

Seasoned Data Processing Development Project Manager/Instructor/Team Lead specializing in the following:

- Business Systems Development
- Project Management
- System Design and Specifications
- Staff Supervision
- Testing and Implementation
- Major Business System Conversions
- Facilitation
- Instruction and Training
- Communication/Collaboration
- Database Design

### **Career Achievements: *State Information Technology Projects***

Agency	Project	Start	Finish
AK Dept. of Labor & Workforce Dev	DBP Workforce Investment Performance System	2008	current
AK Dept. of Labor & Workforce Dev	LSS Certificate of Work	2008	current
AK Dept. of Labor & Workforce Dev	ALEXsys AGIA Credentialing	2008	current
AK Dept. of Labor & Workforce Dev	Worker Compensation IAIABC EDI	2006	current
AK Dept. of Labor & Workforce Dev	ALEXsys AGIA Warehouse	2007	2008
AK Dept. of Labor & Workforce Dev	LSS Certified Payroll	2006	2008
AK Dept. of Labor & Workforce Dev	ALEXsys Virtual One Stop	2004	2006
AK Dept. of Labor & Workforce Dev	ESTeR UI Tax Redesign	2000	2004
AK Dept. of Labor & Workforce Dev	Sic Code to NAICS conversion	1999	1999
AK Dept. of Labor & Workforce Dev	DP Training Program	1998	2002
AK Dept. of Labor & Workforce Dev	Tax Y2K Upgrade of Complete system	1997	1998
AK Dept. of Labor & Workforce Dev	Worker Profiling Re-employment Services	1995	1996
AK Dept. of Labor & Workforce Dev	Employment Services Redesign	1994	1995
AK Dept. of Fish & Game	Clearing House for Season Hires	1993	1993
Vermont Agency of Transportation	STARS Financial Accounting System	1989	1991
Vermont Agency of Transportation	Budget Projections	1988	1988

### **Education**

Degree	University	Awarded
Master of Science in Project Management	University of Alaska Anchorage	2008
Project Management Professional Certification	Project Management Institute	2005
Bachelor of Science in Liberal Studies (Math, Meteorology, Computer Science)	Excelsior College	1991
Associates of Arts in General Studies	Central Texas Community College	1979

### **Research Publications and Presentations**

Publication	Title	Date
ProMAC 2008 Proceedings	<i>Project Teaming, Stakeholders Management and the Human Side of Project Controls</i>	September-08
PMI 2007 North America Global Congress Proceedings	<i>A State Government Department Navigation in Project Risk Management, the Unexpected, and Novel Projects</i>	October-07 co-writer
PMI 2006 North America Global Congress Proceedings	<i>A State Department Case Study in Project Team Building, Constraints, Competencies, Conflicts, and the People Side of Change</i>	October-06 co-writer

## **Experience**

*Feb 2007- Present, part time*  
*University of Alaska Anchorage*  
**Instructor**

Instructor for PMPP sessions February and September 2007.  
PM694c IT Project Management Instructor Spring 2009.  
Responsible for preparing curriculum, presentation slides/power point, quizzes, in class exercises, teaching, and grading.

*May 1994- Present, fulltime*  
*State of AK, Dept of Labor & Work Force Development, Juneau, AK*  
**DP Manager II, DP Technical Project Manager and Team Lead**

Project Manager for Department large and high profile projects; Technical Lead for architecture and system analysis; data and process modeler; supervisor; Trainer; Facilitator between liaisons, DP staff, users and managers. Reviewer, writer, and evaluator of RFPs.

DP project manager for: Employment Services Wagner Peyser and Trade Act Program projects; Business Partnership Workforce Investment Act and Federal and State Grant projects, Labor Standards and Safety Certification and Compliance projects, and Workers Compensation projects. Project portfolio planner and estimator for Business Cases for the Department's annual IT Strategic Plan.

Data Processing Manager for system applications and program support for ESD, DBP, WC, FF, LSS, Research & Analysis, and Fiscal Management Services.

Lead Architect and Systems Analyst for the Unemployment Insurance Tax Redesign project, the Worker's Profiling Re-employment Services project, and the Employment Services and Common Employer Project. Tasks entailed: analysis and visualization, database design, application specifications, and data conversion specifications. Provided technical support, and review of code, model, database support, and data conversion.

DP project manager for Tax legacy Y2K conversion to 4-digit year and the conversion of notes from Napersoft to DB2 for 1997-1998. DP project manager for implementation of SIC code to NAICS conversion for VSAM and DB2 for ES, UI, Tax, and R&A in 2000-2001.

Created, initiated, and established, and implemented the Department's initial Analyst Programmer Flex Training plan to obtain junior staff. Trained the first crew of Analyst programmers from AP1 trainee level to AP4 in the program, and third batch of trainees. Developed the High School Intern DP Training plan.

Gave technical seminar presentation at the CA North American EDGE (CA:Gen User) conference in Dallas (Plano, TX) in 2001.

*Jan 1992 – May 1994, fulltime*  
*State of AK, Dept of Fish & Game, Juneau, AK*  
**Analyst Programmer IV**

Team Lead, Architect, Data modeler: Developed a general design of the Fish and Game Licensing system for both on-line and batch components. Requirements included: inventory issues, vendor distribution, collection, fund account, distribution, reconciliation, archives.

Designed, documented, programmed, created the database, and implemented the Clearing House system for hiring of seasonal staff.

*Joyce E. Douglas*  
1009 Wee Burn Drive  
Juneau, AK 99801

**RESUME  
PROFILE**

jddouglas@alaska.net  
H: (907) 586 – 9666  
W: (907) 465 – 3547

---

*March 1988 – Dec 1991, fulltime*  
*State of Vermont, Agency of Transportation, Montpelier, VT*  
**Systems Analyst**

Team Lead, Department Systems Analyst, Data Modeler: Performed and data design, application design, data conversion, programming, and implementation of the STARS Financial system for the State Agency of Transportation with users, department heads, and consultants.

Designed, programmed, and implemented the Allotment System for budget projection of NPS and Personal Services based on past usage, trends, and projected funding.

## **References**

Paul Hegg  
IT Manager  
Alaska Dept of Labor & Workforce Development  
(907) 465- 5859

Jang Ra. Ph.D, PMP  
Department Chair  
ESPM/MSPM Program at University Center  
3211 Providence Dr.  
Anchorage, AK 99508-4614  
(907) 786-1862

Rick Pannell  
Project Manager/Senior Analyst  
Resource Data Inc.  
(907) 586-6831

Micky Kruse  
Project Manager/Senior Analyst  
Wostmann and Associates Partner  
(907) 364-3797

LuAnn Piccard, PMP  
Adjunct PM Faculty  
ESPM/MSPM Program at University Center  
3211 Providence Dr.  
Anchorage, AK 99508-4614  
(907) 786-1917