Infrastructure Project Manager

| **INFRASTRUCTURE PROJECT MANAGER** | | | | | | | | | | | | | | | | | | |
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| **PART 1 – RÉSUMÉ** | | | | | | | | | | | | | | | | | | |
| Contractor | | Kyndryl | | | | | | | | | | | | | | | | |
| Candidate Name | | Nancy Kastell | | | | | | | | | | | | | | | | |
| Position in the Company | | Account Partner | | | | | | | | | | Length of Time in Position | 31 years | | | | | |
| Project Position & Responsibilities | | Nancy has held various technical and project management leadership positions over the past 31 years all within our Public Sector and Healthcare market and primarily in the States of California, Oregon, and Washington. Nancy started her career with IBM Global Services in 1989 and provided support on over 13 large scale IT development projects until November 2021 when Kyndryl was formed, as a spinoff company from IBM. Nancy currently resides in the Sacramento area and works for Kyndryl supporting our Public Market West Coast segment. In addition to the client projects listed, Nancy served as the Senior Partner Executive overseeing all IBM Technology Services accounts and new opportunities in the State of California for the period 5/2019-5/2021. Nancy also served as senior Client Services Executive negotiating the CA Medicaid and Management Information System (CA-MMIS) extensions for IBM from 6/2016-12/2018.  As an Account Partner, Nancy focuses on understanding the client’s vision, goals and strategy and how Kyndryl’s services will help enable/drive better customer outcomes. Nancy utilizes Kyndryl Consult specialists to enhance our service delivery and perform as a strategic partner rather than just a technology services vendor. | | | | | | | | | | | | | | | | |
| Skills & Qualifications for Project Position | | Nancy is an accomplished Director, Account Management Partner with Kyndryl. She has over thirty years of experience within the State of California in the development, implementation, maintenance and operation of large-scale systems as project executive, project manager, system architect, technical lead, analyst, and programmer. As part of IBM, Nancy was most recently responsible for all IBM technology services engagements for the State of California agencies, local governments, and higher education within the IBM Integrated Account for California. She is recognized by her clients for her business acumen and leadership of high performing teams. In her role, Nancy constructed partnerships between clients, team IBM, vendors, and subcontractor organizations and managed the governance and implementation of these partnerships with an objective of being a trusted business partner. With Kyndryl, Nancy was most recently responsible for maintenance and operations the WA ACES account. Her skills are well balanced in the five key general management areas of client relationship management, consultative selling, financial / business management, portfolio / program management and team / people management. She has been the primary focal point and owner for all activities on several successful large, lengthy, challenging, and complex contracts; accountable for meeting budget, schedule and quality objectives and for improving overall customer satisfaction.  Skills include: Operations Management; Project Management; Strategic Planning and Execution; Contract Negotiations; IT Outsourcing; Team Development, Leadership, and Motivation; Information Security, Policies, and Compliance; Incident and Change Management; Business Best Practice Knowledge of ITIL, Lean, and Six Sigma; Enterprise Transformation Deployment and Migrations; IT Strategy, Analytics, and Architecture; Business Continuity and Disaster Recovery; Budgeting and Cost Optimization; Client Relationship Management; and Vendor Management. | | | | | | | | | | | | | | | | |
| **Relevant Experience (Add additional tables as needed)** | | | | | | | | | | | | | | | | | | |
| Project Title | **Project 1: WA ACES** | | | | | | | | | | | | | | | | | |
| Position Title | Account Partner | | | | | | | | | | | | | | | | | |
| Begin Date | 05/01/2021 | | | | End Date | | | | 07/30/2022 | | | | # of Months | | | 15 months | | |
| Scope and Description of Responsibility | Overall account ownership and management of this $30M+/annual contract with 100+ staffpersons. Executive level client relationship management. Managed Kyndryl technical infrastructure operations and production control, oversaw IBM application maintenance team operations and support. | | | | | | | | | | | | | | | | | |
| Skills Utilized and Experience Attained | Account Management, Financial Management, Executive Customer Interface, Subcontract Vendor Management, SLA reporting | | | | | | | | | | | | | | | | | |
