

Shere L.H. McClamb, PhD, PMP

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RESULTS ORIENTED INFORMATION TECHNOLOGY PROFESSIONAL committed to quality, documentation, and accountability to ensure the best outcomes. Demonstrated ability to effectively prioritize and manage a broad range of IT project responsibilities that include communicating the needs and requirements between IT management and staff.

EDUCATION

Ph.D., Information Technology, Capella University, 2015. **Dissertation:** An Examination of the Relationships between Components of Contextual Performance and Overall Job Performance of IT Professionals Working on Enterprise Architecture Teams. **Chair:** Dr. Werner D. Gottwald, March, 2015.

M.A., Organizational Leadership, Gonzaga University. **Empirical Analysis:** An Examination of the Role of Emotional Intelligence in Servant Leadership, August, 2011.

B.S., Management and Organizational Development, Mount Olive College, 2008

AAS, Network Administration & Support, Johnston Community College, 2003

CERTIFICATIONS

Project Management Professional (PMP), Project Management Institute, 2016

Sex Offender Registry Certification, NC State Bureau of Investigation, 2015.

Module1: General Inquiries Certification, NC State Bureau of Investigation, 2015.

Graduate Certificate in Servant Leadership, Gonzaga University, 2010.

PROFESSIONAL DEVELOPMENT

PM Simplify, 2016

PMI-ACP (Agile Certified Practitioner Certification Training

NC EPMO, 2016

Project Management Professional Certification Exam Prep Class

SAS Institute, 2015

Introduction to Statistical Concepts.

SAS Institute, 2016

-Rapid Predictive Modeling for Business Analysts (EM 6.2)

-Categorical Data Analysis Using Logistic Regression

-SAS(R) Enterprise Guide(R) 1: Querying and Reporting.

-Creating Reports and Graphs with SAS Enterprise Guide.

-SAS Enterprise Guide: ANOVA, Regression, and Logistic Regression.

PUBLICATIONS

McClamb, Shere. L.H. (2016). **Creating a Website Using WordPress: The Beginners Guide**. Benson, NC: The Bita Group.

AFFILIATIONS

Project Management Institute® (PMI®)

Myers-Briggs Type Indicator® (MBTI®)

Chief Learning Officer Business Intelligence Board (CLO)

Digital Analytics Association (DAA)

Epsilon Pi Tau – International Honor Society for Technology (EPT)

Phi Theta Kappa Honor Society for 2-Year Colleges (PTK)

PROFESSIONAL EXPERIENCE

IT Business Systems Analyst (2013 to Present)

**Department of Public Safety, North Carolina State Bureau of Investigations SBI IT Department
Raleigh, NC**

- Direct and coordinate activities of team. Currently utilize the Agile Project Management methodology using Microsoft Visual Team Foundation. This has streamlined the internal processes how NCSOR, Private Protective Services and NC-DEx interacts with the IT Division to ensure task dates, project deliverables, and project schedule are being tracked and met via MS Project with Visual Studio Team Services.
- Instrumental in the area of resource management of the North Carolina Governor’s Crime Commission realignment initiatives. Assisted Assistant Deputy Director by creating “as is” and “to be” diagrams, UML’s, and scope documentation to redefine and realign the workload and resource capacity to accommodate reduction in personnel.
- Facilitate daily stand-up and JAD sessions as Scrum Master. Lead strategic leadership meetings for NC DPS Human Resources to creating project scope and initial requirements for the project charter during the planning stage of the MS SharePoint Project that replaced the I: Drive as the central repository for HR team documents.
- Stakeholder Communication Management: Manage creation and implementation of stakeholder communication plans for NC Private Protective Services and NC Sex Offender Registry by ensuring business units are communicating using face-to-face meetings, group and individual email, and IM on a daily basis.
- Risk Assessment, as a part of my duties, are performed as an ongoing process throughout all projects and applications in operation. Created the guidelines for reporting system defects and issues while rolling out a highly critical law-enforcement certification and registration upgrade for NC Private Protective Services and the Alarm Licensing Board.

Web Technologies Trainer (2013 to Present)

Wake County Public School System, Community Services Department
Raleigh, NC

Technologies covered in curriculum:

- **Content Management System (CMS)** using LAMP technologies (Linux, Apache, MySQL, and PHP). **Web Standards Compliance** (WCAG accessibility compliance/Section 508 Compliance). **Secure** HTTP, FTP, and TCP/IP.

