***IT Business Manager – Business Process Management – Quality Assurance – Project Management – Applications Architect***

Frank D’Onofrio is an IT senior-level business process professional with experience leveraging program management methodologies to align IT and management goals. Frank is adept at working with his clients to ensure the programs he manages are properly adopted and delivered with client satisfaction in mind. By utilizing strong project management principles, business analytics, and leadership skills, Frank can manage otherwise intractable IT and business problems to success. Highly effective in optimizing onshore and offshore teams’ productively, Frank is a proven leader. A senior business professional with over 25 years of experience, Frank has a unique blend of business and technology along with internal audit and IV&V experience providing an effective level of communication to all levels of an organization. Responsible for the Delivery and Implementation of enterprise-wide cloud-based systems, utilizing AWS, AZURE / Google / other technologies. Frank has worked with CMS and many states to deliver MMIS solutions. Skills are:

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| * Client Partner
* PMI Certified
* Quality and Customer focused
* Systems Analysis
* SalesForce.com /Seibel CRM
* Quality Assurance
* CMMI Implementation/Audit
* EPMO Business Development
* Business Process Re-engineering
* Project Management
 | * Scrum Master Certification
* Metrics Reporting (KPIs)
* Business Process Management
* Change Management
* Custer Relationship Management
* Organizational Change Management
* Workday Financials / HCM
* Cloud Computing AWS, AZURE
* Data Center Implementation
* Mentor / Coach / Problem Resolution
 | * Business Requirements Analysis
* Functional Requirements
* Business and Analytical Skills
* Clarity / Confluence / Rally Experience
* Critical Thinking
* Problem Solving
* Presentation Skills
* Systems Design
* Communication Skills
* Application Development
 |
|  | *Highlighted Career Achievements* |  |

* As a client partner, led Implementation of a Disaster recovery live cloud for State of Delaware Department of Health & Social Services (DHSS), implementing an immediate failover Disaster recovery system, allowing DHSS to recover all systems immediately in the event of a disaster. Assisted in presenting / selling / delivering an RFP solution. Developed the overall business plan for success, as well as the operations model. In addition, developed and presented the operational plan, financial planning, and reporting dashboards to ensure successful project delivery.
* Overall Contract ownership responsibility for Management of Cyber Security team. Interfaced w/CMS management team to deliver project results.Turned the project around and salvaged a relationship by initiating one-on-one relationships with CMS Directors, creating accountability meetings. Working directly with SYSOP and review teams, for Cyber Security audits. Created a business process to complete detailed reports on vendor adherence to CMS cybersecurity standards. Reviewed, monitored, and tested over 250 Cyber Security systems implemented at CMS
* Reported to the CMS Delivery Director and ensured compliance with CMS standards for the contract. Client Partner role managing the P&L for a $120 million CMS contract. Submitting monthly financial status on project variances.
* Reporting to State CIOs as client partner, to implement MMIS Data Warehouse., Developed executive dashboards to provide intelligence and support NY State Dept of Health MMIS, State of Delaware DHSS. Centers for Medicare / Medicaid Management (CMS), and State of Kansas Medicaid Information systems. Developed/utilized/implemented data analytic tools, as well as business intelligence query tools. Spearheaded detailed statistical analyses of Medicare/Medicaid claims data. Managing monthly client presentations/reports.
* Led PMO redesign, reporting to VP Data Governance, Information Technology Leadership Team, and Corporate CIO Developing and Implementing an Enterprise worldwide PMO while coordinating and managing process improvement projects. Developed strategic plan for Data Quality, Program Adoption, Organizational Change Management (OCM). Worked with all levels of management, implementing documentation, project adoption, business requirements, dashboard standards. Enhancing project delivery success. Resulting in a 35% increase in productivity, worldwide.
* Trained and coached existing PMO teams to ensure adoption of process improvements along with Implementation and adoption of Agile Methodologies. Created Validation strategies to include FDA implementations and worldwide acceptance for the enterprise. Modified and developed a comprehensive Systems Development Management (SDM) Lifecycle roadmap. Worked with PM tools (Confluence, Rally, and Clarity). Developed Clarity coding Dashboards.
* Implemented Agile / Waterfall Methodologies, as well as enterprise-wide data quality standards. Created a structure for deployment/transition of Agile at various organizations. Developed Organizational Change Management standards to deliver process improvements for various organizations, and quality risk management systems .

