

Career Summary

My name is Sheryl Bishop, and I am currently working with Experis as a contract project manager. I am an alumnus of Boise State University, with an undergraduate degree in Economics, as well as a graduate degree in Business Administration. I have served on the Board of Directors for the BSU Alumni Association, the State Board of Directors for the March of Dimes and Pioneer PTA Board of Directors.

I have over twenty-five years of professional business experience, with particular focus on *project management and business analysis* as well as experience in operational/technical audit practices and significant IT application development. But most important, I offer my fundamental goals, which are: to exceed expectations and to deliver value-added results.

In short, I possess a strong work ethic, tacit professional knowledge and I have a unique blend of functional and technical expertise which combined, allow me to be an effective, well-rounded and results-oriented project manager.

Employment – Education – Professional Roles

Employment	Education	Professional Roles
<p>Business</p> <p>COMSYS/Experis 2011 - Effective Solutions Inc. 2000 - 2011 Manpower Professional 2003 - 2005 Datatek Consulting Group 1999 - 2000</p> <p>Government</p> <p>ID Dept. of Health and Welfare 1993 - 1998 ID State Controller's Office 1990 - 1993</p> <p>Banking</p> <p>First Interstate Bank of Idaho 1979 - 1989 Idaho First National Bank 1976 - 1979</p>	<p>Graduate</p> <p>Master of Business Administration Boise State University 1999</p> <p>Undergraduate</p> <p>Bachelor of Arts, Economics Boise State University 1994</p> <p>Undergraduate – No Degree</p> <p>Science Program, Audiology Idaho State University 1989-90</p>	<p>Management</p> <p>Operations VP, Program Manager, Project Manager, IT Manager, IT Supervisor</p> <p>Information Technology</p> <p>IV&V Consultant, EDP Auditor, Technical Writer, Business/Systems/Programmer Analyst, Programmer</p> <p>General Business</p> <p>Bank Auditor, Customer Service Representative, Escrow/Merchant/Paying-Receiving Teller</p>

Training and Certification – Technical Skills – Memberships and Community

Training and Certification	Technical Skills	Memberships and Community
<p>Selected Training</p> <p>Communicating for Results The Manager as Coach Implementing Self-Directed Work Teams Data Modeling Methods Function Decomposition Techniques</p> <p>Selected Certifications</p> <p>EDP Auditor (<i>First Interstate Bank of Idaho</i>) JAD™ Facilitation (<i>State of Idaho</i>) Supervisor Program (<i>State of Idaho</i>) Project Management Essentials (<i>bauhaus</i>) PMP Certification (<i>Aug 2011 Exam</i>)</p>	<p>Selected Tools</p> <p>MS Visio, MS SharePoint MS FrontPage (Expressions) MS Access, MS Excel, MS Outlook, MS PowerPoint, MS Publisher, MS Word</p> <p>Selected Methods</p> <p>SDLC/Waterfall SDLC/RAD Work Breakdown Structure Release/Maint/Upgrade Deployment Requirements Traceability Matrix</p>	<p>Affiliations</p> <p>PMI Member, Western Chapter Boise Valley Habitat PTA, State and Local Chapter Meals on Wheels BSU, Alumni Board March of Dimes, State Board March of Dimes, Organizer/Participant Paint the Town, Organizer/Participant Rake up Boise, Participant United Way, Auditor</p>

Employment History

Effective Solutions Inc.

Nov 2000 to Jun 2011

Principal Consultant

Projects or Contracts:

- Resources: 6 to 12
- Budgets: \$30K to \$500K
- Concurrent projects or contracts: 2 (average)
- Total projects: 17

Career Highlights:

