

Summary

Terrell Harris, owner of R77 Designs, LLC, possesses 15 years of experience in Information Technology.

Clearance

Top Secret SCI

Education

Norfolk State University, Norfolk, VA

BS, Computer Management Information Systems May 2000
(Graduated Cum Laude)

Wesley Theological Seminary

Masters of Divinity May 2014

Web Development Certificate - George Washington University, Washington, DC Oct 2002

ITIL V3 Foundations Certification Apr 2008

ITIL V2 Practitioner: Change, Configuration & Release Management Certification Apr 2008

CTFL: Certified Tester Foundation Level Oct 2009

Digital Marketing Management Certificate – Oxford Learning Lab Aug 2013

Social Media Management Certificate – Georgetown University Apr 2014

PROFICIENCIES

Social Media Platforms: Twitter, Facebook, Google +, YouTube, Instagram, Vine, Tumblr

Languages: HTML, CSS, JavaScript

Tools: Clear Quest, Clear Case, Remedy, Polarion, Subversion, Tortoise, Rational ClearQuest, ClearCase, Subversion, CVS, PVCS Tracker, PVCS Version Manager, PVCS Notify, Razor, Coldfusion, SharePoint, WordPress, HootSuite, Buffer, Klout, Adobe CS, Adobe Premiere, Lightroom, DotNetNuke

EXPERIENCE

Owner- R77 Designs, LLC, Hyattsville, MD Nov 2003 – Present

Project Manager/Knowledge Engineer/ Configuration Manager/ Website Developer

- Directs all aspects of R77 Designs, LLC organizational strategies, policies, initiatives and objectives
- Manages and procures new accounts through the use of sales, referrals and marketing
- Responsible for implementing and maintaining Change, Configuration, Release Management/ Service Transition and Asset Management policies and procedures in accordance with ITIL standards
- Coordinates and manages the completion of all website development projects
- Sets deadlines, assigns responsibilities gathers functional requirements and summarizes all aspects of website development projects
- Leads and directs the work of subcontractors
- Completes the ongoing design and creation of websites, and promotional material by incorporating software engineering practices and creative graphic design

Social Media Manager for Yes! Yoga Has Curves Apr 2014

- Managed content distribution across Facebook, Twitter and Instagram
- Redesigned promotion graphics for Twitter, Facebook and Instagram
- Created Content Calendar
- Adjusted post schedule to Twitter and Facebook based on highest rate of engagement during the day
- Created reports using Twitter Analytics and Facebook Insights
- Adjustments to the campaign increased GoFundMe contributions from 12% - 60% over a 20 day period.

Social Media Manager for TheOpenedBox.com Jan 2011 – Current

- Photographs events
- Creates content calendars and authors 1-2 articles per week for TheOpenedBox.com using WordPress
- Manages content distribution across Facebook, Twitter and Google +
- Uses Google Analytics to conduct monthly reports
- From Jan 1, 2014 – April 1, 2014 the website has averaged 1,000 total visits per month, 1,675 total page views per month and 1.53 page visits per visit
- Increased total websites visits from 2,146 (Jan 1, 2013 - Apr 7, 2013) to 3,494 (Jan 1, 2014 - Apr 7, 2014)
- Increased total websites views from 3,043 (Jan 1, 2013 - Apr 7, 2013) to 5,398 (Jan 1, 2014 - Apr 7, 2014)
- Increased Mail Chimp email campaign open rate from 13.98% to 16.1%
- Ran a campaign to grow twitter following from roughly 1,200 followers to 22k followers (Nov 2012 – Jul 2013)
- Developed an app (which can be found in Google Play and the App Store) for direct consumer engagement

Knowledge Engineer/ SharePoint Developer DIA AFPAC Task Force Mar 2013 – Mar 2014

Sub-Contracted to Zolon Tech

- Identify customer requirements as it relates to SharePoint 2007, SharePoint 2010 and provide alternative solutions when requirements provided are not of sound technical, fiscal, and/or executable manner
- Configure web part pages, structure pages, calendar views and overlays in SharePoint 2010
- Assist in the development of SharePoint 2007 migration to SharePoint 2010 project plan
- Provided desk side support and training to customers
- Create and maintain custom SharePoint sites on JWICS, SIPR and BICES
- Maintain and script CSS that allows SharePoint branding to be hidden leading to a custom web application feel

Knowledge Engineer Joint Staff J6 Jul 2012 – May 2013

Sub-Contracted to Technique Solutions

- Identified customer requirements as it relates to SharePoint 2010 and provide alternative solutions when requirements provided are not of sound technical, fiscal, and/or executable manner
- Assisted in the development of Communication and Training Plans
- Assisted in the development of SharePoint 2007 migration to SharePoint 2010 project plan
- Configured web part pages, structure pages, calendar views and overlays in SharePoint 2010
- Assisted in the migration from document libraries to Share Point Document center including gathering taxonomy requirements for metadata tagging
- Complete integration testing of newly developed hardware and software tools

DISA Configuration Manager Nov 11 – Apr 12

Sub-Contracted to Data Federal

- Provided configuration management support including the creation and review of documentation, as well as ensuring all required documentation is maintained during integration and development activity, involving all tools and applications transitioning to the baseline and operations support.
- Assisted in the in the development of project timelines and gathering of requirements as it related to upgrading from existing CM tool to Altiris 7.1
- Developed Software Asset Management Plans in accordance with ITIL V3 standards

Coordinator of Digital and Online Content – Wesley Theological Seminary Oct 2014 – Aug 2015