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|  | ***Engagement Summary***  |  |

## MDSTAT, LLC 2001 – Present

## IPR Secure / Department of Health and Social Services 2020 – 2021

## Centers for Medicare / Medicaid Management (CMS) (Program Manager) 2019 – 2020

## PayPal Credit 2018 – 2018

## State of Kansas MMIS Project Implementation 2017 – 2018

## Smith & Nephew (Interim PMO Director / Consultant) 2017 – 2017

## Xerox / Conduent Government Consulting Group (PMO Manager) 2015 – 2017

## State of Maryland Dept of Information Technology (IV&V ICD 10) 2014 – 2015

## Blue Cross Blue Shield Federal Operations Center 2013 – 2014

## DTCC 2012 – 2013

## NY State Dept of Health MMIS (Data Warehouse Manager) 2010 – 2012

## Centers for Medicare / Medicaid Management (CMS) (Program Manager) 2007 – 2010

## NY Life Insurance (Program Manager) 2005 – 2007

## Independence Blue Cross (IBX) (Implementation Manager) 2003 – 2005

## Merrill Lynch 2001 – 2003

## Cap Gemini Ernst and Young 1999 – 2001

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|  |  ***Professional Engagement Details*** |  |

#####

##### MDSTAT, LLC Consultant OCT 2001 – Present

***Owner / Managing Program Director / Enterprise Solution Architect***

**IPR Secure, Wilmington, DE**

**Client Services Director / Director Enterprise PMO (EPMO) September 2019 – May 2020**

* Led Implementation / Organizational Change Management (OCM) / IT Governance, teams for Enterprise Architecture
* Implemented eCommerce, Standards for Cloud Services/ Salesforce / Integrated programs and projects for all clients
* Interfaced directly with both government and private clients to deliver contract satisfaction and contract management
* Developed requirements for program delivery as well as Agile PMO standards for use in State Projects
* Product Owner for multiple high-end projects, various programs, delivery paths, use cases, ensuring project success
* Developed standards capturing / prioritizing requirements, achieving program goals used to develop client success
* Developed and Implemented Client Services model, Dashboards, Systems Reports, System integration reports.
* Identified, reported, and managed Risk / Issues and Risk Management processes. Expert in Clarity Reporting tools
* For state of Delaware implemented a Waterfall process methodology, Implementing Agile approach for other projects
* Implemented resolution procedures for transformational cloud-based systems.
* Developed a coordinated strategy for Proof-of-Concept (POC) for Salesforce implementations
* Architected Salesforce.com, architected a redesign of the Salesforce.com system.

**Centers for Medicare / Medicaid Management (CMS) Woodlawn, MD**

**Enterprise PMO Director (EPMO) April 2019 – August 2019**

* As the Enterprise EPMO director Managed Client Relationship / Application Development / Cyber Security, teams
* Developed client relationships, spearheaded RFP presentations, and delivered consistent customer satisfaction
* Security Team Reviewed over 250 CMS Applications and reported exceptions/remediation for CMS
* Streamlined Organization Change Management (OCM)/PMO process to deliver superior client reporting results
* Developed detailed requirements/Enterprise PMO standards, Utilizing Rally as a Project Management Tool
* Managed Enterprise quality and managed the CMMI level III audit results to the company
* Introduced Agile Standards / Conversion from Waterfall to Agile / Safe Agile methodologies for government projects
* Directed multiple large scale complex programs /systems over $100 Million

**PayPal Credit Timonium, MD**

**Senior Enterprise Architect / PMO Manager Consultant July 2018 – Feb 2019**

* Reviewed, Scaled, and Streamlined the existing EPMO Systems Architecture – reporting to CIO / EPMO Director
* Managed Data Center moves/System Security enhancements/Disaster Recovery plans
* Salesforce implementations architect, delivering Salesfoirce.com architectural standards
* Designed Modernization plan, Enterprise Vision/Complex Architecture solutions
* Planning Implementing Cloud-based AWS systems for various PayPal clients.
* Developed a product implementation roadmap / Project dashboards and Business process Analysis
* Directed multiple large scale complex programs/systems valued over $10 Million
* Developing strategic direction / leadership / mentorship. Developing Staff members and goals
* Enterprise Architect Delivered Data Analytics CRM. Developing relationships w/ Customers as client owner
* Successfully delivered project goals and quality delivery standards, as product owner
* PMO Changes and recommendations led to a 35% reduction in PM Overhead / 75% Increase in project adoption

