

Marcus N. Johnson, PMP

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TECHNICAL SKILLS

Operating Systems: Windows 7, Windows 8, Windows 10, Windows 11, Red Hat Enterprise Linux (RHEL)

Core Competences: PMI, PMBOK, SAFe Framework, Agile Software Development Waterfall, Software Development Life Cycle (SDLC), ITIL, Customer Relationship Management (CRM), Enterprise Risk Management (ERM), Risk Management Framework Training (RMF), Technical Specification Documentation, Policy Implementation & Risk Governance, Professional Services, Business Development, Financial Forecasting,,

Systems/Applications: MS Office Suite, MS Project Server, MS Visio, SharePoint, CA Clarity, Hyper-V, VMWare, Splunk Enterprise, JIRA, ServiceNow (SNOW), Team Foundation Server (TFS), Azure DevOps (ADO), Jabber, Microsoft Teams, Slack, Symantec Endpoint Protection SIEM-LM, McAfee HBSS, McAfee IPS, McAfee Sidewinder, Encase Forensic Investigator, AWS, VMWare VCenter, Open EMR, Practice Fusion, CHCS, Essentris, ACAS Security Center, Nessus, AHLTA, Cerner Smart Suite Technology, Cerner Millennium, Care Fusion Pyxis Supply Station, Care Fusion Pyxis MedStation, Aperio Pathology, GE Healthcare AWS, True Positive ID (TPID),

PROFESSIONAL SUMMARY

Senior Management Professional with over 15+ years of experience managing IT Professional Services initiatives, Infrastructure Services Contracts, Clinical Informatics, and multiple systems implementation efforts within the Department of Defense (DoD), Department of Transportation (DoT), Department of Justice (DOJ), Defense Health Agency (DHA), and Public Sector. Experienced in defining business and functional requirements related to Engineering, Innovation, Forecasting, and Professional Services initiatives regarding Business Development and outreach. Over 10+ years of experience working in waterfall and agile environments while spearheading infrastructure and engineering implementation efforts. Proven ability to lead seamless implementations ensuring that scope, project goals, and deliverables are achieved on time and under budget while, maintaining the integrity and fiscal responsibility of the organization. Successful completion of WLAN/LAN Infrastructure replacement, VoIP Installation, SIEM-Log Management Development, and EHR System implementations with continued oversight for post go-live support, training, and sustainment. Experienced in team building, team consensus, budget management, project scope (budgets, timelines, and deliverables), customer relationships, cost avoidance, continuous design improvements, change management and system administration.

EXPERTISE HIGHLIGHTS

- Identified key stakeholders and gathered input on the need for a PMO and its potential structure and functions.
- Established the Program Management Office (PMO) at Fort Belvoir Community Hospital
- Defined the scope of the PMO's responsibilities, such as project governance, methodology, reporting, resource management, etc.
- Developed a PMO charter that outlines the PMO's mission, objectives, scope, authority, and governance framework
- Established project management methodologies, processes, and templates that align with industry best practices and the specific needs of projects
- Identified and implemented project management tools and software to support project planning, tracking, communication, and reporting
- Defined project lifecycle stages, project initiation, planning, execution, monitoring, controlling, and closure processes
- Communicated the establishment of the PMO and its benefits to the organization, ensuring buy-in from key stakeholders
- Monitored the performance of the PMO and its projects regularly
- Managed 100+ resources on Infrastructure Services contracts that garnered Excellent Contractor Performance Assessment Reporting System (CPARS) Ratings within DoD
- Effectively managed Portfolios with approximate value between \$100+ million
- Created Interface Transition Plan for Operations & Management (O&M) Post Go-Live support and sustainment for the Department of Veterans Affairs (VA) OEHRM Program

EXPERIENCE

Practice Fusion, EasyID, Olympus Digital Dictation, Dragon Naturally Speaking, Audbase Audiology Instrumentation, Censitrac Surgical Instrument Tracking System, Success EHS EHR, Dentrix Enterprise EHR, Joint Legacy Viewer (JLV), Getwell Network Interactive Patient TV, Cerner CoPath+, Zeiss Forum Software, McKesson Enterprise Medical Imaging (Radiology/Cardiology), Cerner CoPath+

CERTIFICATIONS

- PMI Project Management Professional (PMP)
- CompTIA Advanced Security Practitioner (CASP+ ce)
- ICAgile Certified Agile Coach (ICP-ACC)
- Certified Scrum Master (CSM)
- SAFe Practice Consultant (SPC)
- Scaled Agile Framework (SAFe) Practitioner
- Certified Apple Mobility Technical Competency (MTC)
- 5-Star Performance Solutions Certificate of Management Training
- Atlas Growth Partners Leadership Training
- Effective Presentations Core Training Certification

