

 Alexandria, VA (U.S. Citizen)

 Available upon request

 erica.andrews3 'at' gmail.com

 www.phrozensmoke.com

 linkedin.com/in/ericaandrewspm

 github.com/phrozensmoke

#### Desired locations:

Remote/Virtual | Alexandria, VA  
Arlington, VA | Washington, DC

No agencies or third-party recruiters

## CERTIFICATIONS

**Project Management Professional**  
(PMP #1551139, PMI #2516586) —  
Project Management Institute, 2012

**ITIL v3 Foundation**  
(# 1002023606 / 50015-V1400096) —  
AXELOS Global Best Practice, 2014

**Scrum Fundamentals Certified Professional**  
(#72745) —  
SCRUMstudy, 2015

**Six Sigma Yellow Belt Professional SSBY**  
(#68203) —  
VMEdU Inc., 2015

## EDUCATION

**BACHELOR'S / ENGLISH – 1999**

**BACHELOR'S / HISTORY – 1999**

RUTGERS UNIVERSITY – New  
Brunswick, NJ

GPA 3.7; Golden Key Honor Society,  
James Dickinson Carr Scholarship,  
Casper Nannes Scholarship,  
Rutgers College General Honors  
Program, Dean's List, Project  
Excellence Scholarship, James  
Dickinson Carr Society medal

**PROJECT MANAGEMENT – 2012**

NORTHERN VA COMM. COLLEGE –  
Annandale, VA

Certificate

# Erica ANDREWS

## SENIOR DEVELOPER | PROJECT MANAGER

Senior-level full-stack developer, team lead, and project manager with over 22 years of IT experience. Broad expertise in software engineering, project management, solutions architecture, databases, servers, web development, security, and networks. Well-versed in the leadership of IT teams, agile methodologies, risk mitigation, deployment planning, production support, documentation, and requirements analysis.

## PROFESSIONAL EXPERIENCE

**PRIVATE CONTRACTOR - SEP. 2011 - PRESENT**

**PRIVATE CONTRACTOR – Alexandria, VA (Remote)**

Specializing in complex software engineering, web applications, business analysis, application security, data architecture, systems integration, and technical architecture.

**IT SPECIALIST (APPLICATIONS), PROJECT MANAGER - JUL. 2013 – SEP. 2019**

**DISTRICT OF COLUMBIA COURTS – Washington, DC**

Full-time employee (Grade 13/10, FERS-RAE). D.C. Courts is an independent agency under the Federal government. Senior application developer, project manager, and lead technical architect for 3 distinct secure high-volume, high-availability, mission-critical, public-facing enterprise financial IT systems responsible for automating all payroll and invoicing workflow and vendor billing operations between the D.C. Courts and multiple internal and external entities, including D.C. CJA & CCAN court-appointed attorneys, Public Defender Service, mediators, mental health advocates, and family advocate volunteers. The Web Voucher Systems automate payment processes totaling over \$65 million annually and interface directly with large case management systems, serving over 4,000 end users including judges, defense attorneys, mediators, mental health advocates, auditors, internal staff, and DNA, forensic, medical, and investigative experts. Performed full-stack development and agile project management.

Major accomplishments:

- Successful rollout of Phase 1 of the new Web Voucher System for Family Court and decommissioning of its legacy predecessor; October 2016
- Successful rollout of Phase 2 of the new Web Voucher System for Multidoor Mediations and decommissioning of its legacy predecessor; August 2017

Technologies used:

Java, J2EE, Oracle 11g/12c, WebLogic 11g/12c, JavaServer Faces (JSF), PrimeFaces, Enterprise Java Beans (EJBs), SOA, Web Services, REST, SOAP, AJAX, jQuery, PL/SQL, NGINX, IBM Rational ClearCase, Courtview, SonarQube, JavaScript, JDeveloper, JAX-RS, JAX-WS, Log4J, Servlets, JSP, XML, JSON, JMX