**State of Kansas MMIS Topeka, KS**

**Data Warehouse Program Manager / Senior PMO Enterprise Architect January 2018 – July 2018**

* Consultant for DXC Technology supporting state Medicaid Programs. Reported to the executive director / PMO
* As Client Partner, Responsible for architecting/managing Development of the MMIS Data Warehouse system.
* Assisted in Management reporting, developed relationships with State liaisons, reporting project success
* Managed ETL and development teams as application product owner, delivering program dashboards and results
* Utilized and implemented SalesForce.com for managing customer relationships as client Partner / product owner
* Worked with Cerner Health Care to implement a Medicaid Management MMIS system
* Responsible for identifying and implementing Business requirements and developing Statement of Work

# Developing a Clarity interface into SharePoint, documenting process improvements. Developing project dashboards

* Trained/coached the existing PMO team to ensure adoption of process improvements along with agile adoption

**Smith & Nephew – PMO Director Memphis, TN**

**Interim PMO Director January 2017 – December 2017**

# Worldwide Leader in Medical Devices. was the temporary Enterprise PMO Director

# Led the PMO redesign by reporting to CIO, VP Data Governance, Information Technology Leadership Team,

# Implemented modernization project converting from Waterfall to Agile Methodologies

# Developed and Implemented Enterprise PMO while coordinating and managing process improvement projects.

# Developed a strategic plan for Data Quality, Program Adoption, and Organizational Change Management.

# Implemented process improvement strategies – led to a 27.4% reduction in PM Overhead.

# Implemented new documentation, business requirements, / dashboard standards, managing customer relationships

# Worked to improve Clarity reporting and documentation standards, Developing SharePoint interface for Dashboards

# Created Validation strategies to include FDA implementations and Enterprise acceptance

# Modified/developed a comprehensive Systems Development Management (SDM) Lifecycle roadmap

# Streamlined the existing Organization Change Management process and interfaced it with the proposed SDM.

# Architected / Implemented Salesforce.com, Integrated Salesforce.com with existing sales systems

**Xerox Services / Conduent Inc., Baltimore, MD**

**Enterprise Architect / Systems Development Project Mgr. May 2015 – January 2017**

# Reported to CIO / Executive Government Steering Committees as client partner of high Visibility State/local projects.

# Managed Client relationships, Implemented /developed program dashboards/reports, records management, issues

# Delivered monthly reports to State and Federal steering committees reporting on project success and financials

# Managed bottlenecks / concerns. Coached and Mentored team to produce Superior results

# Rescued projects over $25 Million - developing/implementing Program Management standards

# Developed PMO Documentation, Standards Business Requirements for projects

# Delivered agile transformation, along with quality enhancements, Reporting directly to Maryland State PMO.

# Accountable for 55 + Project Managers, Testers, Business Analysts and Developers

# successfully implemented Seibel Health and Human Services Proof of Concept Model

* Coordinated Product Backlog, Product grooming, Kanban boards, User Stories/Use Cases/Requirements / Design