- BES Technologies Inc. (Oregon Health Licensing Agency) Web-based eLITE Licensing System Project – Performed project management services including the development of the project budget, project implementation plan, WBS, project schedule, reporting templates, training plan, training document, acceptance test plan, acceptance test scenarios and post-mortem analysis. eLITE Upgrade Project – Developed the project budget, WBS, project schedule, training document, and acceptance test plan and test scenarios. (Washington Department of Licensing) – Web-based ITS Inspection Tracking System Project – Performed project management services including the development of the project budget, project implementation plan, WBS, project schedule, reporting templates, training plan, training document, acceptance test plan, acceptance test scenarios and post-mortem analysis.
- Boise Valley Habitat for Humanity Web Portal Project – Identified business requirements, developed project schedule; managed and performed the installation of the portal's security and access features. Providing ad hoc technical support at this time.
- commonthread (Idaho State and Federal Fire Agencies) State and Nat'l Fire Management Plan – Provide project plan analysis and assessment to ensure [local] work breakdown structure (task dependency, timeline) was in accord with the overall federal implementation plan.
- COMSYS (Idaho Power Company) Microsoft Office 2007 Upgrade Project – Created all Idaho Power-specific required information and management documentation for projects with enterprise-wide impact, including research and evaluation of migration tools and optional deployment strategies, project plan, project budget and schedule with WBS, requirements document, risk analysis and mitigation matrix, communication plan, training plan, test plan, test scenarios, test report, electronic FAQs documents for service desk and for general use and the deployment plan for SMS and manual installation options including an earned value CAP approach to measuring installation progress against forecast estimates. Worked with Share Point 7.0 (MOSS) and Exchange 7.0 PMs to manage companywide communications, resources and integration testing related to server architecture with end user impact.
- Datatek Consulting Group (PERSI) Business Analysis Project – Performed business analysis for process improvement and audit-ability of Defined Contribution financial data. Presented BPMN diagrams, findings and recommendations to senior management. (Idaho Division of Building Safety) Licensing System Project – Proposed project budget and deliverables; performed Licensing System JAD Facilitation services; developed findings and recommendations and project implementation plan.
- Idaho Bureau of Occupational Licenses eIBOL Portal Project – Developed project budget and implementation plan for phased integration of multiple business functions for the Bureau's web portal; managed the implementation of the first phase of the integration, provided business analysis, system training, training materials; developed the acceptance test plan and test scenarios and post-mortem analysis.
- Idaho Department of Correction (Division of Management Services) Standard Operating Procedures (SOP) Project – Develop and manage project budget and schedule; provide bi-weekly status and progress reporting; analyze policies and procedures for several divisions within the Department and develop standardized operating procedures and electronic data entry forms designed to provide quality assurance through measurability/accountability of the developed/modified procedures.
- Idaho Department of Education Statewide Technology Plan Project – Performed nationwide research on impact of NCLB and assessed the expectations of US Department of Education, and the general trend of other states in terms of implementing technology goals, standards, and measurement criteria. Developed the project budget and schedule with WBS. Developed the district-specific technology plan [template], assessment rubrics, reporting criteria for the statewide, and district technology plans. Coordinated the statewide implementation plan and the final development of the statewide technology plan.
- Idaho Department of Juvenile Correction (Clinical Services) Field Audit Template(s) Project – Developed project budget and schedule; analyzed policies and procedures for the Department's clinical services facilities and developed standardized audit questionnaires designed to demonstrate quality assurance and or areas of improvement in field operations. (Juvenile Probation Services) Policies and Procedures Manual Template Project – Developed project budget and schedule; analyzed rules and statutes for the Department's county-based juvenile probation services and developed a standardized policies and procedures manual template designed to be used as is or enhanced as needed.
- Idaho Transportation Department (Highway Budget and Programming Integration) Use Case Analysis Project – Provided project budget and schedule; performed business process identification and documentation. Developed business requirements using Use Case formats and rules provided by the ITD. JAD Facilitation/Gap Analysis Project – Developed project budget and schedule; facilitated JAD sessions, created business and system business process flow (BPMN) diagrams; identified and assessed desired features not found in current system(s); created a final report of requirements and recommendations. Functional Specifications Project – Developed project budget and schedule; facilitated user meetings and gathered functional information; produced function decomposition and context diagrams for input toward the next steps of the integration project.
- Office of the State Board of Education Data Management System Feasibility Study – Developed project budget and schedule; performed business process analysis and created data flow and process flow diagrams (BPMN) across all of the business areas within the OSBE; assessed automated options; presented findings and recommendations to senior management and members of the board.
- Developing skills to improve manageability of .NET Framework-based and Web Services projects

Primary Duties:

- Analyze business processes and requirements, develop feasibility studies and make recommendations for process and or system improvement(s)
- Analyze, write, budget and propose responses for RFIs, RFQs and RFPs
- Develop and manage \$30K to \$500K + budgets for system implementation and enhancement projects *Note: Most current implementation projects listed have included migration requirements in terms of workstation, O/S, SQL, .Web (services), server capacity and load, licenses, etc.*
- Perform business and technical requirements gathering and analysis, project management, implementation planning, project plan review, training, acceptance test planning, and technical documentation (functional decomposition, context diagrams, DFDs, etc.)
- Perform business development and client relations management activities
- Perform operations management activities
- Provide technical support for web portals and perform technical testing for customized changes

