

## ADRIANA GAO

### EXPERIENCE

#### Project Manager

#### NIC Indiana, Tyler Technologies

October 2018 – Present

- Oversee project management of software development team and coordination of custom application, payment processing, and website services solutions
- Develop and manage key project documentation, statement of work, contract change order amendments, scope, budget, timeline, and resources
- Work closely with business partners to identify application and payment processing solutions
- Focus on fostering trust and strong relationships with partners through collaboration, detailed analysis, issue resolution to provide positive solution driven objectives for complex engagements
- Interpret and translate technical subject matters to assist in customers' understanding as enablement to make informed decisions
- Coordinate and lead internal and external discussions to facilitate effective communication to ensure implemented solutions meet business needs
- Train partners and customers on applications prior to deployment to production

#### Senior Project Manager

#### Walker Information

2014 to October 2018

- Led strategic account relationships serving as the day-to-day project lead, working with Fortune 500 clients in the technology, healthcare, financial and manufacturing industries with stakeholders and executives.
- Worked closely with clients to identify business objectives and design customized end-to-end customer experience and voice of the customer research programs.
- Led ongoing weekly progress meetings with client stakeholders and managed expectations and milestones.
- Analyzed customer feedback data, and operational KPIs to identify business challenges, competitive gaps, and growth opportunities/strategies to improve customer experiences, increase customer retention, and business performance.
- Managed cross-functional teams for project plan development, translating client needs into technical specifications, programming and documentation.
- Leveraged agile methodology to efficiently implement continuous product and process improvements.
- Managed project statement of work, project plan, schedule, budget, risk assessment, team meetings, resources, change management, and online dashboard/offline deliverables throughout the project life-cycle to support business objectives.
- Mentored and trained new hires on processes, tools and project management methodologies.

#### Project Manager

#### Walker Information

2011 - 2014

- Executed customer feedback programs with responsibilities of program planning,

questionnaire development/programming, quality assurance, survey deployment, statistical analysis, client support, and final deliverable development.

- Worked with information systems and engineering services team to customize and integrate program components into clients' existing technology ecosystem (Salesforce, JD Edwards, Tableau).
- Effectively managed daily communication with clients on project status, technology tool support, and issue resolution.
- Managed vendor relationships and budgets for localization projects and qualitative research.
- Tracked project financials including estimates, profitability, and forecasts.

## RELEVANT SKILLS

### Skills

Project Management  
Customer Relationship Management  
Strategic Planning  
Business Analysis  
Business Intelligence  
CRM  
Cross-Functional Team Leadership  
Data Analysis  
Market Research  
Risk Management  
Process Management

Microsoft Office  
Oracle BI  
Salesforce CRM  
Qualtrics  
SharePoint  
JIRA  
Confluence  
Smartsheet,  
Mavenlink  
XML  
API  
Waterfall  
Agile  
SaaS

## EDUCATION

**Purdue University**

Bachelor of Science in Economics, 2011

**West Lafayette, IN**

# ROBERT SHORT

## EXPERIENCE

**Project Manager**

**NIC Indiana, Tyler Technologies**

December 2014 – Present

- Foster strong team-based approach to project development efforts
- Manage several project teams migrating existing applications to use NIC Indiana's payment processing services ensuring project deliverables and timelines were met
- Assist agencies with training and onboarding tasks to ensure a smooth transition to a new payment processor
- Facilitate support concerns and refund requests to ensure they were handled in a timely manner
- Work closely with our business partners to develop requirements for new applications and when migrating to NIC Indiana
- Develop Statements of Work, contract amendments, weekly & monthly reports and presentations to provide to state partners

- Collaborate with state partners and internal team members to successfully roll out several large payment processing applications such as IDOH Vital Records, INDOT Training Registration Payments, IEDC enterprise zone business registration payments and more.
- Provide continued support to State Agency personnel for applications in production

**Project Manager**

**Web Software, LLC**

May 2006 to December 2014

- Improved the project management process to streamline the onboarding of over 300 newspaper publications across the United States and Internationally
- Migrated over 100 newspapers to an online payment system to enable collection of payments for subscriptions and classified advertisements
- Managed a project to convert a customer content management system (CMS) to a mobile application within the Apple store

**Developer**

**Web Software LLC**

August 2005 to May 2006

- Updated outdated ASP code to bring it into compliance with accepted industry security standards
- Created applications using HTML, CSS, ASP and .Net architecture using C#

**EDUCATION**

**Purdue University,**

**West Lafayette, IN**

Bachelor of Science in Organizational Leadership and Supervision, May 2006

Associate of Science in Computer Programming Technology, May 2005

Major GPA: 3.25/4.00

## RODNEY CAUDLE

**EXPERIENCE**

**Director of Information Security**

**NIC Indiana, Tyler Technologies**

2013– Present

- Leads the penetration testing, incident response, and threat intelligence teams for NIC.
- Assists with the review of contract requirements related to security for internal customers.
- Assists with the development of policies and standards related to secure development techniques, networks security, and hardened applications and platforms.
- Assists with the development of security training content for developers and systems administrators.
- Consults with internal and external customers on security best practices, incident response, and forensics.

**CTO/Chief Architect**

**Terrawi**

2012 –2013

**Senior Computer Forensics Consultant**

**Semke Consulting, Inc.**

2009 – 2012

- Conducted forensic analysis of electronic data, assessments of network security environments, coordination of incident response efforts for clients, and evaluation and development of information security management plans and policies.

