

ATTACHMENT B10 – MAINTENANCE AND ENHANCEMENTS KEY STAFF RESUMES/STAFF QUALIFICATIONS

Attachment B10 contains our Maintenance and Enhancements (M&E) Key Staff Resumes/Qualifications, Parts 1 and 2, in the format as provided by the RFP.

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1.2 M&E Project Management Office Lead, Kristina Badali

M&E PROJECT MANAGEMENT OFFICE LEAD					
PART 1 – RÉSUMÉ					
Contractor	Deloitte Consulting LLP				
Candidate Name	Kristina Badali				
Position in the Company	Specialist Leader	Length of Time in Position	2 years		
Project Position & Responsibilities	As the M&E Project Management Office (PMO) Lead , Kristina will work closely with the M&E Project Manager and provides PMO support in the execution of the M&E Contractor's Agreement responsibilities. She adheres to the Consortium's PCD and other Consortium-required processes and procedures. Responsibilities include managing and monitoring the M&E work plan; Confirming the M&E Contractor's Team understands and adheres to work plan activities, deliverable responsibilities, and project processes and procedures; Leading and supporting the development and delivery of all M&E deliverables and work products.; Providing financial reporting regarding planned and actual expenditures monthly; Establishing and managing M&E-related issue resolution and risk mitigation strategies.				
Skills & Qualifications for Project Position	Kristina exceeds all skills, qualifications, and requirements for the project position. She has a Project Management Institute (PMI) Project Management Professional (PMP) certification, over 5 years of PMO experience, and an additional 10 years of experience delivering complex system projects for human services agencies. Kristina is a synergistic team leader dedicated to transcending client expectations, deploying high-value products and deliverables, coaching and mentoring team members, and bringing continuous improvement to processes, project control methods, and communication tools. Kristina defines and delivers PMO tools, processes, and services; contract and scope management; risk, issue, decision, and change management. Kristina engages inclusive and innovative practices to monitor and report project controls, progress, and performance. She is a conduit for the on-time execution of quality products, manages and communicates schedule performance, and coaches team members.				
Relevant Experience (Add additional tables as needed)					
Project Title	State of Tennessee – Tennessee Eligibility Determination System (TEDS)				
Position Title	Project Management Office Manager				
Begin Date	09/01/2019	End Date	Present	# of Months	45
Scope and Description of Responsibility	The Tennessee Eligibility Determination System (TEDS) is a large and complex Health and Human Services project. Kristina has served as the PMO lead from the TEDS system since 2019, and additional smaller projects in a shared service model across Deloitte's projects for multiple Tennessee agencies. As PMO Lead, Kristina sets, maintains, and ensures standards for project and quality management for TEDS and 20+ projects in the agencies served by Deloitte. This includes deliverable and work plan management as well as compliance tasks and activities. In addition, she				

M&E PROJECT MANAGEMENT OFFICE LEAD					
	oversees the PMO conducting of quality management and assurance reviews as well as risk identification and mitigation. She maintains a robust staff management process as well as the management of contracts and change orders. She directs the PMO as it develops and coordinates the Master Work Plan across project teams using Microsoft Project and industry best practices				
Skills Utilized and Experience Attained	Kristina is skilled in staff management, quality management, change order facilitation, and stakeholder communication. Kristina provides and consistently exceeds in mitigating risks, documenting project concerns, and maintaining deliverable quality. She has a proven ability to facilitate compliance meetings, maintaining client project process catalogs, and engage with senior leadership. She is skilled in financial oversight, model development, invoicing and budget maintenance. Kristina is committed to driving successful project outcomes and fostering effective teamwork.				
Project Title	State of Delaware - Department of Services for Children, Youth, and Their Families (DSCYF) FOCUS Project				
Position Title	Production Support Manager				
Begin Date	10/01/2018	End Date	07/01/2019	# of Months	10
Scope and Description of Responsibility	DSCYF developed a transformational case management system, FOCUS that integrates all of their divisions within one enterprise-wide solution. Deloitte played the role of the implementation vendor for the project. Kristina managed the daily operations of production support requests, ensuring efficient triage, deployment, and reporting. She reviewed and implemented change requests using agile methodology, driving seamless integration between business and systems. Kristina was critical in revising the production support request process, collaborating with on-site and offsite Deloitte practitioners, and client teams to enhance efficiency and provide transparent status updates.				
Skills Utilized and Experience Attained	Kristina was critical in implementing the production support request process, collaborating with on-site, offshore, and client teams to develop an efficient process and provide transparency across teams. As a leader, she conducted customer experience sessions, prioritizing key project initiatives and enhancements for the team. Kristina provided valuable guidance to clients, overseeing training and change management activities.				
Project Title	State of Arkansas - Department of Human Services (DHS)				
Position Title	Support Manager				
Begin Date	11/01/2017	End Date	10/01/2018	# of Months	11
Scope and Description of Responsibility	Arkansas DHS selected Deloitte as the M&O vendor for its entire application portfolio. Deloitte replaced the incumbent vendor who managed the DHS portfolio for more than 20 years. Kristina played a pivotal role in the successful transition of the portfolio to Deloitte. With a keen understanding of the portfolio's intricacies, Kristina and her team assessed the diverse range of technologies, including COBOL, .NET, and PowerBuilder. Her ability to navigate and comprehend these various technologies was crucial in ensuring a smooth and efficient transition process. Kristina's strong project management skills, attention to detail, and ability to adapt to complex environments played a significant role in the successful completion of the transition.				