Sheryl L .Bishop, Résumé

Manpower Professional

Apr 2003 to Aug 2005

Program Manager

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- Projects or Contracts:**
 - Resources: From 6 to 8 direct reports; 200 to 300 contract resources
 - Budget: \$20M+
 - Concurrent Projects/Contracts: From 65 to 75 concurrent contracts/projects
 - Total Projects/Contracts: Over 65 contracts/project teams
 - Career Highlights:**
 - Converted a significant portion of contract positions from T&M to fixed-rate
 - Developed and implemented renewal procedures that significantly improved availability of contract funds
 - Developed and implemented review procedures to reduce invoice-related errors down to less than 1%
 - Negotiated a slight increase in the gross margin, which translated to an 18% increase in NOP
 - Developed and implemented national geographically-tiered price matrix
 - Developed and implemented contract development, approval and maintenance standards
 - Primary Duties:**
 - Managed over \$20M in managed services contracts (cannot disclose client name)
 - Identified local and national pricing benchmarks
 - Developed national and local pricing models
 - Developed business strategies and managed contract-related operations
 - Conducted training on project management fundamentals, contract development and pricing best practices
 - Managed client and contractor relations
 - Conducted interviews for job candidates and performance reviews for direct reports
 - Provided a forum to discuss program goals, successes and continuous process improvements

Datatek Consulting Group

Mar 1999 to Nov 2000

VP Boise Operations and Planning

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- Projects or Contracts:**
 - Resources: 4 to 20
 - Budgets: \$50K to \$10M
 - Concurrent Projects/Contracts: 4 to 6
 - Total Projects/Contracts: 20+
 - Career Highlights:**
 - Clients included ECCO, Idaho Power Co., Idaho Department of Lands, Idaho Real Estate Commission, Idaho Division of Building Safety, Idaho Potato Commission, Power Engineers, American Staffing, Idaho Department of Health and Welfare, PERSI, etc.
 - Projects ranged from enhancements and maintenance to customized development and installation of systems
 - Developed concept and initiated consulting consortium to respond to \$10M state agency bid
 - [Corporate office was] awarded a \$10M 2-yr state agency contract managed out of Arizona
 - [Corporate office was] awarded a 2-yr statewide services contract managed locally
 - Developed subcontracting partnership with BES Technologies Inc. (formerly C2H Technologies Inc.)
 - Primary Duties:**
 - Opened new branch office
 - Developed business strategies and managed operations
 - Developed consulting services markets
 - Managed client and consultant relations
 - Wrote and managed services contracts
 - Developed and maintained Information Technology consulting services markets
 - Developed and maintained project management consulting services markets
 - Developed pro forma income statements, cash flow analyses and burden rates
 - Evaluated and recruited consultant resources
 - Evaluated effectiveness and viability of business plan and modify accordingly
 - Managed and approved budget expenditures
 - Managed client accounts
 - Managed consultant resources and office staff
 - Performed administration tasks associated with daily office operations
 - Performed business and market analysis
 - Provided project management consulting services (ad hoc)

COMSYS/metamor

Jul 1998 to Feb 1999

IV&V Consultant/Advisor

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- Projects or Contracts:**
 - Resources: 8 to 20
 - Budgets: \$500K to over \$10M
 - Concurrent Projects/Contracts: 1-2 concurrent projects (enrolled fulltime in MBA program at BSU)
 - Total Projects/Contracts: 4

Sheryl L .Bishop, Résumé

COMSYS/metamor

Jul 1998 to Feb 1999

IV&V Consultant/Advisor

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- Career Highlights:**
- Clients included: Idaho Transportation Department, Washington Group Int'l (formerly Morrison Knudsen), Idaho Department of Administration and the ITRMC (Information Technology Resource Management Committee)
 - Idaho Transportation Department
 - Evaluated and recommended tools
 - Evaluated test plans to ensure completeness and accuracy
 - Monitored progress of each project plan in terms of critical path and system fail date
 - Participated in planning decisions regarding the Y2K Project Office activities
 - Performed compliance audits on project plan deliverables
 - Reviewed and evaluated Best Practices
 - Reviewed and evaluated effectiveness and viability of contingency plans and overall strategy
 - Idaho Department of Administration
 - Assisted client to define and develop Y2K and non-Y2K testing methods and criteria
 - Determined effectiveness and viability of overall contingency strategy and individual plans
 - Determined non-compliance findings and provided recommendations accordingly
 - Evaluated project plans for completeness and accuracy
 - Evaluated status of each project plan based on critical path and system fail date
 - Provided fast track methods for Project Office management
 - Provided guidelines for Project Life Cycle, and Project Objectives and Major Goals
 - Morrison Knudsen (now WGI)
 - Assisted client with the development of a Y2K Readiness Procedures manual
 - Developed Contingency Planning and Testing procedures
 - Developed Date Testing strategies
 - Defined Due Diligence steps
 - Developed Project Planning procedures
 - Defined Quality Assurance measures
 - Evaluated Supply Chain Management procedures for supplier compliance
 - Developed Y2K risk assessment matrix
 - Created Y2K quality assurance review criteria
 - Wrote Y2K test plan criteria for cross-functional applications
- Primary Duties:**
- Advised senior/executive management on strategic decisions
 - Assessed Y2K compliance and reported to senior/executive management
 - Monitored project progress and assessed quality of deliverables

