

Cotrina Reese
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SUMMARY OF SKILLS:

Project management; Systems conversion, analysis, design, testing, implementation, and evaluation; Management consulting; Process Improvement; Change Management; Operational and compliance auditing; Financial Management; Accounting; Vendor selection process; Development of Request for Proposals; Development of Contracts, Policies, Procedures, and Training Guides; Training; Technical Writing

EDUCATION:

Diploma, 1988, Dora High School, Dora, AL 35062
B.S., 1993, Business Administration (Major: Accounting), Alabama State University, Montgomery, AL 36101
MBA, 1998, Business Administration, Troy State University at Montgomery, Montgomery, AL 36104
M.S., 2000, Human Resource Management, Troy State University at Montgomery, Montgomery, AL 36104

SECRET SECURITY CLEARANCE

WORK EXPERIENCE:

May 2008 – May 2009. Business Analyst. GeoMet Operating Company, Inc., Birmingham, AL. Facilitated project in search for a SCADA system. Developed Expense Reimbursement, Vehicle Use, and Petty Cash Policies. Analyzed and edited Incident Investigation, AED, and Good Neighbor Policies.

November 2005 – May 2008. Senior Business Engineer. The Centech Group, Inc., 4600 North Fairfax Drive, Suite 400, Arlington, VA 22203 (located at client site in Montgomery, Alabama). Served as functional analyst for ACES Personnel & Readiness (PR), resolved issues from Help Desk calls from the Air Force bases, updated Training Guide for ACES PR, and developed test scripts in Mercury Test Director for system enhancements. Served as business analyst for ACES Real Property Inventory Requirements (RPIR). Developed technical documentation, and conducted analyses of real property data elements. Worked with the Real Property Functional Analysts by analyzing system requirements, testing the application, identifying issues to developers, and developing training guides for RPIR. Drafted Use Cases, Software Requirements document, and Training Guide for ACES RPIR. Gathered requirements for, worked with developer on, and tested the RPIR Website. Conducted research for ACES Operations (Ops), Interim Work Information Management System (IWIMS), and Civil Engineering Material Acquisition System (CEMAS). Performed quality control/peer reviews of the Software Requirements Specification document for modernization of ACES Real Property (RP), Housing Management (HM), Fire Department (FD), and Personnel Readiness (PR). Performed quality control of Use Cases and Vision document for ACES Ops. Compiled the Software Requirements Specification document for ACES Ops. Drafted Interface Specification documents for ACES RPIR's interfaces with the Army Corp of Engineers (CoE) and the Navy NAVFAC. Temporarily served as business analyst for modernization of ACES Personnel Readiness (PR) and ACES Ops. Drafted the Technical Specification document for ACES PR's POM Tool. Performed quality reviews of technical documentation.

August 2004 – November 2005. Information Management Analyst. Malcolm Pirnie Inc., Red Oak Consulting, 104 Corporate Park Drive, Box 751, White Plains, NY 10602-0751 (branch office located in Birmingham, Alabama).

Analyzed vendor responses to the client's Request for Proposal for Security Services and developed the contract. Served as business analyst for the full system development lifecycle for the Capital Improvement Plan Website, developed training guide, and conducted training for engineers. Served as a business analyst on the Geographical Information System project. Served as a liaison between the client and the technical staff. Gathered functional requirements. Supervised one employee.

June 2002 – June 2004. Business Analyst II. Colonial Bank, IT Client Services Department, One Court Square, Montgomery, AL 36104.

Served as the Project Manager and Business Analyst for new software implementation projects for the Accounting Department: Fixed Assets, Projects, Travel & Expense Management, eProcurement, and Reconciliation. Developed Request for Proposals for Fixed Assets, eProcurement, Travel & Expense Management, and Remote Check Printing applications that is now utilized as the bank's standard RFP. Served as a Project Coordinator for the company-wide Windows 2000 conversion project. Assisted business units in assessing automation needs. Created processing overviews, project scope and objectives documents, and work plans for all project assignments to ensure technically sound solutions that met business requirements. Documented project progress including the timeline, milestones, issues, and risks. Analyzed and identified project issues and resource constraints. Evaluated and validated requests for Information Technology support and assisted in resolving. Served as a liaison between the information technology staff and users/clients. Facilitated meetings and software demonstrations with software vendors. Researched financial applications of Oracle, SAP, and PeopleSoft.

