**MONICA R. BALLIVIAN**

 Phone - 703-798-2275 Email - mrbemail100@gmail.com

**EDUCATION • B.A., George Mason University**

• **Master Certificate in Applied Project Management, Villanova University**

• **ITIL Foundation Certificate in IT Service Management, Global Knowledge**

• **Agile Project Management, Global Knowledge**

• **Certified CMMI Associate, CMMI Institute**

**SKILLS** •Computer:MS Project, Excel, Jira,ServiceNow, PowerPoint, Clarity, Confluence, SharePoint,

 Smartsheet, Teams, Word, Visio,HTML/CSS, Remedy, Oracle/EAS, HP Project & Portfolio Mgmt.

* Languages: Fluent in English (native) and Spanish; Working knowledge of Portuguese and French

 **LCG, Inc., Rockville, MD 3/20 – Present**

  **Project Manager, IT Infrastructure / NIH & HHS**

**LCG, Inc.** is a leading provider of technology-based consulting services, biomedical research support, grants management, decision analytics, software engineering and IT operations of government and public programs/services with health and science missions.

* Providing project management over multiple contracts with the NIH and HHS in support services for network infrastructure, systems support, hardware and software for the institutes and centers.
* Managing project teams, budget, schedules, ensuring contract compliance, and serving as customer interface.
* Meeting with stakeholders and maintaining transparency regarding project issues and decisions on services.
* Managing customer expectations and deliverables.
* Ensuring problems are identified and resolved promptly to meet or exceed customer expectations.
* Supporting the PMO in managing the maintaining of standards, methodologies, metrics, and interdependence among projects.

 **Verisign (contract), Reston, VA 5/19 – 1/20**

  **Technical Project Manager, Infrastructure, Technology Services Group PMO**

**Verisign** is a global provider of domain name registry services and internet infrastructure**.**

* Managed infrastructure network, data center, hardware and provisioning projects.
* Drove deliverables to ensure project goals and timelines are met. Collaborated with cross-functional teams through project lifecycle, and communicating project status within teams across all management levels and to all stakeholders.

 **General Dynamics Mission Systems, Fairfax, VA 4/17 – 4/19**

  **Project Manager, Federal Systems, Mission Networks**

**Rescue 21** - Rescue 21 is the United States Coast Guard’s advanced command, control and direction-finding communications system. Rescue 21 is operational along the entire Atlantic, Pacific, and Gulf coasts of the continental United States as well as along the shores of the Great Lakes, Puerto Rico, Hawaii, and Guam.

* Created the Rescue 21 Proposals Log comprising detailed historical proposal cost and data to be used for future proposal preparations. Collaborated with Finance, Contracts Management and Engineering to ensure accuracy of information. Created Rescue 21 Past Performance Documents Repository for reference purposes in the obtaining of new business opportunities.
* Provided write-ups, editing and information for Past Performance documents assembling credential information for potential new business opportunities.

**Federal Systems Business Development**

* Researched and tracked Federal Systems top business opportunities and conducted pertinent data research via the Strategy and Business Development tool.
* Provided business opportunities data research and created Federal Systems Business Development Strategy presentations to the Director of Federal Systems Business Development.
* Created/edited Past Performance write-up for the RFI Response for the Spectrum Efficient National Surveillance Radar (SENSR) opportunity. Responsible for tracking this opportunity and providing updates.

**FirstNet** -The FirstNet mission is to deploy, operate, maintain, and improve the first high-speed, nationwide wireless broadband network dedicated to public safety, and to provide first responders with advanced communication and collaboration technologies.

* Responsible for editing of FirstNet website State Plan Portal content. Provided assistance on FirstNet program presentations.

**Spectrum/Charter Communications (formerly Time Warner Cable), Herndon, VA 10/15 – 4/17**

 **Project Manager, Systems Operations, National Network Operations & Engineering**

Managed Systems Operations projects and coordinated by driving deliverables to ensure project goals and timelines were met. Collaborated with cross-functional teams through project lifecycle, and communicated project status within teams, across all management levels and to all stakeholders.

