**Karen Shepley, PMP**

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summary of qualificatioons and key skills

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| * Twenty-seven (27) years’ experience managing statewide software automation projects in California provided opportunities to work with 58 counties while they transitioned from their Legacy system to a new web-based application.
* Supported county staff with implementation from their Legacy systems to the Statewide Automated Child Support System (SACSS), transition from SACSS to CASES and KIDZ and finally from KIDZ to the California Child Support Automation System (CCSAS).
* Extensive experience interacting with technical staff bridging the gap and translating to business users. Ten years customer service supporting development, testing, training, implementation, users, and organizational change management.
* Additional project experience includes decades of change management, issue management, release management, risk management, and configuration management, plus two years quality assurance.
* Continually improved communications, processes, and procedures based on feedback and needs of county staff while supporting them through implementation, and maintenance and operations.
* A skilled communicator, talented in tailoring the message to the audience, relationship building, problem-solving, creating new processes, procedures, frequently asked questions (FAQs), reporting dashboards, facilitating meetings, configuring tools, leading, and analytical and critical thinking.
* Fluent in MS Word, Excel, PowerPoint, Access, O365, Jira, Confluence, SharePoint, Adobe, HTML, Zoom, Teams, and Skype. Aptitude to easily learn and master new software.

Communication | Problem Solving| Process Improvement | Change Management | Risk Management | Issue Management | Release Management | Operations Support | Customer Service | Analytical and Critical Thinking | Team Leading | Relationship Building | Quality Assurance| Dashboarding  |

PROFESSIONAL EXPERIENCE

**Veterans affairs / GovCIO** (09/2021 – Present)

**Requirements Team Manager**

* **Provide** analysis and elaboration of change requests/new requirements; facilitate working sessions with multiple Program offices documenting the outcome of those efforts with narratives (e.g., epics, user stories, etc.).
* **Support** the creation of functional and technical artifacts to include system diagrams and interface control documents**.**
* **Remove** roadblocks by identifying alternate methods to achieve progress and/or escalate to leadership.
* **Document** standard operating procedures and author process improvements.

**STATE OF NEVADA / MAXIMUS INC** (3/2019 – 09/2021)

**Sr. Quality Assurance Project Management Lead on the NVKIDS Child Support Software Automation Project for the Division of Welfare and Supportive Services (DWSS)**

* **Developed**, maintained, and contributed to quality assurance deliverables.
* **Reviewed** and provided feedback and recommendations on project processes, project management activities, and vendor work products and deliverables; provided project oversight reporting on development, testing, training, organizational change management (OCM), risks, issues, and implementation.
* **Analyzed** complex data and identified patterns, recommended corrective actions, and measured outcomes.
* **Monitored** project success factors, quality objectives, critical path, and metrics.

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**blue shield of california** / **EXPERIS IT** (8/2014 – 10/2015)

**Associate Project Manager in the Customer Quality Project Management Office (PMO)**

* **Provided** project coordination and complex analytical support for multiple technical and cross-functional projects simultaneously; established requirements, maintained work plans and timelines; coordinated with internal and external resources to ensure successful implementations.
* **Supported** resource allocation,annual portfolio planning, maintaining metrics; ad-hoc, weekly, monthly, and annual reporting; project origination and initiation activities for multiple projects and managers.

**california franchise tax board / cgi technologies** (9/2013 – 8/2014)
**Sr. Release Management Analyst on the Enterprise Data Revenue (EDR) Software Automation Project**

* **Created** and maintained schedules for multiple concurrent infrastructure and SaaS implementations, upgrades, new functionality, and bug fix software releases, planning and tracking of metrics, project plan, schedule, resources, and Enterprise Legacy users and systems.
* **Enhanced** existing procedures by analyzing, documenting, and implementing streamlined processes and procedures throughout the Enterprise organization.
* **Chaired** weekly meetings with multiple technical groups to update project plans with status.

**California Office of Systems Integration (OSI) / The Aeon Group** (5/2008 – 2/2013)
**Sr. Configuration, Change, Issue, and Release Management Analyst on the In-Home Supportive Services (IHSS) Software Automation Project**

* **Performed configuration management, change management, issue management, and release management tasks; developed and analyzed deliverables and reports with complex analysis and data in support of cross-functional business operations for management review; presented to various levels of management and stakeholders; led workgroups, performed training sessions, acted as SME and mentor.**
* **Managed project tasks and timelines, issue and decision logs, project metrics, deliverables, and status reports to ensure effective, ongoing communication across all teams and with stakeholders.**
* **Chaired Project Change Control Board meetings (CCB), created work orders, followed change management process through to completion.**

**california dept of child support SERVICES (DCSS) / The Aeon Group** (10/2005 – 12/2007)
**Sr. System Analyst for the CCSAS Project**

* **Identified** opportunities for improvement, worked with business users and technical support teams to develop and implement business solutions eliminating breakdowns and driving progress.
* **Performed** gap analysis, prepared reports for review, and presented to management.
* **Supported** management with meeting agendas, minutes, and stakeholder communications.

**California State Disbursement Unit (SDU) / First Data Corporation** (6/2005 – 10/2005)
**Operations Supervisor for the CCSAS Project**

* **Gathered** and documented hardware and software requirements during implementation phase; documented end-user processes and business procedures.
* **Supervised** end-to-end and volume testing for four departments, ensuring appropriate staffing and precise scheduling to achieve on-time completion and quality standards.

**KIDZ Joint Powers Authority Consortium / Eclipse Solutions Inc.** (2/1999 – 6/2005)
**Help Desk Supervisor on the KIDZ Child Support System Automation Project**

* **Created**, documented, and implemented processes and procedures to stand up a new Help Desk.
* **Analyzed** metrics, prepared ad hoc reports, and presented to management and stakeholders.
* **Identified requirements, configured software, maintained workflows, reports, and automated emails.**

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**california department of child support services (DCSS) / lockheed martin** (2/1995 – 1/1999)
**Customer Service Lead on the SACSS Project for DCSS**

* **Created**, documented, and implemented processes and procedures to stand up a new statewide customer service center to track hardware and child support software implementation issues.
* **Provided** outstanding customer service to counties resolving complex software and hardware issues.
* **Communicated** issue status and ad hoc reports to all stakeholders.
* **Planned**, prioritized, monitored, and resolved the backlog of support tickets and incidents.

CERTIFICATIONS

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

**Prosci’s Change Management ADKAR Model**, Prosci

**IT Certification**, Columbia Southern University

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