

Dawn M. Eikmeier

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Specialization

Senior MIS Manager
 Data Architect/Release Coordinator
 Planning/Cost Control Analyst
 Software Systems/Test Analyst
 Software Quality Assurance (SQA)
 Process Improvement

Education

BA Social Science 1981
 Project Management Studies

Licensure

General Contractor, State of Florida

Summary

Twenty six years experience in Project Management, Quality Assurance, Software Engineering, and Life Cycle Management of which. Fourteen years were at a Senior Level Management Position.

I deliver technical solutions for complex business problems by implementing systems and processes that result in reduced time to market, increased revenue, and overall savings for the customer.

I establish clear direction for projects, encourage team participation, cohesiveness, and people's input, and accomplish goals established for and by me. I am capable of clarifying ambiguous requirements, goals and objectives, and consolidating the varied expectations into one cohesive plan.

Guest Lecturer for Project Management Studies at American University.

Four Years experience in Residential Construction as the General Contractor, managing supervisors and projects complying with Florida Building Codes. Maintain Schedules and Cost Controls to ensure project budgets and on time completions.

Industry/Application Experience

Software Life Cycle	Customer Support, Requirements, Design, Development, Test, Documentation, Project Controls and Management
Telecommunications	Customer Information, Provisioning, Message Processing, Billing, Payments/Adjustments, Configuration Management, Time Reporting
Oil and Gas	Scheduling, Cost Control, Invoice Verification, Purchasing, Material Management, Engineering, Fabrication, Installation/Construction, Facilities Operations, Manufacturing, Time Reporting, and Software Development
Construction	General Contractor, State of Florida

Professional Experience

2005-Present Consultant Project Management

Construction Management

Cornerstone Construction New Construction Division. Responsible for all aspects of projects to include contract negotiations with customers as well as vendors. Schedules are created at the beginning of each project and utilized to manage subcontractors schedules as well as the timely ordering of materials. Contract budgets are monitored to ensure contract pricing is maintained. Change Orders are created if Customer chooses materials that exceed Contract Allowances. Maintain liaison with City and County Codes Enforcement to ensure compliance with Current State of Florida Building Codes.

2002-Present DeckMates, Inc. and Homeward Bound Unlimited Services, LLC.

President DeckMates, Inc.

Manage daily operations of Exterior Design Company. Portfolio of offerings include, wooden decks, stamped concrete, landscape design and installation, fountains, lighting and arbors. Project Manage all facets of customer jobs to include subcontractors servicing irrigation, tree removal, site preparation, etc.

President Homeward Bound Unlimited Services, LLC.

Execute Building Contracts for Residential Remodels and Additions as a licensed General Contractor. Manage Project Supervisors for Residential Construction. Negotiate with Sub Contractors to assure correct pricing to meet budgets of contract.

2000-2002 Regeneration Technologies, Inc.

Senior MIS Manager

Responsible for managing activities in developing software solutions to meet changing business needs. Mentor team leaders and supervise junior to senior level software developers, business analysts and contracting personnel. Manage budgetary items pertaining to Capital Plans and department expenses. Wrote Standard Operating Procedures for department operations.

Managed and coordinated integration of Legacy Order Management Software with Solomon Financials to minimize duplication of data entry and errors.

Designed and implemented Intranet Based Help Request System to manage the companies growing need for tracking software problems and maintenance requests. Metrics developed from this system.

Established a Change Control Board consisting of Directors and Managers to assist in prioritizing the software enhancements needed to manage the day-to-day business functions to ensure compliance with regulatory requirements. Familiar with FDA and AATB guidelines for industry protocols required for testing and validation of computerized systems.

Wrote Request for Proposal (RFP) for new Enterprise Software budgeted at \$4.4 million. Managed project for contract award and managed first implementation that integrated new Enterprise Web Based Order Management and Shipping application with Legacy Manufacturing System and Solomon Financials.

1997-2000 **Independent Consultant – Verizon****Release Coordinator/Data Architect.**

Coordinate activity for Software releases within the Integrated Testing Organization that is responsible for Quality Assurance of products immediately before Production Installation. Activities include data management, resource capacity planning, process improvements, and management of functional personnel activities. Review requirements for translation into testing scenarios and creation of the 'Master Plan' for overall quality assurance of release. The software applications tested included Service Ordering, Service Provisioning, Billing, Customer Care, and Other Carrier Information Systems. Hardware Platforms included Mainframe Legacy based applications written in Cobal and Fortran and then integrated with new Web based front end applications.