**State of Maryland Dept of Information Technology (IV&V) Baltimore, MD**

**Senior PMO Manager IV&V Auditor November 2014 – May 2015**

# Independent Verification and Validation Audit (IV&V) Reviews for SDLC / PMO Standard

# Managed multiple teams for Implementation of software development /infrastructure projects.

# Successful IV&V reviews / presentation of EPMO Methodologies for Maryland Dept. of Health

# Independent Verification and Validation Audit (IV&V) Reviews for SDLC / PMO Standard

**Blue Cross Blue Shield Federal Operations Center Washington, DC**

**Program Manager / Assistant PMO Director October – 2013- October 2014**

# Executed and delivered Data Analytics CRM system that led to a 27% reduction in PM overhead

# Implemented Enterprise Vision, business requirements, and dashboard, best practice, ACA standards

# Implemented Standards for Cloud Services on-premise application programs and projects - Workday

# Successfully delivered applications. Implementing Day 1 Help desk to increase transition adoption to 100%

# large scale rollouts (more than 10,000 seats) Enterprise-wide

**DTCC Jersey City, NJ**

**Senior Program Manager October – 2012- October 2013**

# Implemented Enterprise level solutions in Project management, which have resulted in a 269% cost savings

# Set up / managed PMO – Utilized JIRA for managing Portfolio / Enterprise-wide application development teams

# Managed budgets, staffing, and client expectations Driving solutions and alignment across engineering teams

# Trained /coached the existing PMO team to ensure adoption of process improvements along with agile adoption

# Supported Project Governance / Risk Management processes / PMO Portfolio Management / Project Delivery

# Co-built multiple healthcare exchange development projects using Waterfall transitioning to Agile methodology

**New York State Department of Health MMIS Albany, NY**

**CMA – Senior Program Manager / Assistant PMO Director September 2010 - October 2012**

# As client partner reported to CIO - Implemented Enterprise level solutions for $250 Million Implementation

# Successfully implemented a $250 Million data warehouse reporting system for NY State Dept. of Health MMIS.

# Implemented the Enterprise level solution and developed an EPMO, which resulted in a 26.9% cost savings.

# Co-built healthcare organization EPMO initially using Waterfall and later transitioning to Agile methodology.

# Managed Development teams of 60 Application Developers, Database Engineers, and Report Writers.

# Developed Executive (C–level) portfolio reporting, translating business strategies technology roadmap.

# Successfully managed complex Agile development / Data Warehouse teams producing extraordinary results.

# Managed multiple application development teams -directly accountable for staff of 75+ Program / Project Managers.

**Centers for Medicare / Medicaid Management (CMS) Woodlawn, MD**

**Senior Program Manager (PMO) Oct 2007- Sept 2010**

**2 Projects (Medicare Part D / Internal Data Repository)**

# Corporate liaison to CMS for CSC - Deputy PMO Director. Delivering Medicare Part-D Payments system

# Worked on the RFP team to develop the proposals to CMS as well as the rebid of the project.

# Interfacing with CMS Directors to respond to RFP development requirements for delivery.

# Responsible for implementing and planning Medicare Part – D Payments system

# Managed the change management process as well as creating and monitoring standards

# Reviewed and approved all change requests, project estimates, and functional specifications

# Managed Financials of $200 Million project, and developed the communication strategy for all vendors

# Built and managed the infrastructure for Mainframe, .NET, and Cloud-based systems

# Responsible for the One PI and Internal Data Repository (IDR) project – Data Warehouse modernization / migration

# Transitioned to Reports team to implemented report Dashboards One-PI and DESY systems

# Responsible for two Tier I Medicare system projects, one of which reported to the White House.

# Implemented Analytics and Business intelligence projects with 1PI and IDR projects

# Integrated projects that were models for PHI and HIPPA Accountability.

# Oversaw and managed key task orders and RFPs to implement the Affordable Care Act (ACA).

**Independence Blue Cross Philadelphia, PA**

**Senior Systems Development Manager / Senior Program Manager**

# Managed the Independence Blue Cross (IBX) team to develop an Enterprise layer interface to Highmark BCBS.

# Implemented a Service Oriented Architecture to connect IBX with WebMD.

# Created systems development management structures and program-level oversight for the corporate SDLC.

# Developed and implemented key communication strategies for delivering EPMO processes.

# Developed and coordinated the strategy for nationwide Proof of Concept implementation of key improvements.

**New York Life Insurance Company New York, NY**

**Senior Systems Development Manager / Senior Program Manager**

# Responsible for identifying, reporting, and managing Risk / Issues and Risk Management processes.

# Repositories for corporate artifacts (i.e. Dashboards / Risk Logs) utilizing SharePoint.

# Infrastructure Implementations – High Profile Rollouts MS Win 7, 8, 10, MS Office 365, Exchange, Compliance.