### **Lead Security Architect**

**Northrop Grumman**

2007 – 2009

- Provided technical solutions based on specified deliverables from information security project plan.
- Provided input to transition coordinator to define the solution, work breakdown and level of effort estimates.
- Provided input on environmental aspects of the project, including hardware and software requirements, backup/recovery, disaster recovery planning, COOP planning.
- Delivered an appropriate architecture per the client requirements.
- Attended technical status meetings per the security officer.
- Developed process flowcharts and procedures and conduct unit testing of the knowledgebase.

**CA TECHNOLOGIES | EXECUTIVE SECURITY ADVISOR | 2007**

**CA TECHNOLOGIES | PRINCIPAL TECHNOLOGY SPECIALIST | 2004 – 2007**

**GRAY CARY WARE & FREIDENRICH | SECURITY ANALYST | 2002-2004**

**ON24, INC. | WEBMASTER/NETWORK ENGINEER | 1999 – 2000**

### **EDUCATION**

#### **SANS Technology Institute**

Master of Science, Information Security Engineering

#### **University of Missouri**

Bachelor of Science, Electrical Engineering

**Columbia, Mo.**

### **CERTIFICATIONS**

- GIAC Systems and Network Auditor (GSNA)
- GIAC Security Leadership Certification (GSLC)
- GIAC Security Policy and Awareness (GSPA)
- GIAC Leadership (GLDR)
- GIAC Certified Project Manager Certification (GCPM)
- CISSP® - Certified Information Systems Security Professional
- Cryptography I
- GIAC Gold Research Paper
- GIAC Certified Forensic Analyst (GCFA)
- GIAC Certified Incident Handler (GCIH)
- GIAC Certified Intrusion Analyst (GCIA)
- GIAC Penetration Tester (GPEN)
- GIAC Reverse Engineering Malware (GREM)
- GIAC Security Essentials Certification (GSEC)

- GIAC Web Application Penetration Tester (GWAPT)

## JOSEPH R. MOUNT

### EXPERIENCE

#### Software Developer

#### NIC Indiana, Tyler Technologies

August 2014 – Present

- Work closely with operations staff to outline necessary requirements for new applications, enhancements to current production applications and payment processing implementations.
- Migrate existing applications to use payment processing services such as Common Checkout Pages (CCP) and the Transaction Processing Engine (TPE).
- Create applications to use Cashier Mode in CCP for Point-of-Sale (POS) card swiping.
- Support applications leveraging NIC's Customer Database (CDB).
- Advise internal and external software development teams on integration with CCP, TPE, and CDB for payment processing needs.
- Support Customer Service in detailing customer concerns related to applications
- Assist agency partners in determining the best way to meet their needs through application enhancements.
- Provide support for high profile applications such as the State's Single Sign On (SSO) application, Access Indiana.
- Update applications to meet new security compliance standards.
- Continued education in security awareness

#### Software Engineer

#### Archway

May 2013 to August 2014

- Improved existing T-SQL stored procedures and Web Services to improve response time.
- Converted old ASPs into new Web Services to improve security and response time.
- Maintained and developed for a fund and asset management application.

#### Software Consultant

#### Firestone

Summer 2011 and Summer 2012

- Programmed a UI in ASP.NET to manage a Microsoft SQL Server.
- Documented existing Java applications.

### RELEVANT SKILLS

#### Programming Languages

C# (.Net Framework, .Net Core)

#### Web Development

.Net Core

ASP.NET

Rest API

#### Database Administration

T-SQL

#### Integrated Development Environments

Visual Studio

#### Version Control

Git

### EDUCATION

#### Ball State University

#### Muncie, IN

Bachelor of Science in Computer Science, May 2013

Major GPA: 3.23/4.00

## GARRY CHATMAN

### EXPERIENCE

#### Customer Service Representative

#### NIC Indiana, Tyler Technologies

March 2008 – Present

- Responsible for providing directions to customers related to IN.gov and multiple State applications that are supported by NIC Indiana.
- Maintain and update over 7,600 accounts to ensure the correct point of contact is listed, contact information is accurate and up to date, and verify the account has access to the approved state applications.
- Help with assisting over 28,000 account users access their approved websites, understand the billing process and aid in updating their account information
- Serve as the first point of contact to handle chargebacks and provide the necessary documentation to dispute the chargeback on behalf of the state
- First point of contact to customers who have encountered an issue with a state website from a possible bug in the system to explaining to the user how the application works.
- Effectively communicate refund requests to the appropriate people internally and with the state.
- Continued education in security awareness

#### Digital Radio Programmer

#### Motorola Central Indiana Division

March 2005-March 2008

- Responsible for on location radio programming and updates to emergency facilities such as, IMPD, ISP, IFD, Hospital Security, Monument Security, and various sporting venues.
- Accountable for ensuring all emergency radios were moved to upper channels.

### RELEVANT SKILLS

- Excellent Interpersonal Skills
- Ability to work efficiently with a team or alone
- Strong customer service skills
- Able to handle multiple tasks

### EDUCATION

#### Terre Haute South Vigo High School

#### Terre Haute, IN

Double Major in Business and Music  
Minor in Art Education

#### Attended Indiana State University

#### Terre Haute, IN

General Studies