capture/analysis of results of initial runs of these scripts against a school district's database

As Project Manager/Senior Business Analyst/Web Designer for Star-Spangled 200, Inc:

- Managed 3-month effort to roll out a website for State of Maryland's War of 1812 Bicentennial celebrations
- Coordinated efforts of 6 organizations to design, build, and deliver site under very tight time constraints
- Selected open-source Drupal content management system as base platform, chose appropriate site theme/template, worked with Star-Spangled 200, Inc. to fine tune layout and add compelling content
- Worked with graphics design firm to create a visual design; incorporated design elements into site
- Coordinated external site integration with State of Maryland, Visit Baltimore, and merchandising firm
- Took site live in conjunction with press conference held by Maryland's Governor and Baltimore's Mayor
- Continued to manage enhancements and content updates for the first few months after launch

*CCP Global, Inc.*

*Senior Consultant*

*July 2006 - August 2008*

As Ariba Technical Expert for Northrop Grumman's Commercial, State, and Local Government group:

- Provided production support, enhancements, and maintenance for enterprise procurement system, including development of custom reports and control of application-level security
- Managed trouble tickets, ensuring compliance with Service Level Agreement (SLA) requirements
- Produced weekly metrics reports, updated SharePoint repository, assisted with system retirement

*Tsymetry, Inc.*  
*Principal Ariba Developer*  
*September 2004 - May 2006*

- Provided production support for U.S. Department of State's Integrated Logistics Management System
- Assisted help desk personnel in resolving technical issues; conducted impact analyses for potential changes
- Collaborated with business analysts to translate requirements for new functionality into technical designs

*Paragon Computer Professionals*  
*Senior Consultant*  
*May 2002 - September 2004*

- Customized Ariba-based enterprise procurement system to serve AT&T's 100,000+ work force
- Translated complex requirements for requisition approval into rules code for approval workflow
- Designed/developed code for determining when requisition changes require re-approval

*Arthur Andersen LLC*  
*Senior Consultant/Engineer*  
*November 2000 - May 2002*

- Implemented and customized Ariba procurement systems for Amtrak and Sara Lee
- Developed interfaces to legacy procurement, accounting, general ledger, and ERP systems
- Provided testing, training, production support; transferred knowledge to client personnel

*American Management Systems, Inc.*  
*Consultant/Programmer Analyst*  
*May 1995 - November 2000*

- Served as lead developer to implement Ariba Buyer internally for the firm
- Assisted purchasing department with catalog management and supplier integration
- Designed/developed customer care & billing systems for Mannesmann/Arcor and BellSouth

## **Education & Training**

- Master of Business Administration - University of Florida (2005)
- Bachelor of Science in Computer Science - College of William & Mary (1995)
- Associate of Science in General Studies – Northern Virginia Community College (1992)
- Effective Communications Training
- Business Ownership Training
- Essentials of Quality Assurance Training
- Independence & Ethical Standards Training

## **Honors**

- Phi Theta Kappa National Honor Society
- Golden Key National Honor Society
- Who's Who in American Community Colleges
- Army Commendation Medal for Meritorious Service