## AWARDS

Police Chief's Medal of Merit for Outstanding Performance, 2008

## SKILLS

FULL STACK DEVELOPMENT

PROJECT MANAGEMENT

WEB APPLICATIONS

REQUIREMENTS ANALYSIS

SOLUTION ARCHITECTURE

JAVA ORACLE JAVASCRIPT

PL/SQL JQUERY J2EE

PYTHON PHP LINUX

XML REST SOAP JAX-RS

JAX-WS AJAX WEB SERVICES

JSF EJB JSP SERVLETS

PRIMEFACES WEBLOGIC TOMCAT

JBOSS APACHE CSS JSON

STRUTS JPA SOA AXIS2

IoT BOOTSTRAP WIRELESS

C# .NET SYBASE MySQL

INFORMIX SQL SERVER UML

SUBVERSION CLEARCASE GITHUB

TFS GIS GPS/AVL HTML

SONARQUBE MS PROJECT MS VISIO

MICROSERVICES NGINX SECURITY

SYSTEMS INTEGRATION OPEN SOURCE

COTS TECHNICAL DOCUMENTATION

ECLIPSE JDEVELOPER SQL DEVELOPER

### SENIOR JAVA ARCHITECT (D.C. COURTS CONTRACTOR) - JAN. 2013 – JUL. 2013 DFUSE TECHNOLOGIES – Washington, DC

Led full-stack development of a secure, public-facing Court Cases Online Payment Services system for electronic collection of court fees and fines. Led technical integration efforts with external credit card processing provider Pay.gov within the Federal government's secure Treasury Web Applications Infrastructure (TWA). Served as a Senior Java Architect supporting the Web Voucher System, contributing to requirements elicitation, documentation, and technical architecture definition.

Major accomplishments:

- **Converted to full-time government employee upon conclusion of contract.**

Technologies used:

Java, J2EE, Oracle 11g, WebLogic 11g, JavaServer Faces (JSF), PrimeFaces, Enterprise Java Beans (EJBs), SOA, Web Services, REST, SOAP, AJAX, jQuery, PL/SQL, IBM Rational ClearCase, Courtview, JavaScript, JDeveloper, JAX-RS, JAX-WS, Servlets, JSP, Encryption (SSL), SQL Developer, ClearQuest, XML, JSON

### LEAD TECHNICAL ARCHITECT / J2EE DEVELOPER - SEP. 2011 – SEP. 2015 IBSS CORP. / DST INC. (NOAA CONTRACTOR) – Remote / Silver Spring, MD

#### 2011 – 2012: 1099 Private contractor (full-time, remote)

Design, architecture, and system development of the Asset Management and Planning System (AMP). Long-term contract with the Federal government's National Oceanic and Atmospheric Administration (NOAA) National Marine Fisheries Service (NMFS) automation, data migration, and modernization effort for facility management of 1.5 million square feet of Federal government properties throughout U.S coastal areas. Led full-stack development of a cloud-based, SOA solution in a federated Single Sign-on environment utilizing best practices for authentication, authorization, and security architecture. Performed full stack development, business analysis, business process adaptation, requirements elicitation, and data architecture. System successfully deployed in 2012.

#### 2013 - 2015: 1099 Private contractor (part-time, remote)

Follow-on contract with the NOAA's National Marine Fisheries Service remotely providing new software and database enhancements for the AMP system successfully deployed in 2012. Subcontracted by partner company IBSS Corp at NOAA's request.

Technologies used:

Java, J2EE, Oracle 11g (OAS), WebLogic 10.3 (WLS), AJAX, jQuery, RedHat Enterprise Linux (RHEL), Web Services, Subversion, Assembla, JavaScript, Axis2, Eclipse, PL/SQL, SOAP, JDeveloper, SQL Developer, XML, Active Directory

## TRAINING

### CSSLP (CERTIFIED SECURE SOFTWARE LIFECYCLE PROFESSIONAL)

Skillsoft  
November 2018, Washington, DC

### FUNDAMENTALS OF IBM RATIONAL CLEARCASE V8 UCM FOR USERS

LearnQuest  
December 2017, Washington, DC

### AGILE CERTIFIED PRACTITIONER (PMI-ACP), CERTIFICATE

Webucator  
May 2016, Washington, DC

### INTRODUCTION TO ANDROID DEVELOPMENT, CERTIFICATE

Webucator  
May 2015, Washington, DC

### OBJECTIVE-C TRAINING FOR IOS DEVELOPMENT, CERTIFICATE

Webucator  
April 2014, Washington, DC

### ITIL FOUNDATION FOR IT SERVICE MANAGEMENT

Hewlett-Packard  
January 2014, Washington, DC

### REMEDY HELP DESK TRAINING

D.C. Police Department  
December 2007, Washington, DC

### MICROSOFT PROJECT TRAINING, CERTIFICATE

April 2005, Washington, DC

### IT SPECIALIST (APPLICATIONS), PROJECT MANAGER - SEP. 2010 – AUG. 2011 D.C. METROPOLITAN POLICE DEPARTMENT – Washington, DC