M&E PROJECT MANAGEMENT OFFICE LEAD		
Skills Utilized and Experience Attained	Kristina utilized her expertise in managing functional and technical teams through the SDLC to support IT services for the project. Kristina managed SDLC for large scale enhancements with team of 20+ analysts, developers, and testers including requirement gathering, design, development, testing and deployment; coordinated project charter submission for multiple releases across various division systems; developed key internal processes utilizing project tools including Microsoft Project and TFS; and assisted with initial PMO set-up, managing PMO team deliverable submission and project initiatives.	
Education (add rows as needed)		
Years	Course of Study	School
2009 – 2011	Master of Business Administration	University of Pittsburgh
2009 – 2011	Master of Science in Management Information Systems	University of Pittsburgh
2001 – 2005	Bachelor of Science in Information Sciences and Technology	Penn State University
Professional Certifications or Designations (add rows as needed)		
Certification or Designation	Organization	Dates
Project Management Professional (PMP)	Project Management Institute (PMI)	05/01/2017 – Present
Certified Scrum Master (CMS)	ScrumAlliance	07/12/2019 – 07/12/2023
Certified SAFe 4 Agilist	Scaled Agile, Inc.	10/22/2023

PART 2 – M&E PROJECT MANAGEMENT OFFICE LEAD MINIMUM QUALIFICATIONS TABLE	
Minimum Qualification ME-S8	A minimum of three (3) years of experience within the past five (5) year leading a PMO in a systems integrator organization, Federal, State, County, or Consortium organization.
Project #1	Contact #1
Company Name: State of Tennessee, TennCare	Contact Name: [REDACTED], CIO
Project Name: TEDS Project	Company Name: TennCare
Time Period: 09/01/2019 – Present (45 months)	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Project Management Office Manager	
Description of relevant experience:	
<p>Kristina serves as Project Management Office Manager for the State of Tennessee TEDS Project and other Deloitte projects with other Tennessee agencies. The TEDS project has a contract value of over \$100 million since its inception. Kristina is results-driven with extensive experience leading a PMO within a reputable systems integrator organization, specializing in serving Federal, State, County, and Consortium organizations. She has served in this role for over 3.75 years (45 months) in the past 5 years. She provides oversight to PMO tasks and activities across multiple projects, spanning five agencies and encompassing a portfolio of 30+ initiatives. Kristina is an expert at maintaining accurate staff management records for a large team of 1,100+ members. Her proven expertise in conducting comprehensive quality management reviews to identify and mitigate risks ensures team success. Using integrated work plans to track progress and document issues, Kristina successfully mitigates risks and project concerns. She is proficient in preparing and facilitating change orders and statement of work documents, ensuring compliance, and securing necessary approvals.</p>	
Project #2	Contact #2
Company Name: State of Arkansas	Contact Name: [REDACTED]
Project Name: Department of Human Services	Company Name: Department of Human Services Office of System and Technology
Time Period: 11/01/2017 – 10/01/2018 (11 months)	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Support Manager	
Description of relevant experience:	
<p>Kristina provided direct support and expertise in various Project Management knowledge areas, including scope, human resources, risk, quality, integration, time, cost, and communication, while serving the State of Arkansas. She successfully managed the system development life cycle (SDLC) process for large-scale enhancements. Kristina led a multidisciplinary team of 20+ analysts, developers, and testers through requirement gathering, design, development, testing, and deployment phases. She effectively coordinated project charter submissions for multiple releases across diverse division systems. Kristina developed and implemented key internal processes utilizing Microsoft Project and TFS (Team Foundation Server) tools. She was pivotal in establishing the initial PMO and effectively managed the PMO team, ensuring timely deliverable submissions and successful project initiatives. During this time, she regularly utilized her</p>	

