

Information Technology Project Management

Accomplished team leader with extensive experience in leading and executing large-scale IT projects, mitigating risks, improving processes, optimizing team performance, and achieving organizational goals.

Extensive record of leading cross-functional teams and delivering complex IT projects within time, budget, and according to the requirements. Proven expertise in introducing processes and products that have helped strengthen cyber security, establish automated testing and patching and helped our team deploy and maintain web solutions and products more efficiently and practically. Well-versed in monitoring the acquisition of new systems and developing, designing, and executing new applications/changes to existing systems and software packages. In-depth knowledge of project management methodologies like Agile, SAFe, Kanban, and Waterfall. Expert in creating and identifying opportunities for improvement and achieving the most significant degree of efficiency and performance. Instrumental in developing robust project plans, clearly defining requirements, tracking, and reporting milestones to successfully brief complex projects to executive leadership.

Areas of Expertise

- IT Project / Program Management
- Business Development / Marketing
- Operations Management / Planning
- Risk Assessment / Mitigation
- Business Process Improvement
- Product Development / Launching
- Digital Sales / Marketing Management
- Agile / Waterfall Methodologies
- Team Development / Leadership
- Client Engagement Management
- Problem Solver / Decision Maker
- Public Relations / Communication

Career Experience

Tier 2 and Executive Support Team Lead | Oak Ridge National Laboratory **2024 – Present**
ACTIVE Q Clearance

IT Service Transition Senior Specialist | U.S. Department of Energy, CNS-Y12 **2022 – 2024**
ACTIVE Q Clearance

Spearhead and efficiently manage a seven-year project to integrate and consolidate supply chain management software to streamline procurement processes at two nuclear weapons facilities. Contribute as a valuable member of the LACE team at Y12, playing a pivotal role in the implementation and coaching of employees on AGILE and SAFe project management practices, fostering a culture of continuous improvement and collaboration.

SAFe Product Owner / Senior Project Manager | Oak Ridge National Laboratory, Oak Ridge, TN **2021 – 2022**

Managed and coordinated project teams, assigning tasks and responsibilities to team members. Maintained project timeframes, ensuring adherence to deadlines and milestones. Developed and managed project budgets, including accurate estimates and cost control measures. Utilized project management tools to track and monitor project performance, ensuring timely completion. Organized and facilitated meetings to align project goals, provide updates on progress, and address challenges. Implemented and supervised quality assurance processes to ensure project deliverables met the highest standards. Monitored and reported on project progress to stakeholders, presenting comprehensive reports and proposing solutions to problems.

Web Developer CMS Lead | Oak Ridge National Laboratory, Oak Ridge, TN

2019 – 2021

Oversaw the development of front and back-end UX/UI design for product development. Managed projects and acted as a liaison to diverse business stakeholders. Established and maintained scalability and security requirements for websites. Drove improvements in efficiency, reliability, and performance through automation. Ensured the confidentiality of Lab data and other web content. Led the WordPress team and oversee server administration for 175+ websites. Served as the point of contact for DUO authentication of non-ORNL employees. Supported and implemented automated testing, security scans, and site monitoring. Administered WordPress support as the primary liaison on all Synack cyber testing projects. Conducted extensive and highly effective penetration testing in partnership with Synack.

Director of Business Development | Integrity Solutions, Nashville, TN

2019

Established and executed business development goals to secure market share and maximize the profitability of products and/or services. Conducted comprehensive research, analyze, and track financial, technological, and demographic factors to identify and exploit market opportunities while minimizing the impact of competitive activities. Achieved annual booking targets for assigned programs and products. Monitored and managed marketing and business development outcomes to ensure effective control, taking corrective action as necessary to ensure marketing objectives are achieved within allocated budgets.

CEO / President | Smith Hill & Company, LLC, Cookeville, TN

2016 – 2018

Head of Sales Operations & Web Development (2013 – 2016)

Led and facilitated training for operations and sales teams to meet objectives. Drove achievement of financial goals and objectives and enhanced operating performance. Communicated and cascaded company strategy, ensuring it guides day-to-day operations effectively. Supervised and optimized revenue generation activities. Collaborated with audit CPA to develop and manage internal budgets. Evaluated financial reports to identify opportunities for improvement and inform decision-making. Enforced adherence to company policies and procedures among all team members. Recruited, developed, and inspired the sales and management team to achieve exceptional results. Identified and created new business opportunities to drive growth and expansion. Cultivated and maintained productive relationships and partnerships to benefit the team. Engaged in and fostered extensive networks of alliances to exchange knowledge and stay updated on changes and advancements in traditional and digital marketing tactics and implementation strategies. Strategically executed media buying initiatives for the entire company's client list.

Additional Experience

Team Leader/Public Affairs Resource Officer – Tennessee Army National Guard - Sweetwater, TN (8 Years)

Education

M.B.A. (Master in Business Administration) | Tennessee Technological University, 2026

B.S. in Communication, Public Relations/Journalism | Tennessee Technological University

Licenses & Certifications

SAFe5 Agile Certification

Tennessee Army National Guard Public Affairs Resource Certification

United States Army Graduation Diploma with Cavalry Scout School Certification

Certified and assigned Unit Public Affairs Resource Officer for Third Squadron, 278 Tennessee Army National Guard

Honors & Awards

Recipient of the Excellence in Armor Award - For Outstanding Leadership and Performance *Hand-selected for OCS
Recipient of the Army Achievement Medal 3x
Forbes Agency Council Official Member 2018-Present
3-year award winner for Cookeville's Top Advertising Agency - Small Market (K2 Alliance Group)

Professional Affiliations

*Active member at The Grove Church in Kingston, TN
Production Coordinator – The Grove | PR / Marketing Web Team Member - The Grove | Youth Ministry Leader - The Grove
Club Connect - Youth Advisor/Mentor for troubled teens
Active board member - The Kennedy Ladd Foundation*