Full-time employee (Grade 14/2) for the District of Columbia government. Served as Project Manager, systems integration expert, senior developer, and technical lead for the full-stack deployment of D.C. Police's first Single Sign-On system, Law Enforcement Decision Center (LEDC), which enables 4,000 Department members to securely login to over 40 systems, including multiple secured Case Management systems, utilizing a single Windows network authentication credential. The system served as a single point of entry to multiple case management systems, including JUSTIS, Arrest and Booking, the Homicide and Missing persons systems, and Financial Crimes system. Provided systems analysis and development for the Arrest and Booking Case Management system. 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, which allows officers to generate dozens of forms for Arrest-related paperwork, migrating paper processes into a paperless environment. Served as Project Manager and technical lead for a new Traffic Enforcement Overtime Scheduling system. Contributing senior software engineer for a new Traffic Crash reconstruction project by handling the design and integration of a Java-based system to enable on-screen traffic accident reconstruction using GIS for the purposes of electronic Accident Report generation. Served as 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 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, Wacii Case Management, PD 76 (Vehicle Stop), and Juvenile Case Management System.

#### Major accomplishments:

- Successful completion and rollout of the D.C. Police's first Single Sign-On system, Law Enforcement Decision Center (LEDC), launched in April 2011.

#### Technologies used:

Java, J2EE, C# .NET, Subversion, Eclipse, Oracle, SQL Server, Visual Studio, Team Foundation Server (TFS), SharePoint, Ruby on Rails, PHP, Python, Microsoft Project, Linux (RedHat), ESRI GIS, Google Maps, Ant, JavaScript, Subversion, Apache, Tomcat, XML, IIS, Active Directory, LDAP, Unix shell, UML, Microsoft Visio, AJAX, JQuery, DC GIS, SOA web services, SaaS, DOJO, JSON, Cryptography and encryption (SSL), Internet Information Server (IIS), CJIS

### SENIOR BUSINESS ANALYST, TECHNICAL ARCHITECT - OCT. 2009 – SEP. 2010 NCI INC. (COMPUTECH, INC.) – Washington, DC

Federal government contractor for the Federal Communications Commission (FCC). Led small projects using agile and scrum methodologies for the FCC's Consolidated

## MEMBERSHIPS

### PROJECT MANAGEMENT INSTITUTE (PMI)

SEPTEMBER 2012 – PRESENT  
PMI #2516586

## PREVIOUS CLEARANCES (INACTIVE)

D.C. COURTS BI

NACI

D.C. POLICE DEPT. FULL-SCOPE

PUBLIC TRUST

CBP / BI PUBLIC TRUST

Licensing System (CLS) for broadcast licenses (AM, FM, and TV). Directed requirements gathering sessions with stakeholders and maintained requirements matrices. Envisioned, strategized, and designed public-facing web applications for the FCC. Led analysis and development of the complex Automated Processing subsystem that handles broadcast license applications, coordinating teams of analysts, Java developers, data architects, and quality assurance testers. Gathered requirements from diverse constituent groups within the FCC, including lawyers, telecommunication engineers, and Bureau heads to distill complex business logic into system specifications and provide technical thought leadership. Led Joint Application Development (JAD) efforts to translate engineering logic and legal business processes into viable data models and software implementations. Computech was acquired by NCI.

Technologies used:

Sybase, Microsoft Visio, Microsoft Project, Java, J2EE, UML, Oracle, JRules, SOA Web services, SaaS, XML

**PROJECT MANAGER, DEPUTY PROGRAM MANAGER - JUL. 2006 – AUG. 2009  
NEW LIGHT TECHNOLOGIES, INC. (MULTIPLE ROLES) – Washington, DC**

**IT Project Manager (D.C. Metropolitan Police Department contractor) - Sep 2007 – Aug 2009 – Washington, DC**

Successfully managed the procurement, configuration, installation, deployment, and maintenance of 945 military-style secure wireless 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 case management systems, and complete paperless automated field reports. Served as a mentor to junior level team members and identified suitable tasks to help foster their skills development. Ensured all deployed units met Departmental encryption and traceability standards. Developed sets of Standard Operating Procedures to increase roll-out efficiency, establish quality standards, and ensure accountability and stringent inventory control of valuable IT assets. Designed and implemented technical configurations intended to enforce Departmental computer usage policies. Provided concise daily briefings and written reports to the Chief Technology Officer (CTO / CIO), Police Chief, Mayoral cabinet members, and other executive leaders regarding milestones, project planning, deliverables, costs, business requirements, and risks. 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. Managed daily efforts of all project team personnel in two (2) separate work locations within D.C. as well as staging, deployment, and training schedules for end users. Developed Business Intelligence applications utilizing WebFOCUS and assisted with enterprise-wide deployment of WebFOCUS to support data warehouse reporting efforts.