Idaho Dept. of Health and Welfare

Jun 1993 to Jun 1998

Y2K Program Manager, IT Manager, IT Systems Analyst Supervisor, IT Systems Analyst

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- Projects or Contracts:**
- Resources: 7 to 60 project resources
 - Budgets: \$5K to \$6M
 - Concurrent Projects/Contracts: 10 to 30 concurrent projects
 - Total Projects/Contracts: 100+
- Career Highlights:**
- Developed and managed the \$6M Y2K compliance budget; budget was approved without percentage reductions
 - Initiated the first enterprise-level Project Office team to be used at the IDHW
 - Co-developed the System Development Life Cycle standards and procedures
 - Established project management standards and procedures for customers [end-users] and staff
 - Received project management certification
 - Received JAD™ facilitation certification
 - Project Lead on COBOL 370 migration

Sheryl L .Bishop, Résumé

Idaho Dept. of Health and Welfare

Jun 1993 to Jun 1998

Y2K Program Manager, IT Manager, IT Systems Analyst Supervisor, IT Systems Analyst

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- Primary Duties:**
- IT Manager, Department Y2K Project Coordinator
 - Advised executive management regarding Y2K tools
 - Built a project office to centralize project management, status, tool training, impact analysis procedures, case study information, development of standards, and communications (create a monthly Y2K newsletter)
 - Composed a long-term strategy to ensure Century Compliance beyond the year 2000
 - Coordinated and performed the research and evaluation of Y2K tools with the SCO
 - Defined experience requirements for contract staff to support the Y2K Project Office
 - Determined training needs and provided training for the Y2K staff
 - Developed an RFP for the purchase or lease of Y2K tools
 - Developed and conducted Y2K training and awareness presentations
 - Hired staff and evaluated performance
 - Managed the deliverables of the Y2K Project Office staff
 - Managed the division-wide activities relevant to the Century Compliance Project
 - Reviewed and monitored Y2K departmental project plans and work efforts
 - Participated in strategic planning decisions regarding the Y2K impact
 - Reported directly to Division Administrator
 - Produced development standards that ensured continued century compliance
 - Advised and reported to the department's Executive Committee, including the Director

 - IT Systems Analyst Supervisor
 - Accountable for team cohesion, training, career growth and career paths
 - Advised management on major purchases, upgrades, tools and education
 - Applied integrated systems experience to the management, support and development of Information Technology
 - Assisted with the development of short-range and long-range IT plans
 - Migrated and monitored COBOL II system to COBOL 370
 - Developed IT policies and procedures
 - Developed and administered team standards for program walk-throughs
 - Developed and administered team standards for project status reporting
 - Developed and assessed IT staff career progress--provide training as needed
 - Hired staff and evaluated performance
 - Implemented self-directed work team concepts
 - Managed overall customer satisfaction of services provided by Information Technology staff
 - Managed projects, and assigned projects and tasks
 - Reported to Bureau Chief
 - Provided technical and application oriented training
 - Provided technical expertise to management and to subordinates
 - Reviewed and evaluated software developed in-house for compliance with IT standards and user requirements
 - Reviewed project status using on-line project management software
 - Verified completeness and accuracy of JCL and ensured that production schedules were met
 - Worked with enterprise management, technical personnel, and end user users to define system requirements
 - Performed project planning, controlling and staffing responsibilities
 - Performed project analysis, design, development and documentation

Sheryl L .Bishop, Résumé

Idaho Dept. of Health and Welfare

Jun 1993 to Jun 1998

Y2K Program Manager, IT Manager, IT Systems Analyst Supervisor, IT Systems Analyst