CLEARANCES

- ACTIVE Secret

AWARDS

- 2006: (SMG) 5-Star Performance Solutions Certificate of Training for Communication Styles, Principles of Leadership, Coaching, The Power of Vision
- 2008: (SMG) Hampton Star Ambassador
- 2009: (SMG) Department of the Navy “Outstanding achievement” in support of the Navy and Marine Corps Public Health Innovation Initiative
- 2017: (VersaTech) Fort Belvoir Community Hospital “Outstanding Support” of the Joint Commission Mock Survey

Cognitive Medical Systems, Inc., (Remote)

Technical Program Manager / Architect, Apr 2024 – Present

Responsibilities: *In my role as Technical Program Manager, I am responsible for managing end-to-end application project lifecycles, improving processes, and driving alignment across engineering product, and business teams, using Agile methodologies, cloud technologies (AWS, Azure), and data-driven decision making to achieve strategic goals and enhance operational efficiency.*

Results/Outcomes:

- Lead three cross-functional teams, including engineering, product management, business analyst, security remediation, and quality assurance, to deliver technical solutions on time and within budget for the VA Technical Information Library Management System (VA TILMS), Space and Equipment Planning System (SEPS), and Military Standard 1691 (MilStd. 1691) applications.
- Led the development and deployment of a scalable software platform that supported (1000) concurrent users, increasing performance by 25% and reducing latency by 10%.
- Implemented a standardized release management process across multiple software teams, resulting in a reduction in deployment errors and improvement in release consistency.
- Collaborated with DevOps engineers to revamp the CI/CD pipeline, reducing deployment times and increasing release frequency from 2 to 5 releases per month.
- Managed the migration of legacy applications to a cloud-native architecture (AWS), significantly reducing infrastructure costs and improving system uptime.
- Directed the development of API integration, enabling seamless connectivity between internal systems and third-party applications, which increased data processing efficiency.
- Implemented an automated monitoring and alerting system (Splunk/Dynatrace) for critical applications, reducing Mean Time to Repair (MTTR) by 25% and minimizing customer impact during incidents.
- Managed project scope, timelines, and resource allocation using Agile frameworks (Scrum/Kanban) to drive efficient delivery and continuously improve processes.
- Collaborated with stakeholders to define requirements, set clear project milestones, and align technical roadmaps with business objectives.
- Used metrics and KPIs, such as velocity and cycle time, to track project progress and inform executive decision-making.

TEKsystems, Inc. / Amtrak, Contract, (Remote)

Sr. Program Manager, Mar 2023 – Jan 2024

Responsibilities: *In my role as Sr. Program Manager, I was responsible for driving the strategic planning, execution, and successful delivery of Digital Technology (DT) solutions within the New Acela and Illinois Department of Transportation (IDOT) programs, ensuring alignment with organizational goals and customer needs*

- 2018: Defense Health Agency (DHA) Award for Outstanding Achievement during Windows 10 Migration
- 2018: (VersaTech) Certificate of Achievement in Quarter One
- 2018: (VersaTech) Certificate of Achievement in Quarter Three

Results/Outcomes:

- Managed (8) Cross-Functional teams and led the successful delivery of Digital Technologies aboard the New Acela and Illinois Department of Transportation (IDOT) Program fleets, ensuring that the modernization and enhancing of technological systems, processes, and infrastructure, improved efficiency, functionality, and relevance within a rapidly evolving digital landscape
- Implemented agile methodologies, fostering a culture of adaptability and responsiveness, leading to quicker delivery of digital technology solutions and improvements
- Collaborated with Amtrak Finance and Project Controls to develop and refine financial forecasts for program initiatives, enabling proactive decision-making and effective resource allocation. I also worked closely with finance teams to analyze project budgets, identifying variances and trends to ensure accurate financial reporting
- Managed budget of \$6 Million to support Digital Technology implementations of Wi-Fi, Enterprise Asset Management (EAM), Onboard Information Systems (OBIS), Safety, Point of Sale (POS), Corporate Systems, Seat Reservation, and Analytics Information Management (AIM)
- Cultivated strategic partnerships with tech vendors and manufacturers (Alstom, Siemens, Centum Adetel, Dragos) and managed vendor relationships to ensure the delivery of high-quality services and products
- Created and implemented process improvement initiatives that streamlined workflows, resulting in increased efficiency and reduced project delivery time by 6-months
- Collaborated with Capital Delivery to assess Revenue Service risks associated with program deliverables and developed readiness assessments and mitigation plans to ensure compliance

