

# LAURIE HARRISON

## SUMMARY

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Ms. Harrison is an experienced Project Manager with an MBA from the Smith School of Business and a concentration in Information Systems and Marketing. She has led Business Process Reengineering efforts for both existing and new products and processes and has been involved in all aspects of the Systems Design and Life Cycle, particularly business requirements development.

She is fluent in English, proficient in Russian and French, and has rudimentary knowledge of German, Spanish and Catalan. Ms. Harrison has applied these skills while performing cross-cultural training and demos to various government personnel and to all levels within multinational corporations.

Ms. Harrison received her PMP certification in 2006.

## EXPERIENCE

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### **Government of Andorra**

**Andorra la Vella, Andorra**

#### ***Project Manager: Bureau for Business Innovation***

Contracted to provide Project Management expertise for several initiatives for the Bureau for Business Innovation ([www.oie.ad](http://www.oie.ad)), an initiative of Prime Minister Pintat to diversify the Andorran economy and prepare for and promote investment and economic growth in Andorra. Main project involved international project management of **The Future of Europe Summit** ([www.europesummit.org](http://www.europesummit.org)) requiring coordination of three external contractors and their sub-contractors spanning 5 countries and utilizing 3 languages with a budget of 650K €.

### **Intrev, Inc.**

**Washington, DC**

#### ***Consultant: Software Development & Web Marketing***

Headquartered in Washington, DC, Intrev is a Web Design and Implementation consulting firm. Assignments have included composing test scripts for online Credit Applications for the Export-Import Bank of the United States and preparing marketing material for online web-based translation software.

### **Equant Communications**

**Paris, France**

#### ***Project Manager: Billing Systems Development***

Successfully led collection and communication of business requirements and testing and distribution of software for multiple software projects in the Global Billing Department. Conducted business in Paris, Dublin, Reston, and Amsterdam. Responsibilities similar to previous position, but worked more independently and with larger, international teams.

### **Global One / Equant Communications**

**Reston, VA**

#### ***Program Manager: Process Management***

Led a Service Delivery group in the Global Services Implementation (GSI) division of Global One. Global One was an international subsidiary of France Telecom and later merged with Equant Communications. Managed a staff of 9 responsible for developing procedures to ensure cost-effective, quality delivery for newly-launched products and services.

Responsibilities included:

- Intra-company agreements for new product service delivery
- Inter-company service delivery agreements
- Service delivery process development for new data and IP products
- Streamlining global service delivery procedures
- Products included: X.25, Frame Relay, ATM, CPE, Internet VPN, Internet Dial Access, Secure ID Tokens, Firewall, Web Hosting, and Voice Over IP.

### **Global One**

**Reston, VA**

#### ***Project Manager: Intranet Business Applications***

Developed value-added business applications accessed by service delivery personnel worldwide to coordinate customer product and service delivery. Projects delivered include:

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- ***Field Status Web Tool***

Delivered an inexpensive web-based front-end interface to a mainframe database used by Field Personnel worldwide to enter data provisioning updates. The tool made use of a previously-developed Visual Basic "screen-scraper" that fed Access database information to a remote mainframe. Ms. Harrison adapted the Access database so that it could be fed with information collected via company Intranet browsers using Active Server Pages (ASP), created the application design, and hired a contractor to complete the programming, which was completed within three days. Ms. Harrison performed all subsequent maintenance and development of the ASP interface.

Ms. Harrison also compiled a business case for another, related, initiative estimated to save well over \$250K per annum.

- ***Web Site and Automation***

Developed the department's web pages, provided various documentation on operations procedures, planned and executed short-term automation projects, and assisted in long-term automation plans. Technology utilized on a daily basis includes Cold Fusion (maintenance only), HTML (Front Page and straight coding), MS Access (including ODBC), Web Objects and many other applications as needed.

- ***Global Web Ordering Tool***

Compiled business requirements, contractor evaluation criteria, and authored initial user interface document for the general design phase. Conducted initial stakeholder walkthrough and follow-up focus groups to ensure the proposed solution met business needs. Analysis for this tool made use of use case analysis methodologies. The tool was a Java application with an Oracle back-end. Tool design was completed with Visual Cafe and Rational Rose.

### **Andersen Consulting**

**Tysons Corner, VA**

#### ***Business Technology Analyst: Iridium***

- ***Product Test Team***

Ms. Harrison developed the service provider portion of the product test plan. Duties included drafting detailed test conditions and formulating test scripts from client requirements and from the details of system user and technical designs.

- ***Service Provider Solution Development Team***

Ms. Harrison was part of a team that delivered the general and detailed design for Iridium's service provider business system. The application is an internet-based provisioning and customer care interface intended to provide inexpensive provisioning for the client. During this project, Ms. Harrison developed a familiarity with GSM telecommunication systems. Her responsibilities included creating the application GUI layer using Symantec café (a Java-based screen painter) and coding presentation and business object layer functionality in Java. Process and window flows were created in Visio Technical 4.1.

