

# Erica Jenise Gleaton

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(Interested in Remote / Work From Home Opportunities Exclusively)

“A brand for a company is like a reputation for a person. You earn a reputation by trying to do hard things well.” – Jeff Bezos

Highly experienced Project Management Professional with a history of delivering professional services and meeting deadlines. Work independently and collaborate as a team player. Excellent communication and client relation skills. Superb technical skills, an expert in managing projects and provision of project documentation including status reports. Experienced in critical thinking in a fast-paced environment and staffing the team with driven and competitive professionals required for project delivery.

## COLLEGE EDUCATION

### Johnson & Wales University

8 Abbott Park Place, Providence, RI 02903

Bachelors in Computer Information Science

Degree 8/03

Bachelors in Accounting GPA 3.23 / 260 Credit Hrs. / Cum Laude / Leadership Concentration

Degree 5/01

Collegiate Ambassador / Resident Assistant / Future Business Leader Of America

## TOP INDUSTRY CERTIFICATIONS

Legend: [ Expiration (Exp), Version (v) | Novice (N), Intermediate (I), Expert (E), Candidate (In Progress / Preparation) ]

• <b>AICPA:</b> Cert. Public Accountant (CPA), Candidate	• <b>ECC:</b> Certified Ethical Hacker (CEH), Exp 09/24
• <b>AWS:</b> Cert. Sys Ops Admin Assoc., Exp 07/24	• <b>ISACA:</b> Cert. Info. Security Mgr (CISM), Exp 01/25
• <b>AWS:</b> Solutions Architect Associate, Exp 10/22	• <b>ISC2:</b> Cert. Info. Sys. Sec. Pro. (CISSP), Exp 01/23
• <b>AXELOS:</b> ITIL (IT Infrastructure Library), v3	• <b>MICROSOFT:</b> MTA Networking Fundamentals
• <b>COMPTIA:</b> A+ v801 & v802, Exp 09/24	• <b>MICROSOFT:</b> Office Specialist 2016 Master (MOS)
• <b>COMPTIA:</b> Network + NJ007, Exp 11/24	• <b>PMI:</b> Project Management Pro. (PMP), Exp 03/24
• <b>COMPTIA:</b> Security + v501, Exp 09/24	• <b>SA:</b> Certified Scrum Master (CSM), Exp 04/23

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 (Front & BackEnd)

• 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 (GUI)

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 (GUI)

• 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 (BackEnd)

.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

## Erica Jenise Gleaton

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"If something's important enough, you should try. Even if - the probable outcome is failure." - Elon Musk

### 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 ]

### 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**

#### • **Professional Polymath and Project Manager**

- 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- ∞	• 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 - ∞