| Project Title | **Project 2: Oregon MUSIC** | | | | | | | | | | | | | | | | | |
| Position Title | Project Executive | | | | | | | | | | | | | | | | | |
| Begin Date | 02/01/2018 | | | End Date | | | | | 04/30/2019 | | | | # of Months | | | | 15 months | |
| Scope and Description of Responsibility | Project Executive for the Department of Administrative Services, Oregon Project MUSIC. This $40M project with 30+ staff persons implemented and operated a new phone system for 30,000 state employees at over 600 sites with ongoing managed communications, disaster recovery, and service desk. Focus on improved project communications, executive leadership with the State CIO, quality delivery management and subcontract vendor management. | | | | | | | | | | | | | | | | | |
| Skills Utilized and Experience Attained | Project Management, Client Relationship Management, Vendor Management and Contract Negotiations | | | | | | | | | | | | | | | | | |
| Project Title | **Project 3: Health Net** | | | | | | | | | | | | | | | | | |
| Position Title | Project Portfolio Manager | | | | | | | | | | | | | | | | | |
| Begin Date | 08/01/2012 | | | | | End Date | | | | 05/30/2016 | | | | # of Months | | | 46 months | |
| Scope and Description of Responsibility | Project Executive for overall Health Net Projects and Network scope. Oversaw the $10M annual, 200+ portfolio of projects, 30 PMs, and 50 technical resources to more effectively deliver timely solutions to Health Net. Responsible for increasing customer satisfaction in these areas. In 2013, doubled the output of IBM RFS work for Health Net from the prior year. In 2014-2016, successfully achieved SLAs and backlog commitments for 99% of the portfolio while continuing the high level of productivity from 2013. | | | | | | | | | | | | | | | | | |
| Skills Utilized and Experience Attained | Portfolio Management, Personnel Management, Customer Interface, SLA Management | | | | | | | | | | | | | | | | | |
| Project Title | **Project 4: California Child Support Enforcement** | | | | | | | | | | | | | | | | | |
| Position Title | Program Office Manager | | | | | | | | | | | | | | | | | |
| Begin Date | 09/01/2002 | | | | | | End Date | | | | 03/30/2009 | | | | # of Months | | | 79 months |
| Scope and Description of Responsibility | Program Office Manager for the Department of Child Support Services (DCSS) Child Support Enforcement (CSE) Project. Focus on client executive relationship management. Responsible for management and operations of the Program Office for this seven year, $800M+ contract. Program Office responsibilities include Business Controls, LAN and desktop support, Deliverable Management, Risk/Issue/Change Control Management, Schedule Management, Communications Management, Procurement, Financials outlook and tracking. Resolved sales tax, subcontractor delivery, and RFS cost reasonableness issues resulting in over $5M savings. Prepared for and responded to IBM Corporate Audit, and numerous project management reviews, all resulting in an ‘A’ and customer sat of 10.  Coordinated closely with IBM’s alliance partners, Accenture for Application Development and CGI for Implementation Rollout Services, to represent a single entity with consistent processes to the client.  As part of the CSE project, Nancy was responsible for formulating and solutioning a $27M call center solution and provided ongoing oversight and executive cross-team leadership of the call center implementation. Nancy was also responsible for defining the initial governance and project management processes and procedures for the overall monumental CSE project. She managed the development of the project work breakdown structure and schedule. Nancy also defined processes for monthly earned value reporting (financial mgmt) for the project. Nancy was recognized as one of IBM’s ‘top twenty’ project managers in 2004 receiving a Professional Excellence award from IBM’s Project Management Center of Excellence. | | | | | | | | | | | | | | | | | |
| Skills Utilized and Experience Attained | Project Management, Program Office Management, Executive Customer Relationship Management, Large and Complex IT System Development and Management | | | | | | | | | | | | | | | | | |
| **Education (add rows as needed)** | | | | | | | | | | | | | | | | | | |
| **Years** | **Course of Study** | | | | **School** | | | | | | | | | | | | | |
| 1981-1986 | Computer Science | | | | Sacramento State University, California – Bachelor of Science | | | | | | | | | | | | | |
| **Professional Certifications or Designations (add rows as needed)** | | | | | | | | | | | | | | | | | | |
| Certification or Designation | | | Organization | | | | | Dates | | | | | | | | | | |
| Certified Project Executive | | | IBM | | | | | 2009-2021 | | | | | | | | | | |
| Certified Project Manager | | | IBM | | | | | 1999-2021 | | | | | | | | | | |
