
Shere L.H. McClamb, PhD, PMP, PMI-ACP

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PMP, PMI-ACP, servant leadership certified Project Manager with 13 years of IT experience.
Seeking to leverage expertise as an IT project manager.

SKILLS SUMMARY

Meticulous Project Manager

Proficient in PMI project management and agile processes. Developed project scope and business cases for planning of both small and complex projects enterprise implementations. Created and maintained project requirements, budgeting and scheduling for multiple phased projects.

Tactical Business Strategist

Plan and manage continuing efforts of alignment of business goals with technology solutions to drive process improvements with the project initiatives while looking ways to add value to the sponsoring organizations. Utilize SAS[®] analytical training to provide reports to ensure the most updated information is used to make decisions.

Practiced IT Service Management Professional

Create baselines and tools for staff to measure the adherence to policies and procedures for integration efforts. Oversee the creation of vendor SLAs.

Adept Organizational Skills

Assemble cross-functional project teams of professionals who were knowledgeable, motivated and accountable. Utilize servant leader skills to delegate tasks as required and resolve team and stakeholder conflict. Develop in-house training program for project implementation personnel.

Excellent Communicator

Develop and manage communication plans that included how to present pertinent information, updates and reports to executives, stakeholders, the project team and vendors. Facilitate all project meetings and demonstrations.

ACHIEVEMENT HIGHLIGHTS

- Led resistant business unit to a successful rollout by moving between waterfall and agile approaches to accommodate the schedule changes and under-defined business requirements.
- Simultaneously managed highly visible projects for a multidepartment rollout that completed tasks and milestones for successful project completion.
- Developed and implemented help system for internal and external staff help and training to increase productivity.
- Designed and implemented governance and training, that provided total accountability for personnel and equipment resulting in an annual time and cost reductions.
- Researched, negotiate vendor contract and deployed content management system platform for University web site increasing the site usage by programs by 45%.

REPRESENTATIVE PROJECTS (2010 to 2018)

Enterprise Implementations: NC Private Protective Services Application Replacement Project - 2016

- Led project with over 25 internal and external stakeholders with competing agendas.
- Coordinated all work through PMO through the project management system where all State level approvals, project estimations, budgets, schedules and risk management are housed.
- Directed and coordinated activities of project team utilizing the agile project management methodology via Microsoft Visual Team Foundation, streamlining the internal processes how NC Private Protective Services interacts with the IT Division to ensure task dates, project deliverables, and project schedules are tracked and met

Results: Delivered a principal fee-for-service application software that dramatically shortened the application processing time from weeks to days, saved the industry thousands of dollars a month in gained processing time and cut the US postage stamp and paper requirement by three-fourths of the normal budget.

Custom Software Developments: NCDex Criminal Information Project - 2015

- Conducted needs analysis and communicated risks in accordance to the defect reporting guidelines for Departments of Justice and Public Safety application and its components.
- Tracked and reviewed project accomplishments and results against documented estimates, commitments and plans.
- As ScrumMaster, coached the product owner and team to build the product backlog, facilitated the daily scrum, and removed impediments to help team meet the sprint goal.
- Took the lead collaborating with developers, DBA's and technical team to perform root cause analysis of reoccurring issues.

Results: Achieved seamless migrations and integrations between the Sheriff's office data, the XML data application and the FBI data collection application.

Database Developments: Governor's Crime Commission Grants Management System - 2014

- Developed and implemented a number of processes to improve quality and increase productivity in the areas of data quality, code maintainability and customer service.
- Created web-based and face-to-face training and Professional Developmental Documentation using Google Apps, Microsoft Office and Adobe Creative Suite 6.
- Provided weekly detailed reports to Senior Management on the status of the top risks and issues.
- Collaborated with personnel to develop business case justification, budget and release schedule.

Results: Upgraded the quality of the customer relationship application. Integrated applications and committee information so that all stakeholder information resided in one application from three separate older, disparate applications across the commission and grant systems.

Custom Software Developments: NCFast Help and Training System Implementation – 2013

- 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.
- Implemented application and processing web-based System that increased production immediately.
- Led Social Services Supervisors (business owners), developer, and outside vendor efforts to illicit, record, and prioritize ongoing requirements for the instructional components for the NCFast help system.

Results: Improved the consistency, recoverability and accessibility of data. Assisted social services departments during paper-to-paperless conversion.

EDUCATION

Ph.D., Information Technology, GPA: 3.75, 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.

M.A., Organizational Leadership, GPA: 3.76, Gonzaga University. August, 2011.

B.S., Management and Organizational Development, GPA: 3.4, Mount Olive College, 2008.

AAS, Network Administration & Support, GPA: 3.6, Johnston Community College, 2003.

CREDENTIALS

Project Management Institute-Agile Certified Practitioner (PMI-ACP), Project Management Institute, 2016.

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

MBTI® Certified Practitioner, Professional Training & Coaching, 2011.

Graduate Certificate in Servant Leadership, Gonzaga University, 2010.

COURSES

SAS Institute, 2015-Present

- Statistics 2: ANOVA and Regression
- 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.
- Introduction to Statistical Concepts.