

PROFESSIONAL EXPERIENCE

Kalani Consulting, Senior Program Manager & Business Analyst

February 2021 – Present

Client: United States Department of State (DOS), Bureau of Political Military Affairs (PM), Directorate of Defense Trade Controls (DDTC)

- **Requirements Elicitation:** Develop understanding of business needs and facilitate negotiation of requirements among multiple stakeholders and product owners through a variety of elicitation techniques.
- **Life Cycle Management:** Build, maintain, and track user stories using Atlassian software (Jira, Confluence) and the Agile methodology. Manages user stories and application development through life cycle completion.
- **Technical Knowledge:** Interact with technical staff and work collaboratively to define technical solutions to solve business needs. Updates system requirements specification documents and requirements related artifacts.
- **Scrum Management:** Facilitate daily stand-up meetings, planning and review sessions, backlog refining sessions, and prioritizing tasks in the JIRA backlog. Create Minimum Viable Product (MVP) plan, implementation plan, and release plan for Azure and ServiceNow applications.
- **Mentorship:** Serve as company mentor for new hires and company colleagues. Member of KCI Enterprise Project Management Office (ePMO).

Kalani Consulting, Business Process Consultant

October 2019 – January 2021

Client: United States Department of Homeland Security (DHS), Transportation Security Administration (TSA), Security Operations (SO), Global Risk Analysis and Decision Support (GRADS)

- **iShare Administration:** Processed SharePoint requests that provide effective business practices resulting in improved business operations.
- **Testing & Analysis:** Evaluated current business processes within the GRADS system through regression testing, functional testing, and smoke testing, and provide solutions to site developers.
- **Client Interaction:** Communicated with the client to gather requirements, troubleshoot issues and provide project status to key stakeholders within TSA.
- **Project Development:** Developed resources and materials such as comprehensive user manuals, testing scripts, and testing guides in order to provide support to staff overseas.
- **Agile:** Performed responsibilities using Lean-Agile methodologies, such as managing sprints, planning poker, and facilitating daily scrum meetings.

OBXtek Inc, Data Analyst/Architect

December 2018 – September 2019

Client: United States Department of Homeland Security (DHS), Transportation Security Administration (TSA), Information Technology (IT), Enterprise Architecture Division (EAD)

- **Program Management:** Supported in Program Management Office (PMO) responsibilities such as JIRA task management and communication between contract staff and federal government.
- **Tools & Automation:** Configured and managed the EAD contract staff SharePoint using metadata tagging and SharePoint admin controls.
- **Performance Evaluation:** Produced and evaluates Key Performance Indicators (KPIs) through data analysis to provide input to key business decisions.
- **Data Interpretation:** Analyzed and interprets data from various data sources into consumable information for mission support and decision-making process.
- **Collaboration:** Worked alongside data and architecture teams to establish business needs, define data requirements, and program metrics.

Insight Global/E3 Federal Solutions, Associate**May 2017 – November 2018**

Client: United States Department of Homeland Security (DHS), Transportation Security Administration (TSA), Requirements & Capabilities Analysis (RCA), Transportation Security Capability Analysis Process (TSCAP)

- **Security Analysis:** Planned and executed multiple, simultaneous analysis studies within the Joint Requirements Council (JRC) that seek to close capability gaps within aviation security.
- **Identifying Capability Gaps:** Informed future TSA investments by identifying opportunities to process improvement, including the development of processes, tools, and templates.
- **Analytics:** Facilitated and coordinated execution of TSA Trade Space analysis, including cost analysis, using Microsoft Suite applications such as Excel, Word, PowerPoint, SharePoint, and Visio.
- **Risk Management:** Performed risk analysis of capability gaps and case study, as well as status reporting, deliverable reviews, and schedule/risk monitoring, to ensure on-time delivery of quality projects.
- **Public Speaking & Email Management:** Delivered recommendations on short and long-term acquisition strategies to TSA Leadership.

OBXtek Inc, Program Analyst**February 2016 – April 2017**

Client: United States Department of State (DOS), Bureau of International Security and Nonproliferation (ISN), Export Controls Cooperation (ECC)

- **Advisor Management:** Managed staff in over 55 countries, developed and ensured employee compliance standards for advisors and Foreign Service Nationals (FSN), and planned international conferences.
- **Database Management:** Maintained large and complex Microsoft Access and Excel databases on behalf of EXBS. Responsible for developing databases and long-term plan of execution.
- **Performance Analysis:** Advanced strategic vision for the Export Control and Related Border Security (EXBS) by evaluating program performance in partner countries on a consistent basis.
- **Operations & Planning:** Communicated with international partners in support of U.S. Nonproliferation objectives for EXBS through surveys and direct dialogue, including regional program cost estimates.

United States Department of State (DOS), Intern**February – May 2015**

Office: Office of the Secretary of State, Policy Planning Staff

- **Policy & Regional Briefings:** Produced policy and regional briefings for senior policy planning staff members within the Office of the Secretary of State.
- **Data Accumulation:** Aggregated news and data points on the Middle East and North Africa (MENA) for use in creation of policy planning documents.
- **Subject Matter Expert:** Provided subject matter expertise on Egyptian national security and foreign policy issues to senior officials who influenced the Secretary of State's foreign policy agenda.

Foreign Policy Research Institute (FPRI), Research Assistant**August – December 2014**

Research Program: Program on National Security

- **Research & Data Mining:** Conducted research & analysis on national security topics such as terrorist organizations, foreign fighters, and the political climate within MENA, using open-source intelligence.
- **Publications:** Co-authored scholarly article in the Journal for Deradicalization with the Director of the Program on National Security on North American foreign fighters.

Political Consulting Firm, Research Assistant

May – August 2014

- **Political Strategy:** Strategized and implemented political operations for candidates, advocacy campaigns, and non-profit organizations. Managed fundraising initiatives, including events and call time.
- **Social Media Marketing:** Managed social media outreach and maintenance of social media sites such as Facebook and Twitter.

Philadelphia Office of the City Controller, Communications Assistant

May – December 2013

Office: Communications

- **Communications:** Produced press releases, economic reports, newsletter articles, and letters to constituents. Created the Youth Financial Literacy Booklet, supporting the City Controller's policy agenda.
- **Data Driven Performance & Economic Analysis:** Collected data from open-source materials for use in both performance and financial audits.
- **Audio & Video Editing:** Edited and produced sound bites and videos of the City Controller's press conferences and open forums for both the City's website and the City Controller's social media accounts.

Political Campaigns, Political Campaign Staffer

November 2010 – January 2013

- **Database Management:** Created various databases using Microsoft Excel and Word, most notably, a crime database. Managed and extracted information from campaign fundraising and outreach databases.
- **Campaign Strategy:** Coordinated grassroots campaign strategy with statewide political leaders, including field operations and special projects. Designated as project lead for large-scale project during 2012 election cycle.
- **Constituent Services & Policy Development:** Responsible for responding to constituent emails and phone calls, while forming the candidate's policy positions on constituent feedback.

EDUCATION

- **University of Pennsylvania, Fels Institute of Government**
 - Master of Public Administration (M.P.A.)
- **Temple University, School of Liberal Arts**
 - Bachelor of Arts in Political Science, Minor in Criminal Justice, Arabic Certificate (B.A.)
- **Project Management Institute (PMI)**
 - Project Management Professional Certification (PMP)
- **Scrum Alliance**
 - Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO)

LANGUAGES

- **Standard Arabic**
 - General Professional Proficiency according to Interagency Language Roundtable (ILR) Scale
- **Egyptian Arabic**
 - Advanced Professional Proficiency according to Interagency Language Roundtable (ILR) Scale