PART 2 – M&E PROJECT MANAGEMENT OFFICE LEAD MINIMUM QUALIFICATIONS TABLE	
advanced skillset in Microsoft Office Suite, Project, Visio, and SharePoint and programming languages such as COBOL, PowerBuilder, and .NET.	
Total Duration of all Projects cited to meet the MQ:	56 months
Minimum Qualification ME-S9	A minimum of three (3) years of experience directly responsible for supporting activities in the following Project Management knowledge areas: scope, time, cost, human resource, risk, quality, integration, and communication.
Project #1	Contact #1
Company Name: State of Tennessee, TennCare	Contact Name: [REDACTED], CIO
Project Name: TEDS Project	Company Name: TennCare
Time Period: 09/01/2019 – Present (45 months)	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Project Management Office Manager	
Description of relevant experience:	
<p>While serving the state of Tennessee, Kristina demonstrated expertise in overseeing Project Management Office (PMO) tasks and activities while managing the TEDS project. She provided direct support and expertise in various Project Management knowledge areas, including scope, time, cost, human resources, risk, quality, integration, and communication. Her effective project management led to implement effective time management process to efficiently utilize resources while increasing quality and fostering effective team communication. She conducts regular and comprehensive quality management reviews, effectively mitigating risks through integrated work plan activities, and diligently documents issues, risks, and project concerns. She is a proactive problem-solver committed to delivering high-quality outcomes in a dynamic, fast-paced environment.</p>	
Project #2	Contact #2
Company Name: State of Arkansas	Contact Name: [REDACTED]

PART 2 – M&E PROJECT MANAGEMENT OFFICE LEAD MINIMUM QUALIFICATIONS TABLE				
Project Name: Department of Human Services		Company Name: Department of Human Services Office of System and Technology		
Time Period: 11/01/2017 – 10/01/2018 (11 months)		Phone Number: [REDACTED]		
Percentage of Time: 100%		Email: [REDACTED]		
Staff Role: Support Manager				
<p>Description of relevant experience:</p> <p>Kristina provided direct support and expertise in various Project Management knowledge areas, including scope, human resources, risk, quality, integration, time, cost, and communication, while serving the State of Arkansas. She successfully managed the system development life cycle (SDLC) process for large-scale enhancements. Kristina led a multidisciplinary team of 20+ analysts, developers, and testers through requirement gathering, design, development, testing, and deployment phases. She effectively coordinated project charter submissions for multiple releases across diverse division systems. Kristina developed and implemented key internal processes utilizing Microsoft Project and TFS (Team Foundation Server) tools. She was pivotal in establishing the initial PMO and effectively managed the PMO team, ensuring timely deliverable submissions and successful project initiatives. During this time, she regularly utilized her advanced skillset in Microsoft Office Suite, Project, Visio, and SharePoint and programming languages such as COBOL, PowerBuilder, and .NET.</p>				
Total Duration of all Projects cited to meet the MQ:		56 months		
Minimum Qualification ME-S10	Possess and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification throughout the term of this Agreement.			
Certification/Degree Title	Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer
Project Management Professional (PMP)	2038246	05/15/2017	05/14/2026	Copy Attached

Attached Certification:






Kristina Lee Badali

is awarded the designation Certified ScrumMaster® on this day, July 12, 2019, for completing the prescribed requirements for this certification and is hereby entitled to all privileges and benefits offered by SCRUM ALLIANCE®.



Certificant ID: 000960527 Certification Active through: 12 July 2023


Certified Scrum Trainer®


Chairman of the Board

SCALED AGILE FRAMEWORK® (SAFe®)



SCALED AGILE

This certificate verifies

Kristina Badali

has successfully met the requirements of a

Certified SAFe 4 Agilist

VALID UNTIL: OCTOBER 22, 2023

CERTIFICATE ID: 81190654-3280

A handwritten signature in black ink, appearing to read "Dean Leffingwell".

Dean Leffingwell
Chief Methodologist, SAFe®
Co-founder Scaled Agile, Inc.

A handwritten signature in black ink, appearing to read "Chris James".

Chris James
Chief Executive Officer
Scaled Agile, Inc.

The logo consists of three slanted parallel lines in blue and yellow, followed by the text "SAFe" in bold blue letters.
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