GovernmentCIO / Salient CRGT, (Remote)

Agile Lead / Sr. Project Manager / Sr. Scrum Master, Oct 2020 – Feb 2023

Responsibilities: *In my Agile Lead / Project Manager / Scrum Master role, I was responsible for providing expertise and direction on medium to large-scale complex high visibility projects, offering varying levels of oversight, and directly influencing activities on business-critical projects from the conceptual phase through solution implementation and project close. Additionally, I ensured the integrity and availability of systems and networks through an agile approach of implementation. I Identified, documented, mitigated, and managed project issues, risks, and reported status to management to ensure seamless performance for defined SLAs*

Results/Outcomes:

- Achieved operational IT objectives by leading delivery to scale for strategic plans and reviews; prepared and completed action plans; to implement in production environment; defined project quality and service standards; implemented change management procedures to mitigate potential project issues and risks
- Facilitated daily scrum meetings – implemented agile sprint planning, retrospective, and sprint demos

- Documented risks, dependencies, and blockers to draft mitigation strategies, analyze root causes to resolve
- Participated in bi-weekly art sync to brief agile coaches and SME's on team progress
- Completed team weekly/monthly report to brief status to program manager
- Educated Engineering Team to reinforce scrum methodology and agile framework
- Led engineering cadence to utilize scrum boards to plan and review; ensured work items were estimated, ready-for-work and well maintained
- Created briefings for Inspect & Adapt (I&A) to sync leadership on end of sprint iteration progress and to prep for upcoming sprint iterations
- Created Work Breakdown Schedules (WBS), reviewed integrated master schedules to track project milestones, deliverables, and communicated any changes with the internal/external stakeholders
- Initiated and tracked procurement requests and activities (e.g., Bill of Materials documents, equipment-products-services purchase/transfer forms)
- Identified opportunities in current operating environment for continuous improvement
- Ensured that relevant standards, processes, and regulations are upheld

VersaTech, Inc.. (Remote)

Director, Strategic Accounts / Sr. Program Manager, Feb 2012 – Oct 2020

Responsibilities: *In my Director role, I was responsible for oversight of Professional Services product offerings, Business Development, Program Engineering efforts, staff augmentation of program specific offerings and customer relations. In the PM role, I managed the Infrastructure Services contract within the Defense Health Agency (DHA), system implementations, OS deployments/upgrades, WLAN/LAN Infrastructure Upgrades and Cyber Security/Information Assurance Certification & Accreditation (C&A) efforts within the Program Management Office (PMO) at Fort Belvoir Community Hospital (FBCH).*

Results/Outcomes:

- Internal project lead over groundbreaking \$20 million Cerner Smart Suite project for inpatient hospital units
- Provided Infrastructure Program oversight of 100+ personnel
- Voice Over Internet Protocol (VoIP) deployment to support 6000 users within Fort Belvoir Community Hospital (FBCH)
- Windows 10 end user device survey, data back-up, deployment and data restore for over 6000 users to include testing and configuration of clinical systems software compatibility
- Utilized MS Project and MS Visio project tools for project scheduling, planning, tracking, cost analysis, resource allocation, change management and project documentation
- Completed CIO quarterly PMO report to outline the total cost of Project ownership and provide financial summary of each to determine departmental budget
- Designed critical front-end processes (workflows) for myStation module, Sonitor tagging administration, HDR device install, Citrix

plug-in install and Real Time Logging System (RTLS) tuning.
Administrator of Care Aware Capacity Management solution utilized for asset tracking and allocation

- Managed AHLTA SP1 and Win7 OS upgrade deployment with 96% success rate that composed of 6000 users during data migration and upgrade to include physical workstations, tablets, and laptops
- Internal Project Lead on Getwell Network Interactive Patient TV and Asset Management System Implementation. Deployment of solution to (120) inpatient devices and remote management console. Managed and coordinated the installation of new hardware/software, network infrastructure and initial accreditation efforts
- Utilization of PMI practices and PMBOK, as guidance to create policies and procedures in expanding the PMO office at Fort Belvoir Community Hospital, to include the development of the PMO Charter
- Worked with the Capture/Business Development/CEO to define services and program initiatives to establish new business relationships and alliances. Worked with business development team to define requirements, technical support aspects and expertise, instrumental in securing federal and commercial contracts

Cloud Management & Automation

- Operated proof of concept (POC) labs for A10 Cloud/SDN solution integration Cloud ecosystems
- Simplified A10 Cloud & SDN solutions by designing technical training material for internal stakeholders
- Managed Azure Landing Zone build and Deployment
- Managed the migration of traditional infrastructure to automated cloud-based infrastructure