| PMP | | | Project Management Institute | | | | | 1998-2009 **(will recertify prior to award)** | | | | | | | | | | |

*Table 15. Infrastructure Project Manager – Part 1*

| **PART 2 – INFRASTRUCTURE PROJECT MANAGER MINIMUM QUALIFICATIONS TABLE** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Minimum Qualification  I-S3 | A minimum of three (3) years of experience within the past ten (10) years on a large and complex IT system that is in production. | | | | | | | |
| **Project #1** | | | | **Contact #1** | | | | |
| *Company Name: IBM/Kyndryl* | | | | *Contact Name: Chris Miller* | | | | |
| *Project Name: Project 1 - WA ACES* | | | | *Company Name: State of Washington, DSHS* | | | | |
| *Time Period: 5/2021-7/2022* | | | | *Phone Number: 360-664-4488* | | | | |
| *Percentage of Time: 100%* | | | | *Email: Chris.Miller@dshs.wa.gov* | | | | |
| *Staff Role: Account Partner* | | | | | | | | |
| *Description of relevant experience: managed multidisciplinary teams (project office, production operations, infrastructure support, application development and maintenance) for this twenty year old legacy eligibility system.* | | | | | | | | |
| **Project #2** | | | | | | | **Contact #2** | |
| *Company Name: IBM* | | | | | | | *Contact Name: Jennifer de Jong* | |
| *Project Name: Project 2 - Oregon MUSIC* | | | | | | | *Company Name: State of Oregon, Dept Admin Services* | |
| *Time Period: 2/2018-4/2019* | | | | | | | *Phone Number: 503-378-3175* | |
| *Percentage of Time: 100%* | | | | | | | *Email: Jennifer.DEJONG@das.oregon.gov* | |
| *Staff Role: Project Executive* | | | | | | | | |
| *Description of relevant experience: coordinated multidisciplinary teams (Unify subcontractor for implementation, Unify subcontractor for help desk support, IBM technical support, IBM Maintenance and Operations, IBM TEM subcontractor) for the implementation rollout and production operation of this critical State telephone system.* | | | | | | | | |
|  |  | | | | | | | |
| **Project #3** | | | | | | **Contact #3** | | |
| *Company Name: IBM* | | | | | | *Contact Name: Andrea Clapp* | | |
| *Project Name: Project 3 – Health Net* | | | | | | *Company Name: Health Net* | | |
| *Time Period: 8/2012-5/2016* | | | | | | *Phone Number: retired* | | |
| *Percentage of Time: 100%* | | | | | | *Email: retired* | | |
| *Staff Role: Project Portfolio Manager* | | | | | | | | |
| *Description of relevant experience: Client Relationship Management and Project Management oversight for numerous transformation and improvement projects for Health Net’s operational production systems.* | | | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | *76 Months* | | | | | |
| Minimum Qualification  I-S4 | A minimum of five (5) years of experience as a Project Manager or Project Director within the past ten (10) years being directly responsible for activities in the following Project Management knowledge areas: scope, time, cost, human resource, risk, quality, integration and communication. | | | | | | | |
| **Project #1** | | | | **Contact #1** | | | | |
| *Company Name: IBM/Kyndryl* | | | | *Contact Name: Chris Miller* | | | | |
| *Project Name: Project 1 - WA ACES* | | | | *Company Name: State of Washington, DSHS* | | | | |
| *Time Period: 5/2021-7/2022* | | | | *Phone Number: 360-664-4488* | | | | |
| *Percentage of Time: 100%* | | | | *Email: Chris.Miller@dshs.wa.gov* | | | | |
| *Staff Role: Account Partner* | | | | | | | | |
| *Description of relevant experience: managed multidisciplinary teams (project office, production operations, infrastructure support, application development and maintenance.)* | | | | | | | | |
| **Project #2** | | | | | | | **Contact #2** | |
| *Company Name: IBM* | | | | | | | *Contact Name: Jennifer de Jong* | |
| *Project Name: Project 2 - Oregon MUSIC* | | | | | | | *Company Name: State of Oregon, Dept Admin Services* | |
| *Time Period: 2/2018-4/2019* | | | | | | | *Phone Number: 503-378-3175* | |
| *Percentage of Time: 100%* | | | | | | | *Email: Jennifer.DEJONG@das.oregon.gov* | |
| *Staff Role: Project Executive* | | | | | | | | |
| *Description of relevant experience: coordinated multidisciplinary teams (Unify subcontractor for implementation, Unify subcontractor for help desk support, IBM technical support, IBM Maintenance and Operations, IBM TEM subcontractor) for the implementation rollout and production operation of this critical State telephone system.* | | | | | | | | |
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| **Project #3** | | | | | | **Contact #3** | | |
| *Company Name: IBM* | | | | | | *Contact Name: Andrea Clapp* | | |
| *Project Name: Project 3 – Health Net* | | | | | | *Company Name: Health Net* | | |
| *Time Period: 8/2012-5/2016* | | | | | | *Phone Number: retired* | | |