January 1996 – June 2002. Consultant II. PricewaterhouseCoopers LLP, 1616 North Fort Myer Drive, Arlington, VA 22209 (located at client site in Montgomery, Alabama).

Analyzed system screens and reports to ensure compliance with federal requirements. Participated in peer reviews and system implementation testing (module integration, system integration, and system acceptance). Designed Check Aging Report and screen for voiding and stopping payment on checks for loan consolidation. Designed Misapplied Checks Screen to assist with cash management research. Interfaced with programmers, management, and clients to identify system enhancements and system issues to be addressed and resolved. Served as a team leader during acceptance testing to coordinate the clients' exposure to the system and manual procedures. Drafted documentation and developed integrated test cases for unit/system testing of application enhancements. Gathered and reviewed business requirements, analyzed and developed functional specifications and worked with system analysts on internal design documents. Served as a liaison between internal programmers and clients to ensure effective communication of objectives and results. Developed knowledge of systems that interface with the Loan Origination Subsystem. Worked with minimum direction and promoted an open flow of information and knowledge sharing. Communicated extremely complex and technical information, ideas and recommendations clearly and concisely to all levels of the organization. Adjusted to changes in priorities and managed time effectively. Participated in problem solving and management of multiple tasks and projects. Utilized quantitative, analytical, leadership, communication, and organizational skills under challenging circumstances. Trained clients on complex transaction processing issues. Conducted training and development in reconciliation, case management, cash management, and balance verification year-end closeout for client and firm employees. Implemented process improvement recommendations. Delivered innovative

business solutions and ensured closed loop processes and measurements were implemented. Identified financial implications of organizational operations, issues, and strategies. Conducted performance reviews with respect to quality, risk, internal controls, loan origination, cash management, information technology, and federal regulations and policies. Analyzed financial transactions to identify potential risk to the business related to cash management, documentation, policy, and overall accountability. Identified and communicated deficiencies to the primary contractor and federal government management. Performed post-review follow-up to ensure that identified business issues were resolved and corrective actions were implemented. Planned, researched, and analyzed business requirements and processes of the client and reported results and recommended corrective action plans. Served as a subject matter expert and understood major business processes performed by the client and the impact of change. Developed manual procedures for loan consolidation, loan origination, reconciliation, case management, cash management, and system balancing. Conducted analytical reviews, examined and evaluated the adequacy and effectiveness of systems, procedures, and business processes. Developed and recommended policies and internal control procedures. Identified discrepancies and areas of improvement in procedures for mailroom and customer service teams. Served as Team Leader of Balance Verification Year-end Closeout Special Project. Assisted approximately 160 colleges and universities in seven states to reconcile and account for approximately \$2 billion each program year. Provided support and technical assistance to ensure system capabilities to resolve problems with loan origination, cash management, and reconciliation in an accurate and timely manner. Researched, designed, and modified procedures to meet specific client needs. Redesigned processes and procedures negatively impacting the ability to originate and administer student loans. Reviewed reports and worked with customer service and schools to resolve reconciliation problems. Provided client support for the primary contractor and the federal government to ensure customer satisfaction and client retention. Conducted proactive calls to client base to ensure service levels are maintained and to develop and reinforce positive client relations. Continually reviewed and standardized controls in development and implementation of year-end closeout plans. Provided technical support and problem resolution to a large and complex client base through business assessment, recommendation and strategy for resolution, and preparation of work plans. Researched The Federal Register and the Treasury Financial Manual to ensure compliance. Supervised two employees.

SOFTWARE:

Word, Excel, Outlook, Powerpoint, Access, Interim Work Information Management System (Civil Engineering Material Acquisition System), Automated Civil Engineering System (Real Property, Personnel & Readiness), Oracle forms applications, Toad for Oracle, Remedy, Mercury Test Director, Deltek, Real Property Inventory Requirements website, Loan Origination Subsystem, Loan Consolidation Subsystem, Local Government Financial Services accounting software, Governmental Financial Services accounting software, State Network for Automated Procurement, Lotus, Lotus Notes, Wordperfect, Quattro Pro, Lawson accounting software

PROFESSIONAL AFFILIATIONS:

Institute of Internal Auditors
Project Management Institute
Society for Human Resource Management