Industry Expertise: Project Management, Business Analysis, Business Process Re-engineering/Re-Design, Government Contracts, Public Health, Pharmaceutical, Manufacturing, Construction, Warehouse/Supply Chain, Enterprise and Corporate Consulting, Proposals Contract Bid Development, ERP/CRM Implementations

Clients Served: DRTS Strategies Inc. CDC/ATSDR/ALS, CDC/DEO, CDC/GID, Lockheed Martin IS&GS, Leidos Inc., British Petroleum "BP" Corporate, Cox Enterprises - Manheim, Cox Communications, MERIAL Pharmaceutical, McKing Consulting, Tek Systems, DS Waters Inc "Crystal Springs Water", BIO Lab Inc.

Years of Experience: 25+

Functional Expertise: Project Coordination and Project Management, Business Requirements Analysis, Business Processes and SOP, User Acceptance Testing and Quality Assurance, Software Development Implementation and Training, Communications, Strategic Business Planning, Internal and External Training, Proposal Development and Management

Technical Skills: MS Office Suite, Microsoft Share Point Portal Services (Content and Document Management Systems), Visio, SharePoint, Access, RoboHelp, AuthorIt, FrameMaker, FrontPage, Business Objects Reports, Information Mapping, Six Sigma Methodology, Agile, Scrum, ISO Methodology (FISMA, NIST/FIPS), HTML, (CDC – HHS) EPLC Methodology

Education: BA Political Science
Morris Brown College

Security Clearance: Public Trust

Kelvin Williams – Resume (Bio)



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Professional Summary

Kelvin is an experienced Project Manager/Coordinator and Senior Business Analyst in the Information Technology and Business Solutions industry with
in-depth knowledge in the Project Management, Business Analysis, Design, Development, Implementation and Training of complex software applications and systems for the Federal Government and Major Corporations.

He is currently the Project Manager/Senior Business Analyst for the Centers for Disease Control and Prevention "CDC" managing a project that leverages existing systems and rapidly provide core enterprise services to support web-enabled, mobile, and Services Oriented Architecture capabilities to collect, transform, analyze, interpret, and report all-source data to CDC Senior Leadership and all the way up to Congress.

He has managed projects with up to 10-15 staff members who reported directly to him. Experienced Project Manager in various sectors including Government and Public Health, Pharmaceutical, Manufacturing, Construction, and Warehouse/Supply Chain. Extensive knowledge in managing and coordinating project deliverables and managing project tasks (WBS, MS Project Plans/Tasks, Project Scheduling, Project Planning, Resource Allocations, and Budget management). Member of the Contract Proposal Capture Team (PCT) in managing, contract proposals for government contracts.

Relevant Experience

U.S. Department of Health and Human Services, Center for Disease Control (CDC) ATSDR Amyotrophic Lateral Sclerosis Web Registry
DRT Strategies Inc. - Project Manager/Senior Business Analyst 2020 - Present

- Manage and coordinate ALS Web Registry project deliverables and project management tasks (WBS, MS Project Plans/Tasks, Project Cost, Project Scheduling, Project Planning, Resources, Risks, Change Management, and Project Management processes).
- Create and manage artifacts such as Business Requirements Documents, Use Cases, Use Case Models, System Requirement Specifications, Business Requirement Traceability Matrix, User Stories and Wireframes using applicable tools.
- Create functional, data and integration system documentation (including diagrams and flowcharts) as needed to facilitate on-going application support and future impact assessments.
- Research, review, and analyse the effectiveness and efficiency of existing business and functional requirements, gathering processes and develop strategies for enhancements. Conduct business gap analysis in the development of ALS ASP (Web Apps) - WEB UI Forms.

