

# Carolyn M. Hennings

703-850-4467 | cmhstudies@gmail.com

<https://www.linkedin.com/in/cmhennings/> | <http://www.cmhstudies.com/>

## Professional Profile

Senior professional with 20+ years' experience advising IT organizations on management and performance improvement practices. Recent Master of Science in Data Analytics graduate with insight into data mining, statistical analysis, and machine learning. Expert at clearly and concisely communicating complex technical topics.

## Competencies

### Management

- Strategic Analysis and Planning
- Business Process Improvement
- Project and IT Service Management
- Risk Assessment and Management
- Critical Thinking and Problem Solving
- Technical Communications

### Data Analytics

- Statistical Analysis, Predictive Modeling, Machine Learning
- Data Mining, Analytics, and Visualization
- Python, Scikit-Learn, Beautiful Soup
- R, SQL, SAS
- MS Office Word, Excel, Tableau

## Certifications

- SAS Certified Statistical Business Analyst Using SAS 9: Regression and Modeling, 2020
- SAS Certified Specialist: Base Programming Using SAS 9.4, 2019
- Project Management Professional (PMP), Project Management Institute, 2005 valid through 2021
- ISO/IEC 20000 Consultant/Manager Professional Certificate, EXIN, 2010
- ITIL Expert Certification Version 3, CSME, 2010
- Manager's Certificate in IT Service Management Version 2, EXIN, 2008

## Portfolio

- Visualized U.S. Federal Government spending on the COVID-19 National Interest Action code using Python, BeautifulSoup, and Tableau
- Developed a logistic regression model for predicting incident management Service Level Agreement breaches using Python, pandas, NumPy, Scikit-Learn, Category-Encoders, and Matplotlib

## Professional Experience

CMHStudies LLC, Freelance Consultant 2013 – Present

- Advised on strategic performance management approaches
- Crafted management plans as well as IT, cybersecurity, and service management responses for proposals submitted to the U.S. Federal Government

SoftTech Consulting, IT Service Management Subject Matter Expert 2014

- Advised a federal agency on organizational design and process management capabilities for a Global Service Desk Management Office (GSDMO)
- Developed a master project schedule for the GSDMO implementation and absorption of existing service desk functions to include staffing transfers, process and procedure documentation, communications and training, metric reporting and analysis, as well as requirements for BMC Remedy updates

Solutions<sup>3</sup> LLC, IT Service Management Lead 2013 –2014

- Prepared a service desk improvement plan for the documentation and implementation of comprehensive incident, problem, and change management process sustained by ongoing training, communications, and monitoring of Key Performance Indicators (KPI) supported by ServiceNow
- Led and managed the as-is, to-be, gap analysis, and recommendations for IT service management continual improvement at a large biomedical company

CompuGain, Senior Business Analyst 2013

- Reviewed audit compliance findings and proposed compliance framework to reduce remediation costs
- Automated the generation of password reset policy compliance reports using SQL and Microsoft Excel formulas and pivot tables

SAIC, Senior Business Process Consultant 2011 – 2012

- Developed a Service Management Master Plan for governing service management and establishing continual service improvement practices
- Prepared an Organizational Transformation Program Plan describing nine critical projects establishing a service-oriented organization
- Established a monthly project review forum where project leaders shared individual plans, re-evaluated technical solutions, and coordinated activities, resulting in reduced risk to the successful execution of multiple in-flight IT enterprise modernization projects
- Led assessments, documented findings, identified gaps, analyzed conditions, and improved process maturity and performance
- Directed and reviewed the development and implementation of formalized processes and procedures

Windward Solutions, Principal Consultant 2009 – 2011

- Planned and executed process analysis and improvement projects from maturity assessment through tools requirements and implementation

AOL, Senior Technical Project Manager 2003 – 2009

- Led process analysis and improvement efforts regarding Incident Management, Business Relationship Management, Software Asset Management, Data Center Operations, and eDiscovery
- Established a program management and communication structure for CTO sponsored initiatives spanning multiple technologies organizations, resulting in continued focus on annual goals
- Implemented a software asset-management policy and process that provided visibility into a \$65M annual software budget and reduced software costs by \$12M the following year
- Captured and communicated service delivery processes resulting in improved alignment of organizational activities, roles, and responsibilities

### Additional Experience

- Lightel Systems, Manager of Product Documentation 2001
- VeriSign Global Registry Services, Senior Technical Writer 2000 – 2001
- Collective Technologies, IT Project Manager and System Administrator 1996 – 2000
- Commonwealth Edison, Systems Analyst, Chicago, Illinois 1990 – 1996

### Education

Master of Science, Data Analytics, Western Governors University, Salt Lake City, UT, 2020  
Bachelor of Science, Computer Science, University of Iowa, Iowa City, Iowa, 1990  
Bachelor of Science, Secondary Education–Mathematics, University of Nebraska, Lincoln, Nebraska, 1986