Stakeholder Management

- Developed & tested integrated solutions by collaborating with onsite development resources from delivery partners

Perspecta, Inc, (Remote)

Sr. Information Assurance Security Engineer, Jul 2018 - Jul 2020

Responsibilities: *In my role as a Senior Information Assurance/Security Engineer on the Splunk Enterprise team, I was responsible for the day-to-day system build of Splunk Enterprise and correlating activities regarding data ingest, monitoring of the Virtual Infrastructure build, Technical Documentation, and Verification & Validation testing and troubleshooting.*

Results/Outcomes:

- Architected and deployment Splunk Enterprise in dev environment and assisted with the configuration of Splunk components
- Integration of Splunk with a wide variety of legacy data sources using multiple protocols (syslog/Dbconnect)
- Worked with Domain Architect (DA) to draft high level topology (OV-1) to illustrate the configuration for NIPR/SIPR environments
- Worked with Domain Architect (DA) to draft system and service level (SV-1) topology to illustrate data source feed ingest and log management at site levels ☐ Performed extension of Linux partitions to allocated space for /opt directory to improve Splunk system performance

- Completed (Active Directory Federation Services (ADFS) testing for user authentication for privileged users and configured user admin groups at the application level
- Consulted Management staff on best practices to identify deficiencies and improve system performance within a shared resource virtual infrastructure and remediation of dependencies
- Used a wide variety of tools (McAfee, HBSS, Nessus, VMware, SolarWinds SEM, Symantec SIEM, Splunk Enterprise) to provide a full range of system security testing and intrusion detection
- Successful completion of formal test cases
- Completed technical documentation surrounding both physical and virtual server builds and network topology
- Completed configuration of Splunk server build and initial app configuration and settings build for Certification & Accreditation (C&A) testing
- Installation of Splunk Enterprise server components to include DNS administration, IP tables creation, and Port configuration within development and production environments
- Conducted on-prem/remote server updates, re-starts, and backups during scheduled maintenance

Hampton Roads Community Health Center, Inc., (Remote)

Director of IT & Data Analysis, Aug 2009 - Feb 2012

Responsibilities: *In my role as the Director of IT & Data Analysis, I was responsible for managing the organization's enterprise migration projects, system conversions, EHR implementations, and interface builds. I was also responsible for performance tuning & monitoring of applications and systems integration*

Results/Outcomes:

- Led Health Center's new EHR implementation of the Success EHS system for the Clinical Practice and Dentrix Enterprise for the Dental Practice. Also led the implementation of the HL7 Interface between the two systems. Designed and launched "pre-load" training clinics and optimized training documentation
- Successful "go live" completion of all Projects with management of \$5 million budget. Directed training and Provider System Development to achieve 80% Goal to meet Stage 1 Meaningful Use requirements
- Documented workflows and executed comprehensive training plans with medical staff that improved Provider Productivity within two months after initial "go live" (from 60% to 87%)
- Gathered and assessed needs from internal business units; created custom solutions to resolve issues (e.g., system maintenance/updates, latency, system outages and developed functional specifications for in-house IT and EHR system policies, to include disaster recovery guidance
- Automated previously manual, time-consuming processes to drive gains in data tracking accuracy, workgroup efficiency and profitability
- Successfully completed Grant for Health Center's Health IT driven Patient Centered Medical Home (PCMH) Initiative
- Steered organization towards meeting initial requirements for "Meaningful Use" standards for Stage 1 EHR early adoption.

SMG at The Hampton Roads Convention Center, Hampton, VA

Project Manager, Mar 2005 - Aug 2009

Responsibilities: *In my role as Project Manager, I was responsible for the overall direction, coordination, implementation, execution, control, and completion of all event related projects to ensure that the outcome of all projects are consistent with company strategic vision and align with company goals*

Results/Outcomes:

- Developed streamlined procedures that decreased labor time and eliminated redundancies among staff
- Implemented Ungerboeck Software (CRM) for daily scheduling, tracking, trend analysis, and metric reporting data
- Created automated daily stats reports and work plans and automated visuals that reduced errors during project/event set-up. Earned a "Hampton Star Ambassador" award for outstanding service recognition, dedication, and teamwork
- Created Sales Marketing Plan & Budget Analysis to focus on repeat business

EDUCATION

Tidewater Community College, Virginia Beach, VA

Career Studies Certificate, Systems Engineering/Health Informatics, GPA 3.4, May 2012

Virginia State University, Petersburg, VA

Bachelor of Science (B.S.), Health, Minor in Business & Information Systems, GPA 3.3 Cum Laude, May 2005