

John Keenan

COUNTRY OF CITIZENSHIP: United States

SECURITY CLEARANCE: Active Top Secret (US Department of State)

SUMMARY:

Distinguished track record leading enterprise IT strategy development and execution. Astute manager with proven success inspiring and directing technology teams to maintain robust infrastructure, applications, and systems with thousands of geographically dispersed users. Identify opportunities for continuous improvements to performance, security, availability, and user experience. Expertise in project management (PMP-certified), establishing PMO frameworks, and ensuring timely delivery of critical initiatives.

Highlights of expertise:

- Technology Strategy & Roadmap
- PMO Implementation/Leadership
- Budget & Cost Management
- Enterprise Architecture Design
- Application Portfolio Management
- Staff/Contractor/Vendor Oversight
- Information/Cyber Security
- Program Risk Management

PROFESSIONAL EXPERIENCE

Information Technology Specialist, GS-14

U.S. Department of State

Supervisor: Douglas Arterburn

January 2013 – Present / Hours per Week: 40

National Foreign Services Institute, Arlington, Virginia

Student Information Systems (SIS) Program Manager, leading a multi-disciplinary, cross-division team in a multi-year technology initiative to replace the Foreign Service Institute's core Student Training Management System (STMS) with a business-focused, contemporary solution. Managed the STMS software development and operations portfolio, used globally by DOS employees, and supporting training management for cross-agency Foreign Affairs workforce. Project Management Officer (PMO) for the Corporate Systems Division (CS) in support of the missions of the FSI and the Department of State, providing technical and administrative oversight of the Division's Project Portfolio, which exceeds \$15M (US). Specific responsibilities include:

- In 2017, delivered on a major IT initiative to overhaul the legacy Student Training Management System, providing updated capability for two Executive business divisions, several IT operational divisions, FSI's schools, and the global student and training staff
- Led several cross-division initiatives to improve the automation for FSI's tuition reimbursement business processes. The resulting improvements have increased timeliness and accuracy of the FSI's billing, recouping millions of dollars of previously unrealized reimbursements.
- Improved CS project and service standards, methodologies and operational efficiencies throughout the Division
- Orchestrated development and execution of CS strategic IT Initiatives
- Established qualitative and quantitative methods, improving project and service management for Division activity
- Managed communication of key IT initiatives across divisions and senior management, providing program and project level progress
- Providing portfolio management for an 80-person IT solutions division
- Acting Division Director for IT solutions and Training Management Systems divisions.
- Established Agile/Scrum methodologies at the division level to improve delivery of timely, cost-effective value to FSI.

- Led Corporate Systems' effort to establish its first five-year IT Strategic Plan, delivered in May 2014, aligning CS activity with its mission to FSI and with the FSI Director's strategic goals.
- Author on the CS Statement of Work for the 2013 IT staffing contract. Contract award was for three awardees covering five years at about \$15M (US) per year.
- Served as contract Government Technical Monitor for IT staffing contract providing more than 80 highly-skilled technical staff spanning multiple FSI IT divisions
- Implemented an IT Service Management based change management process, addressing a 2012 OIG recommendation, ensuring that new IT initiatives provide business value, manage technical cost, and maintain overall strategic alignment.
- Implemented IT program and portfolio tracking key performance measures provide increased portfolio level visibility and management

Information Technology Specialist, GS-13

U.S. Department of State

Supervisor: Douglas M. Arterburn

January 2012 – January 2013 / Hours per Week: 40

National Foreign Services Institute, Arlington, Virginia

Federal manager for the FSI web and SharePoint systems portfolio, overseeing the implementation and operations of over 30 web systems supporting FSI schools and business divisions. These systems manage training delivery and support for more than 40,000 global DOS employees as well as students from other agencies.

