

Carole Hussey, PMP

Carole Hussey has over 15 years of in-depth and diverse experience working successfully in guiding Executives, IT professionals, and end users toward definition and realization of business goals. Carole began her career with core skills in desktop support, network administration and support, systems testing, end user training, and document management systems. She progressively leveraged her experience to include: project management, business analysis, business requirements definition, vendor management, and business development.

Over the past ten years, Carole has had significant experience as a Consultant delivering value driven solutions that increase revenue, decrease costs, and gain efficiencies for her clients. She and her teams have consistently delivered promised solutions on time and within budget. She has managed a variety of initiatives including system gap analysis, resource skills assessments, website and web-based application development projects, data center migrations, feasibility studies, strategic planning, and business marketing planning.

In her current position, Carole is an Enterprise Project Manager for the Commonwealth of Pennsylvania's Office of Information Technology. Assigned to the Department of Public Welfare, Carole is leading the Feasibility Study for the Office of Children, Youth, and Families. The annual budget for the program is \$2 billion, with an IT budget of \$20 million. The outcome of this study will identify an approach for an automated child welfare information system (e.g. SACWIS) and the strategic technology plan for the next five years. Carole works closely with the Commonwealth and the federal oversight agency, the Administration for Children and Families (ACF), on the state plans and federal funding participation.

While serving as the IT Program Manager for the Pennsylvania Statewide Adoption and Permanency Network, Carole managed all technology projects for the state program over a five year period. This position included leading and directing the automation of many manual processes with significant improvements in data integrity and process efficiencies. The projects required integration with state-level systems and private providers throughout the Commonwealth. Carole also developed and implemented project management methodologies (based on PMI PMBoK), a change control board, and vendor management processes. The latter resulted in annual cost savings of nearly half a million dollars in IT expenses.

As a private-sector technology consultant Carole served in a variety of roles including Project Manager, Solution Architect, Business Development Manager, Business Analyst, and Trainer. She has supported a variety of clients in vertical industries such as non-profit human services, public-sector, retail services, landscape and construction, and the arts. The projects have encompassed many technology areas including web applications, eCommerce, document management, workflow, case management systems, and marketing applications. It is Carole's ability to quickly learn the business and translate the needs into technology solutions that brings value to her clients.

Beginning her technology career at Citicorp Credit Services in the North American Bankcards division, Carole provided desktop support for Macintosh users. She then moved into network administration and eventually into project management. Carole was responsible for leading was the implementation of a \$2 million document management system (IBM's Domino.doc), a web-based credit card application, a Bankcards Division intranet site, and CMM level 2 assessment.

Carole has an Associate of Science degree in Business Management and a Bachelor of Science degree in Business Management from Duquesne University. She has published various articles on vendor selection, management, and termination. Additionally, she has been invited to speak before the Greater Washington D.C. Board of Trade and at various other conferences and event. In her free time, Carole enjoys spending time with her husband and two daughters in south central Pennsylvania.