

Rebecca Rasmussen, PMP | Project Mgr | Analyst | (303) 915-4176 | Becca37@puckrat.com

Seeking remote, location-independent work. Travel welcome.

Primary Superpowers: Logical analysis, learning systems and applications quickly and effectively, wrangling processes and data, and communication, communication, communication.

Employment History

- **2016 – Current: Freelance Technical Services.** Assisting both private and platform clients with a variety of projects including project management, analysis, database and website migration, flowcharts, and process mapping.
- **2015 – 2020: Real Estate Broker.** Assisted both sellers and buyers with their property needs. Greenwood Village, CO. Relocated in April 2020 to Erie, PA.
- **2001 – 2016: SR IT Systems Analyst.** Led and managed multiple concurrent projects alongside duties as analyst (business, requirements, data, quality), and software developer (C# .NET), CenturyLink. CO. *November 2016:* After 15.5 years with CenturyLink, I accepted a too-good-to-pass-up voluntary severance package during a big reduction-in-force effort and am return eligible.
- **1999 – 2001: Technical Writer.** Independent contractor clients included the Treasury Department, the Department of Education, and Lockheed Martin. VA.
- **1998 – 1999: Software Tester.** MCI. VA.
- **1997 – 1998: Data Analyst and Software Tester.** Vector Research. VA.
- **1983 – 1997: Veterinary Technician.** Various veterinary facilities. VA.

Certifications

- Project Management Professional (PMP)
- Microsoft Office Specialist (MOS) 2016 Master (Excel Expert, Word Expert, PowerPoint, Access)

Education

- **B.S. *In-Progress*,** Management Information Systems & Business Analytics. Colorado State University – Global. Greenwood Village, CO.
- **A.A.S. Veterinary Technology.** 1992. Weyers Cave, VA.
- **B.S. Human Services.** 1990. Virginia Tech. Blacksburg, VA.

Project Experience

Adept at planning, managing, and monitoring multiple concurrent projects from inception to implementation, identifying stakeholders, defining and refining requirements, coordinating efforts, managing schedules, analyzing data, reporting metrics, and communicating with cross-functional groups in logic-required deadline-driven environments.

Key Project Types with examples

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|---------------------------|--|
| Process Automation | Established automated processes sunsetting older software products and triggering annual reviews of approved usages. <i>Reduced the use of unapproved and outdated software products across the company.</i> |
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Process Improvement	Refined processes for help desk self-help knowledgebase and online case handling and automated processes for routing of online cases. <i>Decreased time to resolution for users and reduced manual efforts for the help desk personnel.</i>
Systems Integration	Established an accurate centralized multi-system database and interface for software license approval, reporting, recovery, and management, and the tracking of physical assets assigned to users. <i>Increased the number of recovered assets and licenses when users left the company. Reduced the number of assets per user (and increased the currency of those assets). Reduced overall company asset and license expenditure.</i>
Systems Migration	Managed software application transitions between platforms (e.g. databases from SQL Server 2012 to 2016, or Windows Server 2008 R2 to 2012 R2) and users between application systems (e.g. software package, active directory domain).
Merger Integration	Evaluated existing systems and processes across current and acquired companies, determining which to retain, adapt, or discontinue.

Key Duties and Skills

- Liaised with executives, directors, managers, team members, business units, vendors, contractors, and end-users. Outlook, Excel, Word, Project, PowerPoint, Visio, SharePoint, Screensharing, Chat, Phone, Dubsado, Monday, #Slack, Teamwork Projects, Asana
- Facilitated cross-functional and international meetings with team members, stakeholders, executives, contractors, and vendors as required. Outlook, Excel, Word, Project, PowerPoint, Visio, SharePoint, SnagIt, Screensharing, Chat, Phone, Dubsado, Monday, #Slack, Asana
- Performed data quality analysis, transformed, cleansed, reported, and extracted data from other systems, and loaded data into target systems and generated reports and dashboards as needed. SQL Server And Management Studio, Transact-SQL, Access, Oracle, PL-SQL, TOAD, Caspio, ETL, MySQL, MySQL Workbench, Tableau, Alteryx, iReports, Jaspersoft Studio
- Evaluated and tracked risks, troubleshoot issues, researched root causes, and derived workarounds and fixes. Remedy-IM, Remedy-CM, SQL Server And Management Studio, Excel, Word, Project, PowerPoint, Visio, SharePoint, Smartsheet
- Created and maintained documentation for training, daily use, integrations, and disaster recovery. Word, Excel, PowerPoint, Visio, SnagIt
- Generated system diagrams, data flow charts, and upstream/downstream relationship diagrams. Visio, PowerPoint, Lucid Chart, SnagIt
- Created and maintained database schema, tables, stored procedures, scheduled jobs, views, database links, and user access. SQL Server And Management Studio, Transact-SQL, Access, Oracle, PL-SQL, TOAD, Caspio
- Utilized a hybrid predictive-adaptive methodology across the full software development life cycle. Rally, Kanban, Agile, Waterfall, SharePoint, Word, Excel, Project, Dubsado, Monday, #Slack, Teamwork Projects, Asana
- Developed and delivered software application core functionality and module updates to pilot and production environments. Visual Studio, C# .NET, HTML, XML, PHP, CSS, JavaScript, Perl, Visual Basic .NET, WordPress