Leidos Inc. - Lockheed Martin IS&GS

Senior Business Analyst/System Analyst/Project Coordinator 2009 – 2020

- Senior Business Analyst/System Analyst/Project Coordinator for the Center for Disease Control (CDC) Division of Emergency Operations – OPHPR on the implementation of their new Emergency Operations Management System (EOMS) and CDC RED SKY application. Managed and coordinated project deliverables and project management tasks (WBS, MS Project Plans/Tasks, Project Scheduling, Project Planning, Resources, Risks, Change Management, and Project Management processes).
- Performed business gap analysis in the development of .ASP (Web Apps) - WEB UI Forms between Modules and created and managed logical and physical database design for capturing historical data. Developed and documented needed process flows and changes in business processes.
- Gathered and documented user test requirements for Quality Assurance (QA) and User Acceptance Testing (UAT) in production, training, and customer support environments. Documented software test results and defects. Develop, design, and execute test plans and scenarios. Document test results for validation of data throughout development and deployment.
- Assisted on the design and management of the security framework for the web application, user authentication, user access and permissions and authorization cross applications.
- Designed WEB UI forms capable of cross functioning between business units. Maintained, Assigned and Created User ID's (Roles and Responsibilities) within the EOMS, including the Testing and Training Instances. Created accurate development and deployment plan and timeline outlining DAST Training needs.
- Managed the Agile Project Board (SCRUM/AGILE) – to adjust and lean continuous Development analysis best practices. Assisted the Product Owner in facilitating workshops to capture requirements and generate ideas and content for problem solving - Coordinate application production support for defined products.
- Member of Proposal Capture Team that was responsible for developing and implementing the process improvements to help improve proposal quality in response to federal Request for Proposal (RFP).
- Worked closely with proposal manager providing detailed technical and creative editing and solutions for re-writes. Acted as proposal lead to prepare and execute a work plan for design, writing, editing, reviewing and production of proposals throughout the process.
- Developed and Managed Project documentation throughout the EPLC lifecycle for successful implementation of the CDC Emergency Operations Management System (EOMS).

- Assisted and Managed Project tasks for Developer's and Project Team members throughout project. Developed and Designed new UI software systems and interfaces based on business requirements and specifications.
- Provided accurate estimates in support of project planning and development efforts.
- Outlined and Developed Training plans (Lessons and Topics) for EOMS Training Materials. Developed Lesson Plans, identified and stated Learning Objectives and Developed Assessment Questions for the EOMS applications and systems.
- Developed Instructor Guides, Student Guides, and User Guides for EOMS Apps (ECLA, EDSS, ERS, FPATS, Lifeguard, COP, PWMS, CAP/AAR, DUB, etc.).
- Facilitated needs assessments and business requirements gathering session with stakeholders within the CDC in gathering needed information, data, specs, and diagrams in developing the Emergency Operations Management System (EOMS) and other applications.

Dagg Inc. (CA – ITE Corporation) Client – British Petroleum "BP" Corporation (Naperville, Il)
On Demand Developer/Instructional Designer & Business Analyst (Contractor) – 03/2009 to 07/2009

- Instructional Designer/CAPA Developer on a Rapid Application Design (RAD) CLARITY Project. CLARITY is a Portfolio Resource and Project Development and Management Software. The CLARITY application is designed to provide a cross functional prospective view of Portfolio and Project Development and Management of resource usage, management of resources across a portfolio of projects, tools to anticipate and resolve resource and task planning bottlenecks and accumulate historical data to support internal benchmarking.
- Developed Lesson Plans, Identified and stated Learning Objectives and Developed Assessment Questions. Developed Instructor Guides, Student Guides, and Work Instructions Guides. Gather and document user test requirements for Quality Assurance (QA) and User Acceptance Testing (UAT) in production, training, and customer support environments.

Manheim – Cox Enterprises (MDI Group) Atlanta, Ga
BA Instructional Designer/UPK Developer (CONTRACTOR) 07/2008 to 01/2009

- Instructional Designer/UPK Developer for an Oracle Financials 12r Enterprise Resource Planning (ERP) implementation project at Cox Enterprise – Manheim Division. Responsible for the development of Training courseware for the Oracle Financial Modules (iProcurement, iExpense, Purchase Order - Purchasing, Accounts Payable, Time and Labor, Project Costing, Asset Management, Accounts Receivable, Cash Management and General Ledger) using UPK and Tutor.
- Used MS Project as Project Management Tool for managing training project, requirements, tasks, and deliverables. Provided end-user training in Conference Room Pilot (CRP) training for Functional areas SME on Oracle Financials (AP, AR, iExpense, Time and Labor, Project Costing and Cash Management Modules).
- Conducted meetings using MS Live to meet with SME's for information gathering for documenting high level business needs and processes.

MERIAL (Hunter Technical Resources) Atlanta, Ga
BA Instructional Designer/Technical Writer (Contractor) 04/2008 to 07/2008

- Instructional Designer/Technical Writer for Merial (an Animal Research and Development Pharmaceutical Company) OPX2 Resource and Development Project Management Software.