Mentor testers and processors so the knowledge base increases and therefore increases productivity of the organization. Provide technical and functional guidance for production of test plans and release plans.

Responsible for Environment Integrity for Y2K testing during the moratorium preceding 2000 Rollover.

1990-1997 **Independent Consultant – AT&T Government Markets****Release/Data Coordinator.**

Utilize knowledge and experience in software engineering and life cycle management to improve processes and software that can reduce costs for the customer. This was accomplished in part by identifying applications that could be re-engineered for more efficiency, identifying appropriate platforms and then technically planning for their implementation. Worked with analysts/programmers in designing applications per customer requirements. Data modeling utilized for information management and control of database structures and their relationships. Developed and executed test plans for quality assurance of applications for eventual deployment into operation/production. Utilized quality project management processes for successful execution of plans and programs. System platforms include but not limited to a client/server architecture and mainframe utilizing UNIX/FOCUS, MVS, PC Windows, and Teradata.

1988-1990 **Independent Consultant – Boeing Computer Services**

Planning Analyst. Provided planning assistance for Boeing Computer Services on the government's Federal Telecommunications Systems 2000 (FTS2000) project. Developed and implemented a project management software application using Artemis Scheduler and Database management Software to control life cycle processes. This application was utilized to communicate the work and expectations to those doing it, established a baseline for control by determining intermediate goals and milestones, and integrated budgets and schedules so that slippage could be readily determined. Work Breakdown Structures (WBS) were created and maintained. By implementing the standard project management practices, risk management was possible. Also coordinated and supervised staff that was tasked with maintaining project schedules and budgets.

1987-1988 **Hudson Engineering**

Senior Planner. Consulted for Shell Oil Company's Integrated Business System Project Management Team. Efforts included planning and coordinating project procedures and schedules for a six-year software development project. Acted as advisor to Program Managers and trained personnel in project management theory and practices. Additionally, other assignments included planning and coordinating schedules for two offshore platforms for Marathon Oil Company and Atlantic Richfield.

1987 **Independent Consultant - Marathon Petroleum Company**

Planner/Systems Analyst. Developed software applications and modified existing ones to assist in the planning of a refinery turnaround. Applications were developed to customer requirements that automated the generation of Bills of Material and Requisition, monitoring of schedule and the creation of Task Sheets/Foreman Reports. Company realized increased productivity saved money because of the efficiency of inventory/warehousing/purchasing improvements.

1986-1987 **Independent Consultant - Marathon Oil Company**

Planner/Systems Analyst. Acted as Planner/Systems Analyst on the Steelhead Project in Cook Inlet, Alaska and assisted in the development and monitoring of Project Master Schedules. Worked as a scheduler monitoring unit progress and forecasting deviations. Artemis Mainframe was used to develop a work breakdown structure and performance measurement system to accurately track the progress of the project and to control cost so that budget would be met. An invoice verification system was also developed to automate the contractor's billing process. All parts of the system were documented and automated for ease of updating progress and incorporating revisions to the scope of work.

1983-1985 **Metier Management Systems**

Supervisor, Customer Service. Supervised and trained Technical Analysts in troubleshooting and solving complex customer problems involving hardware, operating system, and software. Responsible for coordination of incoming problems and dispatch of those problems to subordinate specialists for final resolution. Maintained communications with product development through proper channels. Provided timely, accurate reporting of repair and improvement requests. Wrote and conducted Professional Training Seminars on Artemis and Project Management.

1981-1983 **King Wilkinson Project Services**

Artemis System Manager/Scheduler. Assisted in the development and monitoring of Project Master Schedules for Offshore Production Facility Complex. Worked as an area scheduler monitoring unit progress and forecasting deviations. Acted as Data Base Analyst designing database applications for specific Engineering and Project Management Applications. Tested, corrected, monitored, and updated applications as required. Analyzed operating interrelationships between the data base business applications and the technical operating system.

Supervised on-going operation of the management system by ensuring completeness and integrity of the database. Recognized problem areas and identified exception items to management. Evaluated in-house computer capabilities and recommended actions that would create a more cost effective environment for company wide data capture and processing.

1978-1981

United States Army

Management Information Officer. Acted as First U.S. Army Headquarters' Liaison Officer to coordinate programming and implementation for the newly instituted worldwide computerized recruiting and retention system.