

Erica Jenise Gleaton

| Erica@EricaGleaton.com | 202-276-2584 | http://EricaGleaton.com | http://linkedin.com/in/ericagleaton |
Washington, DC 20019 (interested in opportunities within 10 miles of 20019 zip code or remote)

COLLEGE EDUCATION

Johnson & Wales University

8 Abbott Park Place, Providence, RI 02903

Bachelors in Computer Information Science

Degree 8/03

Bachelors in Accounting

Cum Laude / Leadership Concentration

Degree 5/01

Collegiate Ambassador / Resident Assistant / Future Business Leader Of America

INFORMATION TECHNOLOGY CERTIFICATIONS

Legend: [Expiration (Exp), Version (v) | Novice (N), Intermediate (I), Expert (E)]

● Project Management Professional (PMP), Exp 03/21	● ISC2 CISSP, Expxp 01/23
● Certified Scrum Master (CSM), Exp 04/20	● Comptia A+ v801 & v802, Exp 09/21
● Comptia Security + v501, Exp 09/21	● MicroSoft MTA: Networking Fundamentals
● Certified Ethical Hacker v10 (CEH), Exp 09/21	● MicroSoft Office Specialist 2016 Master (MOS)
● AWS Solutions Architect Associate, Exp 10/22	● ITIL Foundation v3, Lean Six Sigma Yellow Belt
● Google Professional Cloud Architect, exam pending	● Python, OCEG GRC Professional (GRCP)

U.S. Citizen (US Citizenship), able to obtain a government security clearance, and able to pass a Federal drug screening (drug test).

MICROSOFT SQL SERVER TECHNOLOGIES

● SQL Server Database Engine (I)	● SQL Server Database Engine (E)
● SQL Server Analysis Services (SSAS) (I)	● Azure SQL Database (N)
● SQL Server Integration Services (SSIS) (I)	● Azure SQL Data Warehouse (N)
● SQL Server Reporting Services (SSRS) (I)	● Power BI Service / Power BI Report Server (N)

MICROSOFT APPLICATIONS

Access (E)	Excel (E)	OneNote (E)	Outlook (E)	Powerpoint (E)	Project (I)	SharePoint (I)	Skype (E)	Visio (E)	Word (E)
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ENTERPRISE APPLICATIONS USER EXPERIENCE

● Clarity Budgeting (I)	● PeopleSoft: AM (I)	● Quickbase (I)	● Tableau (N)
● Foundation (I)	● PeopleSoft: AP (I)	● Salesforce (I)	● Timberline (I)
● MRI (I)	● PeopleSoft: GL (I)	● SRC Budgets (I)	● Vena (I)

PROGRAMMING LANGUAGES

.Net (I)	C++ (N)	HTML (I)	Java (I)	Javascript (I)	PL/SQL (E)	Python (I)	T-SQL (E)	VBA (I)
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PMP®

Date of Exam: 25 March 2018

Overall Performance: **PASS**



Above Target

Your performance exceeds the minimum requirements for this exam.

HIGHLIGHTS OF SOFT SKILLS

- **Leadership:** Intrinsically possess motivating and optimistic qualities
- **Enthusiasm:** Bring positivity into critical thinking and problem solving
- **Collaboration:** Enjoy working with others to achieve common goal
- **Support:** Show concern and offer uncritical support for those in need
- **Clifton Strengths:** Strategic - Learner - Futuristic - Positivity - Woo

PROJECT MANAGEMENT EXPERIENCE

Legend: [Years (Y) | Major Deliverables (D)]

● Enterprise Data Warehouse [9 Y 10 D]	● Nominating Committee, Chairman [1 Y 1 D]
● Quickbase Application Project [8 Y 79 D]	● Clarity Data Integration Project [1 Y 1 D]

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PROJECT MANAGEMENT PROCESS GROUP SKILLS

- **Initiating:** Completed activities related to defining the project scope and obtained approval from stakeholders.
- **Planning:** Conducted activities related to preparing project plans related to all knowledge areas.
Integration - Scope- Time - Cost - Quality - Human Resources - Communications - Risk - Procurement - Stakeholder
- **Executing:** Performed activities related to performing the work necessary to achieve the stated objectives.
- **Monitoring and Controlling:** Monitored progress, managed change and risk, and communicated status.
- **Closing:** Finalized project activities, obtained acceptance for deliverables, and communicated project closure.