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- Primary Duties:**
- IT Systems Analyst
 - Assisted users with problem resolutions and questions arising from job processing
 - Defined user information requirements through user interviews and participation in system design meetings
 - Designed, coded, tested, debugged, and documented assigned program(s) and or JCL
 - Developed and modified production (run) schedules
 - Documented project status using on-line project management software
 - Ensured completeness and accuracy of executed JCL and reports to meet production schedules
 - Ensured that all requirements defined by the customer were met
 - Ensured that JCL correlated with other jobs in the stream and with other processes for the application system
 - Evaluated and modified database parameters to improve performance
 - Evaluated overall application operating efficiencies
 - Identified computer processing problems and steps required to resolve problems
 - Led project teams and assigned tasks
 - Position reported to Bureau Chief (Supervisor Position vacant)
 - Provided technical expertise on database management systems to users and IT Personnel
 - Put user requirements into functional specifications
 - Researched available tools and technologies to determine alternate [technology] solutions
 - Solved programming problems and determined appropriate solutions
 - Trained users on the use of integrated applications

Idaho State Controller's Office

Oct 1990 to May 1993

Asst. Team Leader, Programmer Analyst, Programmer

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- Projects or Contracts:**
- Resources: 1 to 3
 - Budgets: \$30K to \$500K
 - Concurrent Projects/Contracts: 3 to 5 concurrent projects
 - Total Projects/Contracts: 35+
- Career Highlights:**
- Promoted to Assistant Team Leader
 - Developed electronic warrant/remittance advice process
 - Converted the state warrant system to a Z-fold warrant using laser print technology [vs. impact]
 - Project Lead on COBOL II migration project
 - Converted OS/VS COBOL systems to VS COBOL II
- Primary Duties:**
- Programmer Analyst
 - Performed project administration, assign projects and tasks
 - Performed analysis, design and development
 - Provided on-call production support
 - Performed debugging activities and documentation
 - Applied enhancements or modifications to existing systems
 - Conducted and participated in program walk-throughs
 - Constructed Visual Table of Contents (VTOC) to document program flow
 - Defined specifications from user requirements
 - Designed files based on platform
 - Developed batch system flow charts
 - Developed preliminary design of new or improved subsystems
 - Developed program and JCL specifications
 - Documented project status using on-line project management software
 - Documented system design
 - Implemented code enhancement projects and performed post-implementation review
 - Led individual and team projects
 - Participated in project planning meetings to define scope
 - Performed analysis of existing procedures and functions (manual and automated)
 - Attend program walk-throughs, for training purposes, with subsequent participation

Sheryl L .Bishop, Résumé

- Cont'd:**
- Programmer
 - Constructed programs and JCL according to design specifications
 - Constructed Visual Table of Contents (VTOC) to document program flow
 - Converted OS/VS COBOL applications to VS COBOL II
 - Documented new development and program modifications
 - Documented project status using on-line project management software
 - Managed assigned projects and tasks
 - Tested, debugged and implemented programs and JCL

First Interstate Bank (Wells Fargo) Washington, Idaho

Mar 1979 to Mar 1989

EDP Auditor, Asst. EDP Auditor, Branch Operations Auditor, Non-officer positions

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- Projects or Contracts:**
- Resources: N/A
 - Concurrent Projects/Contracts: 3 to 4
 - Total Projects/Contracts: 50+
- Career Highlights:**
- Developed the first microcomputer audit program and audit questionnaire for First Interstate of Washington
 - Promoted to EDP Auditor
 - Received EDP Audit Certification
- Primary Duties:**
- EDP Auditor
 - Conducted audit reviews and provide recommendations
 - Developed microcomputer audit program (criteria) and questionnaire
 - Documented audit findings
 - Maintained and executed audit software
 - Performed cost vs. benefit analyses on IT projects
 - Performed microcomputer audit training for internal audit staff
 - Performed system development, application and general controls audits
 - Developed audit criteria for new technology
 - Performed compliance audits
 - Assistant EDP Auditor
 - Conducted audit reviews and provide recommendations
 - Conducted on-site data center operations audits
 - Developed and maintained audit software
 - Developed audit programs (criteria) and questionnaires
 - Documented audit findings
 - Provided technical support to branch auditors i.e. developed on-request reports
 - Developed software to track suspect transactions, etc.
 - Internal Auditor
 - Conducted audit reviews and provide recommendations
 - Developed and maintain audit programs (criteria) and questionnaires
 - Documented audit findings
 - Performed branch operations audits
 - Branch Operations
 - Perform general ledger, customer service, new account, escrow, and other operational activities

Idaho First Nat'l Bank (US Bank)

Sep 1976 to Feb 1979

Positions: Asst. Merchant Teller, Paying & Receiving Teller

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- Primary Duties:**
- Branch Operations
 - Processed debit/credit cash and check transactions for savings and checking accounts and other operational activities as assigned