- The OPX2 Project Resource and Development Project Management application is designed to provide a cross functional prospective view of Research and Development resource usage, manage resources across a portfolio of projects, provide the tools to anticipate and resolve resource and task planning bottlenecks and accumulate historical data to support internal benchmarking.
- Modules include:
  1) Time Management
  2) Project Management
  3) Resource Management
- Outlined and Developed Training hierarchy (Processes, Module, Lesson, Topic) for development of Training Materials. Created Communication Plan for communicating training strategies and estimates for training requirements gathered by the client to meet Training deliverables.
- Developed Lesson Plans, Identified and stated Learning Objectives and Develop Assessment Questions. Developed Instructor Guides, Student Guides, and Work Instructions Guides.
- Created accurate development plan and timeline outlining Training Team needs.
- Gathered and documented user test requirements for Quality Assurance (QA) and User Acceptance Testing (UAT) in production, training and testing environments. Documented software test results and defects.
- Developed, designed, and executed test plans and scenarios. Documented test results for validation of data throughout development and deployment.
- Facilitated needs assessments with MERIAL (SME's) in gathering needed information, data, specs, processes, diagrams, and screen shots in developing the Training Material.

DAGG Inc. (EURAMAX Corporation – FABRAL) Johns Creek, Ga
Business Analyst - Lead ID/UPK - Tutor Developer/Technical Writer (Contractor) 11/2007 to 03/2008

- Lead Instructional Designer/UPK – Tutor Developer for an Oracle 11i Enterprise Resource Planning (ERP) implementation project at EURAMAX Corporation (RAD).
- Responsible for the development of Training courseware for the Order Management Module using UPK and Tutor.
- Outlined and Developed Training hierarchy (Module, Lesson, Topic) for development of Training Materials.
- Developed Lesson Plans, Identified and stated Learning Objectives and Developed Assessment Questions for the Order Management Module.
- Developed Instructor Guides, Student Guides, and Work Instructions Guides using UPK/On Demand Development Tool and Tutor.
- Gathered and documented user test requirements for Quality Assurance (QA) and User Acceptance Testing (UAT) in production, delivery, and customer support environments.
- Gathered and documented user test requirements for Quality Assurance (QA) and User Acceptance Testing (UAT) in production, training and testing environments. Documented software test results and defects.
- Developed, designed, and executed test plans and scenarios.
- Documented test results for validation of data throughout development and deployment.
- Facilitated, assisted, and conducted training needs assessments with Training Manager and EURAMAX Business Units to identify job task, job roles and responsibilities for development of training strategy to support Oracle 11i Rollouts.

- Facilitated needs assessments with Deloitte and EURAMAX (SME's) in gathering needed information, data, specs, diagrams, and screen shots in developing the Training Material.
- Created accurate development plan and timeline outlining EURAMAX Training Team needs.
- Used MS Project as Project Management Tool for managing training project, requirements, tasks, and deliverables.
- Provided end-user training on Oracle 11i (Order Management, Warehouse, Manufacturing and Planning Modules) at manufacturing facilities for Train-the Trainer (Functional areas SME).

McKing Consulting Atlanta, Ga – Centers for Disease Control Global Immunization Division
Business Analyst/Technical Writer/Instructional Designer (Contractor) 08/2006 to 11/2007

- Developed, designed, and edited User documentation for Epi Info applications. As a member of the GID Data Management Team, meet with required Subject Matter Experts (SME's – Programmers, MPHs, Doctors, etc.) in gathering needed information, data, specs, and screen shots in developing effective and efficient User documentation.
- Created Epi Info applications help files and help systems using ROBO Help. The GID Data Management Team builds Epi Info applications based on Structured Application Framework for Epi Info (SAFE) for CDC partners in the World Health Organization (WHO).
- Ability to read, analyzes, and interprets scientific periodicals, journals, technical procedures, and governmental regulations in relation to documentation standards and guidelines.
- Ability to write reports, business correspondence, and user/procedure manuals. Effectively presented information and responded to questions from groups of doctors, managers, and CDC partners.

Tek Systems Atlanta, Ga – Cox Communications
Business Analyst/Technical Writer (Contractor) 03/2006 to 08/2006

- Managed documentation of COX Communications C2O Project, aimed at replacing the existing Aspect ACD and IVR Infrastructure with a Cisco IPCC VoIP Enterprise Solution.
- Responsible for developing and documenting current business processes and performing needed process gap analysis. Developed, designed, and maintained Server Build documentation for COX Data Center server installation procedures – used and followed Information Mapping Methodology.
- Facilitated needs assessments with Service Techs and Cisco Representatives (SME's) in gathering needed information, data, specs, and screen shots in developing the Server Build Installation Procedure Guides.
- Responsible for developing and documenting current business processes and performing needed process gap analysis for the COX Customer Care Operations Group.
- Used MS Project as Project Management Tool for managing business requirements, tasks, and deliverables.
- Facilitated and documented business requirements and business processes in requirements and business process meetings with Managers of Network, Network Infrastructure, Change Management and Customer Care Operations in defining specific scopes and objectives to define Internal Operations Level Agreement (OLA's) and Internal Service Level Agreements (SLA's) between business units and External Service Level Agreements between 3rd Party Vendors.
- Created Communication Plan for communicating strategies and estimates for requirements gathered by the client to meet Business Units deliverables.

