

JAMES M. HOLBROOK, CSM
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Summary:

Project Manager and Senior Systems Analyst offering 20+ years of experience identifying, developing and managing configuration requirements while minimizing software risk potential. Expert in formalizing, and implementing standard practices to coincide with system environment needs. Realigns struggling initiatives by determining and resolving the root cause of inefficiencies. Excels in client interfacing, end-user training, and troubleshooting.

Currently a Certified Scrum Master (CSM) by the Scrum Alliance

- Requirements Analysis and Management
- Software Risk Analysis and Management
- Scrum/Agile Methodologies
- Analysis & Design
- Team Facilitation
- Use Case Modeling
- Configuration Management
- Identify and Capture Software & Hardware Configuration Items
- Set up Change Control Boards (CCB)
- Wrote Change Control Board Procedures
- Performed Audits and validated documented changes.
- Presented Audit findings to Senior Management.
- Reviewed Request For Changes (RFC)
- Quality Assurance
- Microsoft Office (MS Word, Excel, PowerPoint and Access)
- Continuous Improvements & System Enhancements
- Structured, documented, and implemented software risk management procedure for the US Customs and Border Protection agency (CBP), developed risk tracking databases and troubleshooting solutions as well as providing end-user training to project managers; process also adopted by CBP's Passenger Systems Program Office.
- Lowered time requirements for developing Project Configuration Items Lists (PCIL) from eight hours to less than one hour by interfacing with the dimension team to create reports and eliminate manual Excel spreadsheets.
- Established joint Engineering Review Boards and Configuration Control Boards to minimize project errors by bridging communication between contractor and government personnel; this eliminated misunderstandings between customer and client.

Clearance: Previously held TS/SCI Security Clearance.

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Professional Overview:

JMH Computer Solutions, LLC: March 2012 – Present

Independently owned business where I provide requirements analysis and software risk analysis to various small businesses.

Program Analyst Lead (Technical), CACI-CMS Information Systems, Inc.:

March 2011 – March 2012

As a Program Analyst Lead (Technical), supported the Veterans Administration Virtual Lifetime Electronic Record (VLER) project specifically the Nationwide Health Information Network (NwHIN) effort. As a senior program analyst established the Risk Management process: Wrote the Risk Management Plan to guide NwHIN projects in the software risk process and completed first draft of VLER Risk Management Plan with the aid of VLER Risk Manager. Created risk registers for NwHIN projects and monitored those risks. Identified Undocumented processes such as PMAS Dashboard and OMB Risk requirements and will added to VLER Risk Management Plan.

Coached teams in Agile and Scrum methodologies to include daily Scrum meetings, Epic Stories and User Stories.

JMH Computer Solutions, LLC: October 2009 – March 2011

Independently owned business where I provide requirements analysis and software risk analysis to various small businesses.

Requirements Analyst & Software Risk Manager, Infinite Computer Solutions, Inc.: 2002- October 2009

- Direct four risk managers through ongoing requirements and software risk management efforts at Customs and Border Protection; train staff members and project leads in requirements identification/development.
- Currently facilitating training to five teams in agile/Scrum project management standards, use case creation and software risk management.
- Appointed as CMMI process mentor for BART & Associates, Inc.'s CMM-SW assessment that led to Level-2 certification.

Systems Analyst, BAE Systems: 1997-2002

- Implemented Polytron Version Control System (PVCS) to optimize governance of documentation and Computer Software Configuration Items (CSCI).
- Authored program plans and configuration management plans to coincide with existing board structures.
- Realigned stalled project by leading the installation of DOORS on government servers with Windows 2000, resolving system-licensing issues. This enabled the team to better track requirements and create RTMs.
- Minimized test times and production build errors by implementing COOL: Gen to facilitate delivery process to coding and testing team while avoiding missed or delayed requests prior to production phase.

Composer Analyst & Programmer, CCS&T, Inc.: 1996-1997

- Provided database design and analysis for corporate systems as well as created Lotus Notes databases.

Configuration Management Analyst, Lockheed Martin Corporation: (Prior to 1995)

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- Reviewed existing processes to develop system enhancement solutions through the Automated Configuration Management System (ACMS); maintained communication with clients to drive ERB cycle.

Configuration Engineer & Quality Assurance Engineer

- Applied IEF CASE tool to support software engineers; originated and implemented Model Change Request and Action Item system as well as developed configuration management framework for the Management Data Program. These tools reduced the amount of rework required before testing.
- Oversaw hardware/software installations at the General Electric Data Center. Processed Requests for Change (RFC) and communicated changes to senior management.
- Wrote readiness test program for LANDSAT-4 hardware to verify the system functioned without errors. This program saved the 10 day User Acceptance Test by identifying problems and enabling the maintenance team to repair hardware errors before generation of final products.

Education:

- Lord Fairfax Community College – ongoing studies in computer science since 2002.
- Metro Technical Community College, Computer Science
- Bladensburg Senior High School Bladensburg, Maryland Diploma

Volunteer Overview:

Treasure, City Church of Christ Inc. - 12/1/2010 – Present

- Create a yearly budget and presented at Board meetings.
- Teach and preach as required.

Elder, Southside Church of Christ - 3/2/2003 – 7/10/2010

- Watch over spiritual aspects of the Congregation.
- Review the Deacons work and give direction as required.
- Approve a yearly Budget presented by the Deacons.
- Direct Evangelist activity and hold his annual review.

President, LAKESIDE DEVELOPMENT HOME OWNERS' ASSOCIATION (LDHOA) 2001-2005

- Coordinated board, general, and annual meetings as well as handled budgeting review and approval; held accountability for annual income of \$40K and expenditures.
- Formulated member, lawn care, and debris removal contracts and prospected and selected property Management Company; assessed, monitored, and reported on new projects.

Education Director 8/1/1992 – 12/01/1997

- Education director was responsible for developing curriculum, for all Bible classes and teacher selection.
- Setup a Library and resource area for the congregation to have access to on Sundays and Wednesdays.
- Developed annual budget for Education Department and reviewed at the Men's Business Meeting

Deacon (Benevolence) Bellevue Church of Christ 6/1/1988 – 10/1/1988

- Work in the area of benevolence primarily to setup a procedure with a Grocery Store, Gas Station and Motel to allow these establishments to bill the congregation for people given aid.

Care Group Leader Bellevue Church of Christ Bellevue, NE. Jan 1987--Dec. 1987

- The Care Group Leader organized and directed monthly meetings, congregational dinners, and special activities that motivated the general membership to keep close contact with each other.
- Focus:
 - Provide means of getting to know one another
 - Provide enhanced fellowship within the family
 - Provide means of "shutting the back door"
 - Provide immediate "circle of friends" for new members

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Deacon (Education) University Park Church of Christ University Park, MD. June 1981--June 1986

- Education Director is responsible for all curriculums, Teacher staffing and submitting a budget for projected expenditures for the next year.
- Staffed Church Library and directed the general usage on Sunday and Wednesday.
- Submit an annual budget to the Elders for approval.

Zone Leader University Park Church of Christ University Park, MD. Jan 1987--Dec. 1987

- The Care Group Leader organized and directed monthly meetings, congregational dinners, and special activities that motivated the general membership to keep close contact with each other.
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