| *Percentage of Time: 100%* | | | | | | *Email: retired* | | |
| *Staff Role: Project Portfolio Manager* | | | | | | | | |
| *Description of relevant experience: Client Relationship Management and Project Management oversight for numerous transformation and improvement projects for Health Net’s operational production systems.* | | | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | *76 Months* | | | | | |
| Minimum Qualification  I-S5 | A minimum of five (5) years of experience within the past ten (10) years, supervising teams of 25 people or greater on Projects that involved large and complex IT systems. | | | | | | | |
| **Project #1** | | | | **Contact #1** | | | | |
| *Company Name: IBM/Kyndryl* | | | | *Contact Name: Chris Miller* | | | | |
| *Project Name: Project 1 - WA ACES* | | | | *Company Name: State of Washington, DSHS* | | | | |
| *Time Period: 5/2021-7/2022* | | | | *Phone Number: 360-664-4488* | | | | |
| *Percentage of Time: 100%* | | | | *Email: Chris.Miller@dshs.wa.gov* | | | | |
| *Staff Role: Account Partner* | | | | | | | | |
| *Description of relevant experience: managed multidisciplinary teams (project office, production operations, infrastructure support, application development and maintenance.)* | | | | | | | | |
| **Project #2** | | | | | | | **Contact #2** | |
| *Company Name: IBM* | | | | | | | *Contact Name: Jennifer de Jong* | |
| *Project Name: Project 2 - Oregon MUSIC* | | | | | | | *Company Name: State of Oregon, Dept Admin Services* | |
| *Time Period: 2/2018-4/2019* | | | | | | | *Phone Number: 503-378-3175* | |
| *Percentage of Time: 100%* | | | | | | | *Email: Jennifer.DEJONG@das.oregon.gov* | |
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| **Project #3** | | | | | | **Contact #3** | | |
| *Company Name: IBM* | | | | | | *Contact Name: Andrea Clapp* | | |
| *Project Name: Project 3 – Health Net* | | | | | | *Company Name: Health Net* | | |
| *Time Period: 8/2012-5/2016* | | | | | | *Phone Number: retired* | | |
| *Percentage of Time: 100%* | | | | | | *Email: retired* | | |
| *Staff Role: Project Portfolio Manager* | | | | | | | | |
| *Description of relevant experience: Client Relationship Management and Project Management oversight for numerous transformation and improvement projects for Health Net’s operational production systems.* | | | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | *76 Months* | | | | | |
| Minimum Qualification  I-S6 | A minimum of five (5) years of experience within the past ten (10) years building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience, ensuring client is aware of progress/service status; and building credibility and fostering business-partnering relationships. | | | | | | | |
| **Project #1** | | | | **Contact #1** | | | | |
| *Company Name: IBM/Kyndryl* | | | | *Contact Name: Chris Miller* | | | | |
| *Project Name: Project 1 - WA ACES* | | | | *Company Name: State of Washington, DSHS* | | | | |
| *Time Period: 5/2021-7/2022* | | | | *Phone Number: 360-664-4488* | | | | |
| *Percentage of Time: 100%* | | | | *Email: Chris.Miller@dshs.wa.gov* | | | | |
| *Staff Role: Account Partner* | | | | | | | | |
| *Description of relevant experience: managed multidisciplinary teams (project office, production operations, infrastructure support, application development and maintenance.)* | | | | | | | | |
| **Project #2** | | | | | | | **Contact #2** | |
| *Company Name: IBM* | | | | | | | *Contact Name: Jennifer de Jong* | |
| *Project Name: Project 2 - Oregon MUSIC* | | | | | | | *Company Name: State of Oregon, Dept Admin Services* | |
| *Time Period: 2/2018-4/2019* | | | | | | | *Phone Number: 503-378-3175* | |
| *Percentage of Time: 100%* | | | | | | | *Email: Jennifer.DEJONG@das.oregon.gov* | |
| *Staff Role: Project Executive* | | | | | | | | |
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| **Project #3** | | | | | | **Contact #3** | | |
| *Company Name: IBM* | | | | | | *Contact Name: Andrea Clapp* | | |
| *Project Name: Project 3 – Health Net* | | | | | | *Company Name: Health Net* | | |
| *Time Period: 8/2012-5/2016* | | | | | | *Phone Number: retired* | | |
| *Percentage of Time: 100%* | | | | | | *Email: retired* | | |
| *Staff Role: Project Portfolio Manager* | | | | | | | | |
| *Description of relevant experience: Client Relationship Management and Project Management oversight for numerous transformation and improvement projects for Health Net’s operational production systems.* | | | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | *76 Months* | | | | | |
| Minimum Qualification I-S7 | 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 |
| *PMI PMP* | **TBD** | 9/15/1998 | | | 10/15/2009 | | | **TBD** |

*Table 16. Infrastructure Project Manager – Part 2*

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Description automatically generated