- Served as project manager for website redesign project
- Photographed and provided videography on a weekly basis
- Created social media campaigns
- Completed WordPress development
- Lead /instructed social media classes for Course of Study Students
- Collaborate with Wesley’s website vendor and information technology team to provide leadership in the development of a strong visual and user-friendly website for all constituencies
- Acquire, create and develop robust website content – to include live streaming, video and photography production and editing - in collaboration with the Director of Marketing and Communications and various other departments

- Provide translation of written and printed materials to interactive, progressive web formats
- Deliver content that is strategically mission-driven and relevant to seminary audiences
- Provide project leadership, technical support and training to members of the Seminary community who utilize web content to communicate – in particular Admissions, Development, student services offices, Educational and Institutional Technology, and various student populations.
- Collaborate with the Director of Marketing and Communications to support outreach to Wesley's core constituencies via coordinated e-communications program, including e-newsletters, email campaigns, standard or multimedia blogs and other interactive social networking platforms.
- Serve as the primary contact and respondent for the seminary's website inquiries.
- Work in collaboration with the website vendor and both the IT and Educational Technology Departments to insure upkeep and maintenance of the website.

Associate- Booz Allen Hamilton, McLean, VA Jun 2009 – November 2011

- Managed Tier-1 Staff to ensure proper training and on-boarding is conducted in the event of the addition of new staff members
- Ensured support coverage is provided 24 hours per day and ensures the escalation of incidents after normal business hours
- Ensured that all Incidents are resolved within agreed performance levels and normal service operation is maintained or restored as soon as possible in the event of an outage
- Developed and manages and provides IT Incident Management metrics to management and the client as requested
- Worked with all functions to ensure processes are executed as designed and measured accurately according to established quality control standards
- Reviewed and escalated incidents to tier2
- Monitored, prioritized and assigned all Incidents
- Approved modification to custom fields of the Remedy ticketing system as needed
- Coordinated process change with other process owners
- Developed and maintain Tier 1 Service Desk Operating Procedures and Incident Management techniques following ITIL Service Operation best practices
- Planned, developed, documented, implemented, and maintained configuration management techniques
- Ensured that all new or non-compliance hardware and software completed the configuration management, release management and change management processes
- Inputted and maintained all CI's in the CMDB, posted changes received from functional groups and identified impacts to other functional groups within IMCEN and across ITA service centers.
- Monitored and updated the DSL (Definitive Software Library)
- Facilitated internal CCBs (Change Control Boards)
- Ensured the closeout of Quality Assurance Findings

Release Manager - Eagle Ray Inc, Chantilly, VA

Jan 2008– May 2009

Contracted to The Joint Staff

- Developed and maintained an efficient Release Management Process for the Joint Staff System Integration Services according to ITIL standards

- Provided training on the Joint Staff Release Management Process
- Acted as the facilitator for the weekly Configuration Control Board (CCB) meeting to approve releases
- Ensured that each project or new capability has been properly documented and has met the requirements of the Configuration Control Board
- Coordinated with the Configuration Control Board to introduce and manage authorized changes to the operational environment.
- Maintained a Forward Schedule of Change
- Provided Release Metrics
- Implemented a Post Implementation Review Process

Software Configuration Manager- Keane Federal Systems, McLean, VA Apr 2007– Dec 2007

Contracted to DIA

- Participated in the development and administration of the software quality assurance program and processes of software development projects
- Worked closely with development groups to facilitate software releases
- Maintained a library of current released software, as well as test software using Polarion
- Served as Polarion administrator by installing software as needed, creating user accounts, managing data entry, training users and establishing a code repository while keeping an accurate baseline of all code
- Served as Configuration Control Board (CCB) facilitator by creating meeting agendas, establishing ground rules for the meetings, scheduling emergency meetings when required and generating reports based on meeting activities
- Developed a repeatable CM/Software Life Cycle process
- Performed daily backups of the WIKI application
- Aided in trouble shooting system failures
- Maintained daily status application reports
- Served as backup to System Administrator

Software Configuration Manager- Stanley Associates, Arlington, VA Aug 2005– Apr 2007

Contracted to DISA (The Defense Information Systems Agency)

- Served as the sole contact for all configuration management responsibilities in support of DISA's Financial Management System, and Action Information System
- Coordinated with customers and manufacturers to determine a process for code migration
- Identified, researched, and resolves technical problems as related to PVCS Tools
- Provided guidance to users by serving as the PVCS Tracker/ Version Manager administrator
- Maintained baselines, exercise version control, control changes through the baselines, and ensure the traceability of all work products using PVCS Tracker and Version Manager
- Tested and updated Configuration Management document and procedures
- Processed Problem Change Requests to ensure timely distribution and resolution
- Responded to telephone calls, email and personnel requests for technical support. Document, track, and monitors the problem to ensure a timely resolution

- Performed periodic code audits to ensure the production environment matches
- Provided management with reports as necessary, to include Tracker metrics for management issues and Problem Change Requests, and baseline information from Version Manager
- Maintained CM Library, to include: CM software tools; deliverables; code backups; other CM documentation
- Generated custom CM procedures for use by developers; Review, train, and clarify as needed
- Retired unused systems as needed

Commercial App SW Eng Asc- Lockheed Martin, Gaithersburg, MD **May 2004– Aug 2005**

- Reviewed released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies
- Coordinated with customers and manufacturers to determine a process for change reporting
- Completed scheduled code distribution
- Participated in the coordination and administration of assigned configuration management activities relative to identification, control, and accounting for systems and/or equipment in accordance with contractual requirements
- Ensured that customer requirements are implemented and reviews change accounting activity to ensure compliance with configuration management policies
- Performed code extracts using Razor