

Tracy Anthony McBroom, PMP

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IT PROJECT MANAGER

Detail-oriented leader with over 15 years experience in Enterprise Content Management, eCommerce, ERP, Software Design and Development, Business Analysis and Project Management. Interface with all levels of leadership. Effectively handle critical client transactions. Strong ability to turn around at-risk projects.

QUALIFICATIONS

Process Improvement: Improved project processes using CMMI (Capability Maturity Model Integration) methodologies. Raised CMMI process rating from level 1 to level 3 in one year. CMMI audit team member.

Cost Reduction: Cut \$300K from software development costs by coordinating activities with other department leaders to share resources and eliminate overlapping efforts.

Strategic Planning and Budgeting: Developed \$2.4 million budget and strategy for the CIO to modernize and enhance corporate purchasing systems. Cut over 30% from purchase order processing costs.

Team Building / Leadership: Overhauled troubled department, improving employee satisfaction, retention and recruitment of best-qualified applicants. Increased opinion of leader rating by more than 70%.

Technical Skills: ITIL, Agile, CMMI and PMI methodologies, SDLC, Microsoft Project, PowerPoint, Visio, Office, Oracle, SAP, SQL Server, Unix, C, Java, Perl, HTML, Visual Basic, COBOL, JCL

CERTIFICATIONS

PMP - Project Management Professional; ECMp - Enterprise Content Management Practitioner

EXPERIENCE

EDS, Plano, TX

1989 - 2008

Managed software development, implementation and support involving matrixed, cross-cultural and multi-vendor teams through the full project life cycle. Led 4-7 member teams on a variety of efforts.

- Managed implementation and support of a SOX compliant web-based document management system for global enterprise. Cut print costs \$1.9 million annually. Reduced monthly financial analysis time by 5 days.
- Took charge of computer lab housing 40+ servers for the ECMS organization. Oversaw purchase, disposition and support of hardware and software for IBM AS/400, Unix and Windows servers.
- Planned and coordinated corporate architecture design activities for the CIO's Chief Architect. Led activities of 5 Senior Architects within Agile work environment. Guided work through ITIL gate reviews.
- Achieved system availability target of 99.95% after implementing standard project processes.
- Environment: ITIL, Agile, CMMI, PMI, MS Project Server, Excel, PowerPoint, Visio, Sun Solaris Unix, AS/400, Windows Server, C, Perl, JavaScript, Bourne Korn Shell, MySQL, TCP/IP

Consultant – eCommerce and ERP Systems

2000-2001

Developed solutions to enhance enterprise performance using eCommerce and Enterprise Resource Planning (ERP) applications to streamline business processes and accelerate time-to-market.

- Explained integration methods of Business-to-Business (B2B) applications to CEO, officers and technical staff of a telecommunications business venture, resulting in a web portal development contract with client.
- Stabilized newly implemented Oracle ERP modules, reducing support costs and improving client satisfaction; mentored and trained associates on MS Access, Unix, PL/SQL and other technologies.
- Environment: Unix, Oracle Payables and General Ledger, PL/SQL, XML, HTML, C, MS Access

Consultant - Enterprise Systems' SAP Delivery

1998-2000

Recruited by former manager to provide technical and business process guidance for EDS' internal SAP implementation.

- Performed SAP gap analysis, developed enhancements to meet client needs, and worked with team to create project plan components for EDS' SAP implementation.
- Configured SAP Materials Management module; assisted Business Process Experts with SAP functionality, connectivity and GUI setup.
- Assessed impact of SAP's B2B product implementation – developed and presented cost analysis to leadership.
- Environment: SAP Materials Management, ABAP, ALE, SAPscript

Project / Program Manager – Knowledge Services

1997 - 1998

Led research and development efforts of EDS' knowledge management program for the Chief Knowledge Officer. Developed a service offering, as well as enabling the knowledge management concept.

- Built the team and technical environments to develop a web-based medical training system for the US Army Medical Command and Directorate (AMEDD).
- Enabled collaboration capability on the Knowledge Management web site by adding CGI scripting and database functionality. Developed mechanisms to automatically process new content, and simplify web site maintenance.
- Cut \$23K from costs by negotiating agreements to use existing hardware from other departments.
- Maintained a Unix based Knowledge Office web site using HTML, 'C', Java, Perl and Sybase RDBMS. Set up and administered Internet test servers using Windows NT, IIS, and SQL Server 6.5.
- Environment: Unix, Windows NT, C, Perl, Sybase, SQL Server

Manager – Global Purchasing Information Systems

1994 - 1997

Led a 13-member Information Technology department supporting EDS' Global Purchasing systems. Established objectives and plans for operations, developed and administered budget and P&L, and instituted succession plans. Reported to the CIO of EDS.

- Grew organization from \$400K to \$2.4 million to bring Internet, data warehousing and global planning support to corporate purchasing operations.
- Managed relationships with European, Canadian and Mexican purchasing departments to facilitate consolidation of global purchasing processes.
- Managed the Decision Support System (DSS) conversion, On-line Requisition Upgrade and EDI Purchase Order projects that eliminated over \$100,000 per year in hardware, paper, and postage costs.
- Significantly improved employee job satisfaction, customer opinion and leadership approval rating; 360 degree survey (employees, customers, and management) reflected 6.1 out of a possible 7.
- Streamlined diverse mix of technologies to reduce costs of maintenance, training, and software licenses.
- Environment: IBM Mainframe, Windows, COBOL, JCL, DB2, Windows, MS Access, MS Project

Additional work history available upon request.

INDUSTRY KNOWLEDGE

Financial Services, Procurement, Mortgage Banking

EDUCATION

The University of Texas at Austin, B. A., Computer Science

Austin, TX