PROJECT MANAGEMENT KNOWLEDGE AREA SKILLS

- **Integration:** Managed all project knowledge areas to ensure seamless transitions throughout project lifecycle
- **Scope:** Ensured only authorized work were implemented in all Quickbase application projects 100% of the time
- **Time:** Divided project into logical tasks and activities, then created a schedule used to complete assignments timely
- **Cost:** Negotiated external vendor contract reduction which allowed the project to complete under budget
- **Quality:** Overseen quality process and ensured changes were tracked appropriately in a Change Management system
- **Human Resources:** Managed a team of seven associates to successfully complete the Clarity Data Integration Project
- **Communications:** Communicated effectively with all stakeholders to ensure everyone was informed and engaged
- **Risk:** Performed Risk Analysis to identify all project vulnerabilities and threats, then create plan accordingly
- **Procurement:** Managed external vendors to ensure requirements were being meet
- **Stakeholder:** Meet or exceed stakeholder expectations throughout all projects

WORK HISTORY

Erica Jenise, LLC **Washington, DC** **04/2013 - Current, 6 years 10 months**

- **Professional Polymath** **04/2013 - Current, 6 years 10 months**
 - Effectively complete custom projects to client's satisfaction consistently meeting and often exceeding expectations
 - Create solutions that address complex problems plaguing clients in a timely and professional manner

AvalonBay Communities **Arlington, VA** **11/2003 - 06/2018, 14 years 7 months**

- **Application Developer II & IT Project Manager** **07/2010 - 06/2018, 7 years 11 months**
 - Ensured multi-million dollar Data Warehouse maintained a service level availability of 99.99% yearly since 2009
 - Executed project plan to replace Data Warehouse budgeting source system data from SRC to Clarity successfully
 - Initiated and completed Quickbase project to auto sync data repository to share data across multiple applications
 - Acted in the capacity as Data Warehouse and Quickbase project manager since September 2010
- **Business Intelligence Specialist** **03/2005 - 07/2010, 4 years 4 months**
 - Utilized SQL Analysis Services to create, design, and reengineer OLAP cubes
 - Integrated data from multiple source systems (MRI, PeopleSoft, Clarity, etc.) using SQL Server Integrative Services
 - Created and maintained over 208 customized Quickbase Applications to specification over 9 year span
 - Analyzed and resolved 455 complex Data Warehouse issues on a timely basis to satisfaction in 12 years span
- **Business Systems Analyst** **11/2003 - 03/2005, 2 years 4 months**
 - Accurately closed PeopleSoft Asset Management process monthly for over 2 years
 - Created numerous MicroSoft Excel workbooks with MicroSoft VBA macros
 - Executed weekly PeopleSoft Account Payable process to migrate data to PeopleSoft General Ledger
 - Completed all aspects of PeopleSoft user access and role security (Add, Edit, Delete)

CURRENT MEMBERSHIPS / LICENSES

● Alpha Kappa Alpha Sorority Incorporated, 12/12-	● Commissioned Notary Public DC, MD, VA, & Electronic, 03/13-
● Adult And Pediatric First Aid/CPR/AED, 11/03-	● Licensed Title Producer (TIPIC) in DC, MD, and VA, 11/17-
● ToastMasters International, 01/15-	● Notary Association (Notary Signing Agent), 03/13 -
● AHLEI Certified Guest Service Professional (CGSP®)	● OSHA 10 & 30 General Industry Healthcare Construction