Major Accomplishments:

- Project Manager for the modernization and redesign of the Registrar's Website and Course Catalog, which provides up-to-date course offering and registration information for more than 40,000 State Department employees, contractors, and cross-agency liaisons.
- Introduced project management methodologies to improve the CS Division tracking for IT project activity.
- Led the cross-team, Joint Security Awareness Solution (JSAS) modernization project. As a designated Federal wide eTraining Service Provider, FSI provides JSAS as an internet-based security awareness training and testing application that helps Federal agencies meet annual FISMA compliance.
- Served as the FSI liaison to a cross-agency HUMINT Training Committee focused on the HUMINT community and Interagency training collaboration.

Project Manager, Application Developer

Paltech, Inc. – 1000 Wilson Boulevard, Suite 1000, Arlington, VA 22209

Supervisor: Keith Anderson

March 2009 – Present / Hours per Week: 40

Department of State, Foreign Services Institute (FSI) Corporate Systems Division

Responsibilities and Related Skills:

As a project manager on the FSI Web Team, supervised and directed development teams, building and maintaining both intranet- and internet-accessible web sites and web applications in support of FSI's eLearning and distance learning mission objectives. Managed teams to develop new solutions and enhancements for legacy applications and database architectures/systems. As an application developer, applied expertise in all technical aspects of web systems design, distance learning systems and methodologies, and database systems to meet customer requirements. To support FSI's routine need for investigation, analysis, and resolution of problems and complex questions for the systems, coordinated with high-level department managers, other agencies and Department of State bureaus, users, vendors and computer specialists. The constantly changing environment required analysis and application of new technical information to determine accuracy and relevance to the moderately complex IT systems.

Major Accomplishments:

- Managed the large-scale project to redesign the Registrar's web site and FSI Course Catalog, upgrading from classic ASP to C# / ASP.Net
- Coordinated with the Student Training Management System (STMS) team, the system database administrators, and the LearnCenter team to implement cross-application interfaces and design architectures
- Implemented SharePoint 2007 websites in support of FSI's intranet and internet courses
- Customized SharePoint sites using HTML, Javascript, and XML-based InfoPath forms and workflows
- Designed and implemented custom data architectures for FSI workflows and training systems
- Conducted technical training as needed for FSI staff
- Represented FSI as a voting member of the Enterprise SharePoint CCB which oversees the State Department SharePoint baseline; help to set and enforce 508-compliance policies for FSI and other CCB members
- Represented FSI Corporate Systems in other groups and communities as needed (Knowledge Management, SharePoint Interest Group, etc.)

Project Manager, Consolidation and Process Analyst

Acuity, Inc. – 1300 Pennsylvania Ave NW, Suite 700, Washington, DC 20004

Supervisor: Rui Garcia

July 2008 – February 2009 / Hours per Week: 40

Department of State, Offices of IRM/IT Consolidation

Responsibilities and Related Skills:

As part of the IT Consolidation team, managed the consolidation projects for several Department of State bureaus. Coordinated the consolidation efforts of operational teams and managed the research activities involved in consolidating the IT support functions present in the bureaus. Additionally, worked on process definition and improvement efforts targeting improvements to help the IRM operational teams manage the increasing workload.

Major Accomplishments:

- Managed three bureau consolidation efforts
- Conducted analysis, especially with respect to project management and collaboration systems, for several bureau consolidation efforts
- Chaired the weekly IT Consolidation coordination meeting, working with cross-Department operational teams, department managers, vendors, and computer specialists to address consolidation planning and issue resolution
- Provided primary management interface between the IT Consolidation team and the data center operations team, working to resolve technical and logistic issues with data consolidation efforts
- Led the effort to define process standards for printer and laptop operational support
- Helped migrate the IT Consolidation team web sites from WSS 2.0 to MOSS 2007 as the primary collaboration platform

Project Manager, Process Architect, Analyst

Keane Federal Systems, Inc. – 1410 Spring Hill Rd, McLean, VA 22102

Supervisor: Katherine Copello

May 2002 – June 2008 / Hours per Week: 40

Department of State, Offices of SIO and OBO

Responsibilities and Related Skills:

As a Project Manager, supervised and directed software development and operational support teams to provide application development (client/server and web applications), operations support, and implementation/customization of COTS business products. As an analyst and process architect, provided technical expertise in all aspects of client/server and web applications design and database systems; coordinating

efforts across organizational boundaries and working with network support, database administrators, business owners, vendors and other computer specialists. Provided strategic level analysis regarding IT initiatives and planning, and directly managed several key projects in support of SIO managed data centers.

