

## TRACY L. DOUGLASS, PMP

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**SECURITY CLEARANCE: Secret (Provided by OPM)**

### **KEY CAPABILITIES**

Certified Project Management Professional (PMP) .Have over 12 years of collective Federal Government, State and Local professional experience in Project and Case Management, Business Management, Process Development, Security Processing, Technical Writing, Training and Database Development. Possess strong organizational skills; handle simultaneous projects and meet deadlines. Currently full time student (2009-2011).

### **QUALIFICATIONS**

CompTIA A+ Certification	05/11
CompTIA Network+ Certificate	05/11
CompTIA Security+	anticipated 05/11
IC3 Internet and Computing Core Certification	02/11
Oracle Developer/ Administrator Professional	10/10
Project Management Professional Certification (PMP)	08/06

### **EDUCATION**

IC3, CompTIA A+, Network+, Security+	2011
Carroll County Community College, Westminster, MD Certificate of Completion Oracle Administrator/ Developer Computer Institute, Rockville, MD	2010
Masters in Project Management Bryant University, Smithfield, RI            GPA: 4.0	2009
Master of Education, Vocational Rehabilitation Counseling, Coppin State University, Baltimore, MD.    GPA: 4.0	1997
Bachelor of Science, Criminal Justice Coppin State University, Baltimore, MD	1993

### **WORK EXPERIENCE**

**Technical Specialist/ Office Manager**     *SR Computers & Network, Catonsville, MD*     02/11 to Present

Oversee the daily operations of the office. Answer customer inquiries regarding computer software or hardware operation to resolve problems. Observe system functionality to verify correct operations and detect errors. Perform and ensure proper installation of cables, operating systems, or appropriate software. Install and perform repairs to hardware, software, or peripheral equipment. Conduct computer diagnostics to investigate and resolve problems. Provide technical assistance and support.

**Clarity Administrator**     *Ross Technologies, Inc., Columbia, MD*     10/07 to 06/09

Organized and maintain the document manager repository for ease of use for the Clarity Team worked on Clarity build based on customer's requirements.

- Received Star Performer Award for outstanding work performance and Perfect Attendance Bonus Award

**Database Developer**                     *Ross Technologies, Inc., Columbia, MD*                     07/07 – 06/09

Created two key Access Databases: Security and Human Resources Databases to enable Executive Staff to effectively and efficiently perform daily functions.

- Created Business Development and HR Access database to track business development leads and employees. Daily database maintenance.

**Technical Writer/Trainer**      *Ross Technologies, Inc., Columbia, MD*      07/07 – 06/09

Drafted and edited technical manuals to include: system specifications, training manuals and guidelines to guide the end user.

- Edited government documents and managed a technical writing team.
- Develop training materials and procedures. Trained users in the proper use of hardware or software. Trained customers in Microsoft Office, Internet usage and introduction to computers.

**Proposal Team /**      *Ross Technologies, Inc., Columbia, MD*      05/06 - 06/09  
**SharePoint Administrator**

Perform Configuration Management Functions. Created and manage sites, libraries and document workplaces. Create meeting workplaces and manage site user permissions and secure restricted documents. Conducted resume reviews to ensure candidate skill-set matched the requirements outlined in the (SOW); wrote resume summaries and skill matrixes.

- Managed contracts and proposals.
- Processed NDA's and contacted perspective customers for partnering agreements.

**Project Manager /**      *Ross Technologies, Inc., Columbia, MD*      12/05 - 06/09  
**Contract Security Manager**

Met project's stated objectives, timeframe as specified in the (SOW). Tailored the project to fit the project's specific requirements, and adherence to PMP. Managed project schedules and resources. Proactively negotiated, mitigated, and resolved project changes and conflict. Managed and monitored Action Items and risks proactively. Managed phone, workstation and room assignments for all contractors. Maintained OIT contractor ticketing system. Managed technical writers, processed, and status Security Clearance Records of 500+ Federal Government contractors. Facilitated requirements gatherings.

- Was instrumental in obtaining additional contract work which resulted in company receiving additional funding.

**Supervisor/**      *Mayors Office of Employment Development Baltimore, MD*      04/05-12/05  
**Career Development Facilitator**

Supervised a staff of 6; managed a caseload of 250 customers. Provided a variety of supportive employment services, which included job placement, career counseling and training.

- Top Career Facilitator throughout tenure.
- Promotion from Career Developer to Staff Supervisor

**Vocational Specialist III**      *MD State Department of Education Baltimore MD*      10/01-03/05

Case Management Specialist and eligibility decisions authority for vocational rehabilitation candidates. Responsible for the transition of BCPSS dual diagnosis disabled students from school to post secondary education or work.

- Daily contacts with clients, students, community leaders or providers, client representatives and service vendors.
- Promotion from Vocational Rehabilitation Specialist II to Vocational Rehabilitation Specialist III.