Major accomplishments:

- **Received the Police Chief's Medal of Merit for Outstanding Performance on November 25, 2008**
- Managed deployment of \$3.3M in Panasonic Toughbook laptops
- Coordinated and led the training of over 2,500 officers
- Administered 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 police vehicles
- Achieved 100% uptime of MDTs during the 2009 Presidential Inauguration through 24/7 coverage

Technologies used:

Wireless Technologies, Windows Server, GPS/AVL, GIS, Microsoft Access, Oracle, SQL Server, Python, Shell Scripting, Microsoft Visio, Microsoft PowerPoint, Microsoft Project, IBI WebFocus, Encryption (Pointsec), DHCP, DNS, BOOTP, TFTP, Firewalls, BMC Remedy

**Deputy Program Manager/Operations Manager (D.C. Protective Services Police contractor) - Jul 2006 – Sep 2007 – Washington, DC**

Operations management, IT support, operational security guidance, and project management in support of the District government's Citywide Credentialing Program under the Office of the Chief Technology Officer (OCTO) and the Protective Services Division Police. Managed day-to-day operations for the Citywide Credentialing Program, which issued and managed over 16,000 government employee ID credentials and electronic access cards in compliance with FIPS-201 security and identity verification standards. Authored standard operating procedures to be followed citywide and ensured enforcement of all procedures established. Supervised all credentialing staff and provided auditing expertise for Picture Perfect, an Informix-based ID card management system. Served as a key liaison to stakeholders throughout the 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 planned mitigation strategies. Served as the government's liaison to WMATA (Metro) for SmartTrip-capable ID credentials for government subsidized transit benefits.

Major accomplishments:

- Daily IT operations management, covering 95% of all DC government electronic ID access cards and representing \$1.5M in IT assets
- 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

- Technical architect for a PeopleSoft data sharing interface, ensuring the vendor's software delivery was timely, within budget, and exceeded requirements and quality assurance standards
- Concise organization and execution of mass credentialing events requiring large staff and equipment mobilizations

Technologies used:

Informix, PeopleSoft, Picture Perfect ID Management system, Microsoft Project, Microsoft Visio, Microsoft PowerPoint, FIP-201 compliant smart cards, HID cards, digital photography equipment

**JAVA DEVELOPER (D.C. POLICE DEPARTMENT) - 2005 – 2006**

**YELLOW HOUSE ASSOCIATES, LLC – Washington, DC**

Created custom software solutions and web applications for the D.C. Metropolitan Police Department. Served as team-lead for the development and deployment of the Vehicle Stop/PD76 application. Conceptualized, designed, and deployed a data-mining Person Search module for the Department's Columbo web application that allows officers to search for subjects in real-time throughout 12 remote data sources.

Technologies used:

Java, J2EE, Subversion, Eclipse, Oracle, SQL Server, Linux, Ant, JavaScript, Apache, JBOSS, Tomcat, XML, Internet Information Server (IIS)

**SOFTWARE ENGINEER, DATA ARCHITECT (CBP, DHS) - 2004 – 2005**

**APPLIED INSIGHT (ORGANIZATIONAL STRATEGIES, INC.) – Washington, DC**

Provided on-site software engineering, security auditing, and system administration services in support of Customs and Border Protection (CBP), Department of Homeland Security (DHS), Naval Sea Command, and Organizational Strategies Inc. Developed customized software solutions, web applications, and database frameworks. Organizational Strategies was acquired by Applied Insight.

Technologies used:

PHP, C, JavaScript, MySQL, OCR, SQL Server, Linux RedHat, WebLogic, Apache

**OTHER IT POSITIONS - 1997 – 2004**

**VARIOUS (NON-PROFIT AND PRIVATE SECTOR) – Multiple locations**

- Open Source Software Developer (Washington, DC)
- Enterprise Java Consultant (Arthur Andersen, LLP; New York, NY )
- Intern (Pride Center of New Jersey - non-profit; New Brunswick, NJ)