📍 Alexandria, VA (U.S. Citizen)

📞 Available Upon Request

✉ erica.andrews3 'at' gmail.com

🖥 www.phrozensmoke.com

in linkedin.com/in/cjandrewspm

🌐 github.com/phrozensmoke

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

PhrozenSmoke LLC (Owner)

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 SSYB
(#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

CJ
ANDREWS, PMP ®

SENIOR SOLUTION ARCHITECT | BUSINESS ANALYST | PROJECT MANAGER

Responsive, customer-facing, PMP and ITIL certified Project Manager, Business Analyst, and Solution Architect with over 26 years of extensive expertise in software engineering, data architecture, business analysis, requirements elicitation and management, project management, enterprise modernization efforts, technical transformation planning, agile methodologies, and technical writing.

PROFESSIONAL EXPERIENCE

OWNER / INDEPENDENT CONSULTANT - SEP. 2011 - PRESENT
PHROZENSMOKE LLC (OWNER) – Alexandria, VA (Remote)

Specializing in complex software engineering, ETL / Data-warehouse architecture, web applications, project management, business analysis, systems integration, technical architecture & transformation, requirements management, and technical writing.

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

SKILLS

SOLUTION ARCHITECTURE

BUSINESS ANALYSIS

DATA ARCHITECTURE

PROJECT MANAGEMENT

REQUIREMENTS MANAGEMENT

TECHNICAL WRITING

SYSTEMS INTEGRATION

FULL STACK DEVELOPMENT

JAVA	PYTHON	SQL
JAVASCRIPT	ORACLE	PL/SQL
MYSQL	SQL SERVER	SCRUM
JIRA	MS VISIO	TRELLO
CRM	CONFLUENCE	ERP
UML	LUCIDCHART	LINUX
XML	REST / SOAP	JQUERY
WEBLOGIC	TOMCAT	JBOSS
API	WEB SERVICES	AWS
ZOHO	JD EDWARDS	PHP
STRUTS	BOOTSTRAP	CSS
HTML	SONARQUBE	GITHUB
CLEARCASE	SUBVERSION	GIS
POWER BI	MICROSERVICES	JSON
SOA	MS DYNAMICS	JPA
JSF	PRIMEFACES	EJB
SERVLETS	JMS / JMX	JSP
IoT	ECLIPSE	SYBASE
APACHE	OPEN SOURCE	COTS
JAMA	JDEVELOPER	NGINX
MS EXCEL	SQL DEVELOPER	SECURITY

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 (TWAI). 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

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, Waciis 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

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 SmarTrip-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

EARLY CAREER 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)