# Successfully delivered large scale rollouts (more than 10,000 seats) of enterprise-wide applications

# Implemented breakthrough strategies for effective enterprise-wide rollouts.

**Merrill Lynch New York, NY / London, UK**

**Senior Program Manager / Solutions Architect**

# Reviewed, Scaled, Streamlined the existing Systems Architecture / Infrastructure adhering to corporate EPMO

# Managed Infrastructure/Application Development/Cyber Security teams delivering complex Enterprise solutions

# Managed multiple Data Center moves, System Security enhancements, and Disaster Recovery plans

# Managed/Implemented eCommerce, IT Governance, software architectural guidelines, and technology strategies

# Implemented Enterprise Vision, best practice standards, business requirements, and dashboard standards

# Implemented Standards for Cloud Services along with the integration of on-premise application programs.

**Cap Gemini, Ernst & Young - Director of Information Management Services**

**Director of Information Management Services**

# Interfaced with senior leadership teams (CEO and CIO), report program status /collaborate on new initiatives

# Managed the success of project engagements and team management for all of North America

# Managed deployment of standard and customized workstation and server builds for 50K+ users.

# Implemented and developed a change management system which was delivered to a Fortune 100 Corporation

# Developed and managed an annual budget well in excess of $400 Million reported to Division CIO

# Implemented full staffing program and worked with HR to develop and Mentor personnel.

# Designed and tested strategic Dashboards and reports – Reviewing/implementing project proposals, SOW

# Supported 5,000 field managers with Level 1, 2 &3 help desk teams to deliver impeccable results

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|   | **Education / Certifications** |  |

**State University of New York, BS Business / Economics - Graduated June 2013**

**AGILE / SCRUM Project Management Institute**

Scrum Fundamentals Certification # 610741 **PMP** Certification #1342374

Scrum Master Certification # 610913 **PGmP** Program Management Certification In Process

**System Security – CISSP – In Process**

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|  | **TRAINING / INSTRUCTION**  |  |

# Harford County Maryland/ Cecil County Maryland/Norwalk Connecticut – Adjunct College Professor

# Developed Curriculum for Project Management (PMP Certification) – Project Management Training

# Microsoft Office Suite – Microsoft Excel – Microsoft Access – Microsoft Word– Microsoft Project

# Microsoft Project Server –COBOL Programming –SQL Program Design/Analysis –Basic Program Design

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|  | **INDUSTRY KNOWLEDGE** |  |
| * Banking, Brokerage, Financial Systems Management
* PMO implementation and Development
* Enterprise Architecture / Systems Architecture
* Infrastructure / Networking / Data Center Management
* Cyber Security Management, CISSP, Risk Management
* Data Center Development / Systems Administration
* PMO Dashboard Development, Data Analytics
* Fraud, Internal Audit / IV&V / CMMI – Levels 1,2,3,4
* Web Development, .NET, JAVA
 | * Healthcare / Hospital IT Management
* Pharmaceuticals / Medical Devices
* Medicare / Medicaid (CMS) - State / Federal
* EPMO Development / Implementation
* Data Base Design / ETL development
* Cloud Services Implementation
* Cloud Security Architecture
* AWS, Google AZURE Architecture
* System Integration / Development
 |
|  | **TECHNICAL SKILLS** |  |
| * MS Office Suite expert (Excel, Access, PowerPoint)
 | * Scrum Body of Knowledge (SBOK)
 |
| * Project Management Body of Knowledge (PMBOK)
 | * Business Objects / Business Requirements
 |
| * Salesforce.Com / Salesforce Architect
* Microsoft Project & Visio
 | * Workday Financials, HCL implementations
* Microsoft Dynamics / Accounting Systems
 |
| * Peoplesoft / JD Edwards
 | * Oracle SAP / Seibel
 |
| * SharePoint / SharePoint Dashboard
 | * J2EE/Java/JavaBeans/EJBs
 |
| * DBMS: Oracle, DB2
* SQL Server, SQL Developer
 | * JIRA, Clarity, Rally, Confluence
* IBI FOCUS/PCFOCUS
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|  | **PRESENTATIONS / PUBLICATIONS** |  |

* Author of a Book “Elvis Presley: The King of Rock and Roll” Published Dec 2020
* Currently Authoring a Book in Quantifiable Program Management™
* [CIO and Project Management - Ghosts-of Business Past Present and Future - LinkedIn Article](https://www.linkedin.com/pulse/cio-project-management-ghosts-business-past-present-d-onofrio-pmp/)
* [Why Organizations are Unable to Drive Value out of an Agile framework - LinkedIn Article](https://www.linkedin.com/pulse/incorporation-agile-your-pmo-frank-d-onofrio-pmp/)
* [Elvis Presley & Sam Phillips Used an Agile Process to Deliver Rock and Roll - Medium Article](https://medium.com/elvis-the-king-of-rockandroll-com/elvis-presley-sam-phillips-used-an-agile-process-to-deliver-rock-and-roll-c3086880a7b8)
* Internal Auditor Alert: 3 Articles – Warren Gorham & Lamont Publishers
* PMO Blog: Baltimore Examiner– Technology Section; Baltimore Sun - Business Section
* PMI Presentation: “Breakthrough Program Management – Communicating Through Language”
* Selected as Alternate Presenter at 2015 PMI EMEA Conference