### **University of Maryland, MBA Program**

**College Park, MD**

*While working full-time towards an MBA, Ms. Harrison was employed by the University of Maryland in exchange for tuition and other compensation. She also completed a number of relevant projects for local business as part of her studies. Her accomplishments include:*

- ***Web Designer: Cheesecake Factory Electronic Commerce: February - June 1996***

Ms. Harrison worked with the client's Director of MIS to lead a team of three. The team designed and implemented a prototype electronic commerce world wide web site for this publicly owned restaurant chain. The team composed a marketing plan for the web site detailing immediate and long-term goals. Each area of the web site was tied to one or more business objectives. The final site contained an interactive restaurant menu including some product photos; a restaurant locator including drill-down and detailed maps, directions and phone numbers; share holder information; and an on-line ordering system designed to complement the current phone-based mail order Cheesecake business. Ms. Harrison was asked by the director of MIS to create the company's permanent website.

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▪ ***Membership Manager: The Maryland Center for Quality: August 1995 - July 1996***

Coordinated membership program for The Maryland Center for Quality and Productivity. Redefined the membership value proposition and created promotional materials to illustrate the value of Center membership. Materials included membership recruitment letters, flyers, and packets, a new member benefits package, and a monthly newsletter to enhance member relations. Organized and promoted quarterly meetings resulting in increased meeting attendance. Led workshop groups on customer value assessment and improvement as part of Center-sponsored Customer Value workshops.

▪ ***Business Process Consultant: U.S. Postal Service: August - December 1995***

Ms. Harrison was part of a team that delivered an assessment of a U.S.P.S. proposal to streamline the employee travel process using smart card technology.

**Bell Atlantic Small Business Systems**  
***New Product Development Analyst***

**Arlington, VA**

Ms. Harrison developed internet-related product assessments for the V.P. of New Product Development. She created a framework for analysis of a web site to improve business value. Ms. Harrison also produced technical briefs for senior management (VP and President) for internal communications and public relations purposes.

**Harrison Consulting**  
***Cross-Cultural Internet Applications Trainer***

**Ellicott City, MD**

Delivered biannual Internet lectures to visiting Russian and NIS scholars for a program sponsored by the International Research Exchange Board (IREX) and the U.S. Information Agency. Ms. Harrison also trained a small group of World Bank executives from Central Asia in Internet use. This training was performed entirely in Russian. Some lectures were delivered at the S. Dillon Ripley Center, Smithsonian.

**RMS Associates**  
***NASA Scientific and Technical Information Program Analyst***

**Linthicum, MD**

RMS is a contractor for the NASA Scientific and Technical Information Division and manages the NASA Center for Aerospace Information in Linthicum, Maryland. Ms. Harrison performed a variety of tasks during her tenure with RMS. While there she:

- Proposed and conducted analysis of international documents exchange program resulting in recommended elimination of unproductive exchanges valued at \$148,000 per year.
- Marketed database and Internet products at domestic and foreign trade shows; Delivered new product review at National Online '93; Promoted STI Program services: authored trade journal publicity pieces and delivered professional talks.
- Served on TQM process action team for invoice/billing systems quality improvement; Twice received Director's TQM Award: (1) analysis work; (2) exhibits team.
- Assisted in developing systems requirements for exchange process automation.
- Completed baseline of program costs and processes.
- Developed database content for international STI document exchange program; extensive online searching.
- Assisted in document exchange negotiations with officials from Japan, France, The European Community, Greece and Russia. Presentations given in Moscow (in Russian) and Athens.
- Performed human and machine translations. Authored background analysis paper on machine translations.
- Managed Foreign Documents Exchange.

# LAURIE HARRISON

AIAA

New York, NY

*Bilingual Technical Abstractor*

Composed English abstracts from Russian and English aerospace documents for the American Institute for Aeronautics and Astronautics. Work published in monthly NASA Aerospace journal.

## EDUCATION

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| 2006      | Project Management Institute                   | Brussels, Belgium |
| ■         | Certification: Project Management Professional |                   |
| 1994–1996 | Smith School of Business                       | College Park, MD  |
| ■         | M.B.A. Information Systems & Marketing         |                   |
| 1989–1990 | Indiana University                             | Bloomington, IN   |
| ■         | M.A. Russian Area Studies                      |                   |
| ■         | Graduated with Honors                          |                   |
| 1984–1988 | Bucknell University                            | Lewisburg, PA     |
| ■         | B.A. International Relations                   |                   |
| ■         | B.A. Russian                                   |                   |
| 1991–1993 | University of Maryland, Baltimore County       | Catonsville, MD   |
| ■         | Computer Science Classes                       |                   |
| ■         | Management Classes                             |                   |

## INTERESTS

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Hiking, Languages & Travel, Adult ESOL Instruction, Running

*Selected accomplishments to date:*

- Taught ten volunteer tutor workshops in English for Speakers of Other Languages (ESOL) Teaching Methodologies for adults. Tutored nine ESOL students, led 2 multinational adult ESOL classes, wrote original teaching material, and conducted ESOL class, for group of 10 five year-olds. English coach for several senior executives and CEOs of international banks and also a leading member of the national Parliament.
- UNICEF Volunteer, Andorra La Vella, Andorra
- Completed three full-length marathons

## CONTACT

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