**Broadband Provisioning System (BPS) Project** – In charge of leading the Broadband Provisioning System off an end-of-life version enterprise application server to a newer supported version to improve application memory management and cluster communications. Organized the successful deployment of upgrades and cutovers into the Market Data Center sites.

* Actively managed and coordinated all upgrading maintenances via collaboration with Market Data Centers, Billing Specialists and Residential/Commercial Testers to ensure successful completion of maintenances.
* Responsible for coordination of emergency maintenances needed and communications to all stakeholders in such instances.
* Lead Business Class Phone and Residential Provisioning and Completion personnel meetings to review errors impacting provisioning systems and review for solutions.
* Tracked all other company projects dependent on the Broadband Provisioning System project upgrades.
* Responsible for all BPS communications to stakeholders – Field Service Alerts, Weekly Order Management and Provisioning Activities, and Market Data Center Provisioning Schedules.
* Created, managed, and distributed project schedules, meeting agendas, action items, and project status reports.

**Network Time Protocol (NTP) Project** – The NTP servers’ purpose is to use Coordinated Universal Time to synchronize clock times into the network. This project was to replace existing NTP servers in Market and National Data Centers with new servers supporting IPv6.

* Tracked remote network configuration of NTP servers work and the adding of new IPv6 and IPv4 addresses.
* Ensured all NTP servers were stood up and running on the network.
* Oversaw completion and transition into monitoring phase with the various other systems flow through these servers.

**Spectrum/Charter Communications (formerly Time Warner Cable), Herndon, VA 12/13 – 10/15**

 **Project Manager, National Data Center, Voice Operations, Backbone Operations**

**National Network Operations & Engineering**

Managed National Network Operations and Engineering projects and coordinated by driving deliverables to ensure project goals and timelines were met. Collaborated with cross-functional teams through project lifecycle, and communicated project status within teams, across all management levels and to all stakeholders.

**HiQ Project / Voice Operations** - Installation of new HiQ devices for the purpose of increasing

subscriber capacity in the National Voice Network. Lead and oversaw project plan activities and coordination including:

* Oversaw equipment repurposing and delivery to sites.
* Developed and executed deployment schedule.
* Coordinated and monitored install, cabling and turn up.
* Coordinated upgrades, migrations and decommissioning.

**Brix Verifier Refresh and Expansion Project / Backbone Operations** - The Brix Verifier solution delivers performance metric data that is needed to efficiently run the National Backbone. The system provides stats on availability, jitter, packet loss and latency.  This project was to replace existing Verifiers and deploy additional Verifiers across the network.

* Oversaw configuration of Brix Verifiers and network readiness for installations.
* Scheduled/coordinated installations. Monitored installations - rack, cable and power box, test and turn up.

**Firewall Requests (FWR) / Network Change Requests (NCR) Management -**

* Managed and monitored Firewall Requests and Network Change Requests through coordination and collaboration with cross-functional teams for FWR/NCR implementation in the National Data Centers.
* Monitored and drove process to maximize efficiency and quality control.
* Served as key role in the function of relay, monitoring and management of new and revised FWRs/NCRs for implementation in the National Data Centers.
* Facilitated troubleshooting of FWRs/NCRs issues via coordination of all stakeholder communications. Close and frequent interfacing with requestors on varying FWR/NCR aspects and oversaw FWR/NCR implementation in line with requested dates.

 **2000 – 2013**

**Previous work experience of project management and administration held in industries of Information Technology, Finance/Banking, International Consulting and International Organizations. Past employers include:**

* **George Washington University Information Technology Division**
* **Organization of American States (OAS)**
* **ExxonMobil**
* **Landmark Systems Corp.**
* **PA Consulting Group**