Major Accomplishments:

- Developed a contract tracking web application (TOMS) using C# / ASP.Net and the DotNetNuke framework with a MySQL database back end
- Established the ESOC Project Management Office
- Managed the ESOC Project Portfolio Annual Planning for 2006, 2007, and 2008
- Managed the project to deploy MS Project Server 2003 to all SIO divisions; including working with a Microsoft consultant to configure, troubleshoot, and deploy the Project Server Web Access component on Department of State desktops
- Project Manager for Compensation System print outsourcing (W-2, 1099-R, & Annuity Notices)
- Planning, Process Analysis, and Development for the ESOC CM System (CEIS); Database design and implementation for the CEIS database
- Managed the efforts to get IT CCB approval for the following: MS Project Server 2003, Windows SharePoint Services (2.0), VMware ESX 2.5, and GlobalSCAPE Secure FTP Version 3
- Helped charter a Software Engineering Process Group (SEPG) for the Overseas Building Operations (OBO) IRM division
- Led business analysis and functional design analysis for over 30 OBO applications
- Introduced standards and process improvements for: scope definition, change management, project tracking with MS Project, requirements analysis, and concrete techniques for estimating project work

Project Manager, Analyst

Keane Federal Systems, Inc. – 1410 Spring Hill Rd, McLean, VA 22102

Supervisor: Bob Weisenbeck

May 2002 – May 2002 / Hours per Week: 40

Maryland Emergency Management Agency (MEMA)

Responsibilities and Related Skills:

Led a compressed-timeframe effort to build a web-based field response tracking system for MEMA in the immediate aftermath of the 2002 La Plata tornado disaster. The application, built using Dreamweaver with ColdFusion and SQL Server, allowed field agents to capture, track, and follow up on victim's needs as they recovered from the destruction. In response to a call from MEMA, collected requirements, assembled a 5-person "tiger team" of expert consultants within 24 hours, and managed the effort through to successful delivery and deployment to MEMA within one week. Although the project timeframe was very short, the effort was nonetheless conducted according to the best industry practices for project management and each team member received governor's citations for the project.

Program Manager, Project Manager, Software Engineer, Analyst

Keane Federal Systems, Inc. – 1410 Spring Hill Rd, McLean, VA 22102

Supervisor: Bob Weisenbeck

December 1995 – April 2002 / Hours per Week: 40

Pension Benefit Guaranty Corporation (PBGC)

Responsibilities and Related Skills:

Senior software engineering at the PBGC, eventually to project and program management for the Keane account. Provided design, development, and technical management for over 15 applications, many of them mission critical to PBGC. Introduced lifecycle process enhancements that were successful enough to be mandated as enterprise standards for all development teams. Developed a reputation within the PBGC community for technical expertise and business integrity. As a software engineer, developed systems and utilities using PowerBuilder, VB, VB.Net, C++, and a variety of other technical tools.

Major Accomplishments:

- One year managing a program of more than 35 technical staff on multiple contracts and projects (over \$4 million per year)
- Two years as project manager and two as deputy project manager for a 25-person technical team on a multi-task contract (over \$3 million per year)
- Managed technical consulting, including: software development, infrastructure support, technical analysis, technical operations, and methodology consulting services
- Provided programming, design, and business analysis for PBGC's mission-critical participant records system (PRISM)
- Developed and maintained Visual Basic and PowerBuilder applications with an Oracle back-end
- Team Leader for development and operational support for PBGC's customer tracking system (CCN), correspondence system (ALG), and plan assumption data conversion program (DataHub)
- Developed structured application release practices that became the PBGC standard for all teams
- Helped establish industry standard version control systems and release management using an integrated staging environment, greatly reducing support issues upon system releases