- Assisted, edited, and maintained project templates and documentation. Managed or assisted in all project documentation efforts.
- Developed and maintained business process documentation, system analysis documents, business requirements gathering and analysis documentation and presentations specific to the project.
- Developed, Designed and Maintained COX Data Center Network Architecture Infrastructure documentation.

DS Waters of America, LLP "Crystal Spring Waters" Atlanta, Ga
Business Analyst/Documentation Manager 1999 to 2006

- Managed documentation for the development and implementation of an Oracle Enterprise Resource Planning (ERP) software application throughout the SDLC - Software Development Lifecycle (requirements for software design and development, business requirements, business process flows, user testing, release notes, meeting notes, presentations, user manuals, training documentation, etc.).
- Used RoboHelp, AuthorIt, FrameMaker, Oracle Tutor and Word as documentation development and resource tool. Created Communication Plan for communicating strategies and estimates for requirements gathered by the client to meet Business Units deliverables.
- Developed, designed, and maintained the ERP (H2Oracle) Intranet site providing training documents on-line for end-user communities, along with presentations, corporate newsletter, communications, and executive summaries.
- Used MS Project as Project Management Tool for managing training project, requirements, tasks, and deliverables. Developed, Designed and Maintained DSW IT Operations Disaster Recovery Manual and DSW IT Operations Policy and Procedure Manual.
- Developed, designed, and edited ERP (H2Oracle) training documentation (Design documents and instructional design of training manuals applying traditional learning theories in the development of procedure manuals, navigation instructions, reference guides, web-based training, online help, etc.) for DSW Functional areas using Oracle Tutor.
- Conducted end-user training/workshops on using Oracle Tutor and Developing Training Materials with Functional Areas Subject Matter Experts (SME's).
- Participated and Documented results of (JAD) Joint Application Design sessions of 7 different legacy systems for migration to Oracle applications (Project Scope, Problem Statements, Open Issues, Business Requirements, Assumptions, Data Model, Business Process Model, Strategy of each Business Units/Functional Areas for needed results of system).
- Assisted Training Manager in coordinating setup of training facilities (computer labs – equipment, training material, etc.) company-wide for schedule end-user trainings and workshops.
- Provided end-user trainings and workshops on Oracle 11i (Order Management, Warehouse, Manufacturing and Planning Modules) at manufacturing facilities for Train-the Trainer (Functional areas SME) to learn their functional areas modules so they could Train end-users in their respective areas.

Education and Certifications

- B.A. Political Science, Morris Brown College
- Member of Phi Beta Sigma Fraternity Inc (37 years).

- Certification on the DHHS CDC Unified Process and HHS Enterprise Performance Lifecycle (EPLC Framework and Methodology and member of 1st CDC project to use and complete following CDC project EPLC).
- Lockheed Martin and Leidos Inc. internal training and certified AGILE/SCRUM.
- Lockheed Martin and Leidos Inc. internal training and certified Project Management for Managing Government Contracts, CDC Project Management.

Volunteer and Community Outreach work with American Kinetics LLC

1. 2016 SoopaFitt Health Expo and Valdosta Street Festival https://youtu.be/GwLvRtdNAMs
2. 2017 2nd Annual SoopaFitt Health Expo and Valdosta Street Festival https://youtu.be/4mDi79Ltvrs
3. 2018 SoopaFitt Health Expo and Valdosta Mall Festival https://conta.cc/2Lsp6nT
4. Spreading the word SoopaFitt featured in the Valdosta Times: http://conta.cc/2xNKsZR
   - ✔ **(Received Proclamation from the City of Valdosta for Valdosta SoopaFitt Health Events)**
   - ✔ SoopaFitt Day in the State of Georgia https://conta.cc/2M8Ogs1
5. Senator Ellis Black Salutes SoopaFitt Health Expo & Street Festival: http://conta.cc/2xFqJf4
6. PSA! It's SoopaFitt Family Day in The State of Georgia: http://conta.cc/2uSNfhe
7. Breaking News! American Kinetics Expands Its Health Fair Program: http://conta.cc/2vbGBjB
8. 9th Annual Walmart Vision Center SoopaFitt Family Day Back to School Health Fair: http://conta.cc/2vbGBjB