Classes Taught:

- **HTML5:** This class emphasizes -Form elements, Video and audio tags, the Canvas element, HTML5 and web browsers, Doctype, character encoding, elements, dates and captions, role attribute, and forms.
- **Css3:** The class emphasizes -Style elements, new selectors, pseudo classes, and pseudo elements, font and text effects, @font-face, the new gradient, mask, and background image techniques, implement animations, transitions, and 2D and 3D transforms, rendering content for mobile and tablet devices, vendor-specific prefixes.
- **WordPress;** This administrative-level class emphasizes-DNS and hosting, manual installation, MySQL, FTP clients, plain text editors, structuring the site, adding functionality with plugins, widgets, and media.

Technology Support Analyst (2011 to 2013)

NC DHHS: Division of Information Resource Management
Raleigh, NC

- Worked with Social Services Supervisors (business owners), developer, and outside vendors to illicit, record, and prioritize ongoing requirements for the instructional components for the NCFASST System.
- Logged, documented, and tracked issues via HP Quality Center from initial Social Services system rollout for NC Counties. As part of the issue cross-functional review team, we met 3 times a week to mitigate, resolve, or accept project defects, bugs, and issues.
- Created and updated Adobe FrameMaker templates for application and procedural documentation including trainer, trainee, and procedure manuals.
- Conducted root cause analyses to isolate system issues to create workarounds and job aids for Social Service County workers until a release fix could be implemented.
- Create collaborative and active learning activities, including the development and infusion of simulation-based learning using Captivate 5.5, FrameMaker, Snagit and and launching in RoboHelp and Moodle.

Business Systems Analyst (2010 to 2011)
North Carolina Administrative Office of the Courts
Raleigh, NC

Trainer and field support specialist in the area of juvenile case management. Responsibilities include: statewide training and on-site user support on web-based application and procedures involving delinquency and undisciplined juveniles.

- Conducted needs analysis and communicated risks in accordance to the defect reporting guidelines for J Wise (Juvenile Information Management System) application and its components.
- Proposed, developed, and updated instructor and user guides in accordance with the requirements to record case activity for abuse, neglect & dependency court cases; termination of parental rights court cases; emancipation cases and delinquency/undisciplined court cases.
- Identified learning goals and objectives, created learning activities, and developed student evaluation.
- Developed content for modalities that included face-to-face, online, and blended application training.
- Created and updated application and procedural documentation for Judges and Clerks of Court.

Webmaster (2008 to 2010)
Saint Augustine's University
Raleigh, NC

- Oversaw the day-to-day technical management of the Intranet and public-facing website, web-based multi-media components, and social media platforms. Trained staff to create/update pertinent content online via the Web, blogs and created graphic designs for communications for the institution.
- Redesigned the University's website using HTML, CSS, Javascript, and ASP.
- Developed and maintained the first web site policies and design standards.
- Devised mechanisms such as implementing a web-based issue tracking and resolution for internal and external users of the University's web site.
- Developed solutions to take advantage of emerging web technologies.
- Provided technical support to colleagues in the use of Dreamweaver and HTML, CSS, JavaScript coding and utilizing applications in the Adobe Creative Suite (Dreamweaver, Flash, Fireworks, and Acrobat with Livecycle).

Interim Webmaster (2008)
Johnston Community College
Smithfield, NC

- Provided administrative direction, organization, and professional support for Web Services, while providing leadership with regard to strategic initiatives for online marketing of the College and the College Foundation.
- Produced project status reports and resolved day-to-day issues.

Adjunct Web and Graphic Design Instructor (2003 to 2008)
Continuing Education Instructor (2003-2009)
Johnston Community College
Smithfield, NC

Used Blackboard, Moodle, and Campus Cruiser for Web-based curriculum delivery; developed curriculum and assessments.

Created needs assessments, curriculum, and final exams for the following courses:

- **Intro to Web Graphics:** Taught the creation of Web Graphics in Fireworks.
- **Web Site Management** Taught Web site structural design, management of temporary files, and Web site architecture.
 - **Internet Protocols:** Web Protocols http (hypertext transfer protocol), SMTP (simple mail transfer protocol), ftp (file transfer protocol), pop3 (post office protocol) and the TCP/IP (transmission control protocol and Internet protocol) Stack as it relates to Web design.
- **Continuing Education Classes included:** Microsoft Word versions 2003, 2005 and 2007. PowerPoint 2003, 2005 and 2007, and Dreamweaver.