Senior Programmer, Technical Analyst

Noblestar, Inc. – 585 Grove Street, Suite 202, Herndon, VA 20170

November 1994 – December 1995 / Hours per Week: 40

Citicorp Global Information Network (CGIN)

Responsibilities and Related Skills:

- Senior programmer using PowerBuilder and Oracle to support CGIN telecommunications services and chargeback systems for use throughout Citicorp worldwide
- Provided user support, performed data conversions, and facilitated communications between user groups and technical teams
- Infrastructure support for the Unix and Oracle development environments

Senior Programmer, Technical Analyst

Towers Watson Deleware, Inc. (formerly The Wyatt Company) – 901 North Glebe Road, Suite 600, Arlington, VA 22203

March 1994 – November 1994 / Hours per Week: 40

Responsibilities and Related Skills:

- Senior Programmer for Wyatt's pension administration outsourcing application, designed to administer large plans (50,000+ participants)
- Designer/developer on a project to produce a customizable pension administration "engine" for the outsourcing application

Team Lead, Senior Programmer, Analyst

Keane Federal Systems, Inc. – 1410 Spring Hill Rd, McLean, VA 22102

February 1991 – March 1994 / Hours per Week: 40

Multiple Clients

Responsibilities and Related Skills:

- Lead programmer on an Executive Information System (EIS) for the Defense Logistics Agency (DLA) - implemented coding standards and templates to reduce development costs, increase code quality, and increase application consistency.
- Developed an "agent-based" Executive Support System prototype for Nabisco Foods Group executives
- Developed a series of EIS for AT&T and the General Services Administration (GSA)
- Programmed a purchase tracking system used by the GSA working in a Unix environment

EDUCATION:

Central Michigan University, Merrifield, VA 22081
Major: Software Engineering Administration
Total Credits Earned: 18 Semester Hours

University of Maryland, College Park, MD 20742
Majors: Secondary Education and Mathematics
Bachelor of Science in Mathematics Awarded August 1990
Bachelor of Science in Mathematics Education Awarded May 1989

JOB-RELATED TRAINING:

- Protecting Personally Identifiable Information (2012)
- Ethics Orientation for New Employees (2012)
- EEO/Diversity Awareness for Managers and Supervisors (2012)
- No FEAR Act Training (2012)
- Civil Service Orientation (2012)
- Basic Leadership Skills (2012)
- CISSP Review Seminar (2012)
- Telework Fundamentals – Employee Training (2012, 2014)
- Certified ScrumMaster Training (2013)
- Certified Scrum Product Owner (2013)
- Contracting Officer's Representative (2013)
- Annual Ethics Training (2013)
- Managing Projects at State (2013)
- Contracting Officer's Representative and Government Technical Monitor Training (2013)
- Intermediate Leadership Skills (2013)
- Cyber Risk Management for Technicians (2014)
- Cyber Risk Management for Managers (2014)
- IT Business Case Part I (2014)
- IT Business Case Part II (2014)

CERTIFICATIONS & AWARDS:

- Certified ITIL Expert Axelos, 2019
- Certified Information System Manager (CISM) Information Systems Audit and Control Association (ISACA), 2016
- Certified Information Systems Security Professional (CISSP) International Information Systems Security Certification Consortium (ISC)2, 2013
- Project Management Professional (PMP) Project Management Institute, 2008
- Superior Honor Award U.S. Department of State, 2019
- Meritorious Honor Award X2 U.S. Department of State, 2014 & 2016
- Benjamin Franklin Award X2 U.S. Department of State, 2013 & 2017
- Certificate of Appreciation U.S. Department of State, 2012
- Governor's Citation State of Maryland, 2002

AFFILIATIONS:

- Project Management Institute (PMI) Member since 2007
- International Information Systems Security Certification Consortium (ISC)2 Member since 2013
- Scrum Alliance Member since 2013
- Boy Scouts of America, Order of the Arrow Scout Leader since 2001, OA since 2010

REFERENCES: Available upon request