

LAURIE HARRISON

SUMMARY

Ms. Harrison is an experienced Marketing and Project Manager with an MBA from the Smith School of Business at the University of Maryland, College Park, 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 has a passion for learning, and has worked extensively training both children and adults in ESOL. This work has given her a profound belief that education serves to transcend cultural, linguistic and social barriers both nationally and internationally.

Ms. Harrison received her PMP certification in 2006.

EXPERIENCE

10/2008 –
PRESENT

Harrison Consulting International
Project Manager and Consultant

- Led global team completing Agile web/interactive projects ranging in size from 250 to 3000 hours that leveraged Drupal, Joomla, LAMP (Linux/Apache/MySQL/PHP) and other web 2.0 technologies.
- Aided in client relations and business development, drawing in a half dozen new clients in a variety of targeted industries, including education, non-profit, agriculture and software development.
- Served as lead project manager for knowledge management system that enabled professors to create, manage, maintain and search their curriculum vitae at a prestigious educational institution. The system also enabled administration to use the data in annual performance reviews, while selectively publishing this information for viewing by the public.
- Utilized PMBOK processes, tools and techniques to effectively translate business needs in to specifications for engineers on the technical side, while articulating strengths and limitations to sponsors and stakeholders on the business side.

1994 – 1996

- Trained Russian and NIS Fulbright scholars and World Bank executives in effective use of Internet technologies via periodic lectures for the International Research Exchange Board (IREX) and the U.S. Information Agency. Developed curriculum, defined learning objectives and authored detailed lessons for each lecture, which were delivered in Russian and English.

2/2007 –
7/2008

Government of Andorra **Andorra la Vella, Andorra**
Project Manager: Bureau for Business Innovation

- Provided project and marketing management expertise for several initiatives for the Bureau for Business Innovation (www.oie.ad), with the goal diversifying the Andorran economy and preparing for and promoting investment and economic growth in Andorra.
- Served as Project Manager for **The Future of Europe Summit** (www.europesummit.org) requiring selection and oversight of several external contractors and their sub-contractors spanning 5 countries and utilizing 3 languages with a budget of 650K €.
- Responsible for retaining major sponsors contributing over 250,000 € of funding as well as signing as knowledge partner key strategic educational institutions, such as ESADE Business School, Barcelona.

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- Led communications efforts, reporting project status to key players, including government officials, CEOs, and other stakeholders via telephone, email, periodic newsletters and both formal and informal meetings and events. Responsible for oversight of web site, marketing materials, final report and press communications as well as vendor selection and relations for production of these deliverables. Attended official EU events in Brussels to promote the Summit.
- Chief liaison for day-to-day affairs with the summit producer, an accomplished firm with a high profile, globally renowned leader. The situation often required delicate communications that balanced pushback, incentivization, creative team building and alliance repair. Brought in to a tense vendor-client relationship, we were able to form a successful, working team and lasting relationships.

3/2003 –
12/2005

Intrev, Inc.

Washington, DC

Consultant: Software Development & Web Marketing

- Composed and executed test scripts for web-based online Credit Applications for the Export-Import Bank of the United States.
- Prepared marketing material for online web-based translation software.

12/2000 –
3/2003

Equant Communications

Paris, France

Project Manager: Billing Systems Development

- Successfully led collection and communication of business requirements for multiple software projects in the Global Billing Department. Conducted business in Paris, Dublin, Reston, and Amsterdam.
- Responsible for design and execution of a data conversion and cleaning project for the Global Billing department, saving the firm several hundred man-hours.
- Led deployment and testing efforts for a global billing system that improved headquarters visibility into regional billing worldwide.

9/1997 –
12/2000

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. Received several promotions.
- Spearheaded creation of the Web Order Tool, an effort from the Provisioning department to improve international service order placement and implementation. Held several large JAD sessions and numerous smaller interviews to create a comprehensive requirements document, drafted RFPs, and conducted competitive vendor selections.
- Created intra-company website to allow ftp download of technical order forms globally allowing remote offices, for the first time, to have real-time access to accurate and uniform product order

L A U R I E H A R R I S O N

forms thereby decreasing implementation time and rework and increasing customer satisfaction.

Additional areas of responsibility:

- Intra-company agreements for new product service delivery, including drafting of SLAs
- 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.

5/1996 –
9/1997

Andersen Consulting

Tysons Corner, VA

Business Technology Analyst: Iridium

- ***Product Test Team***

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***

Part of a team that delivered the general and detailed design for Iridium's service provider business system. 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.

9/1994 –
5/1996

University of Maryland, MBA Program

College Park, MD

Fellowship with the University of Maryland included tuition and other compensation. Also completed a number of relevant projects for local business as part of her studies. Accomplishments included:

- ***Web Designer: Cheesecake Factory Electronic Commerce: February - June 1996***
- ***Membership Manager: The Maryland Center for Quality: August 1995 - July 1996***
- ***Business Process Consultant: U.S. Postal Service: August - December 1995***

SUMMER
MBA
INTERNSHIP
1995

Bell Atlantic Small Business Systems

Arlington, VA

New Product Development Analyst

Developed Internet-related product assessments for the V.P. of New Product Development. Created a framework for analysis of a web site to improve business value. Produced technical briefs for senior management (VP and President) for internal communications and public relations purposes.

5/1991 –
10/1994

RMS Associates

Linthicum, MD

NASA Scientific and Technical Information Program Analyst

- 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

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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.
- 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.

5/1990 –
5/1991

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.

SUMMER
1985, 1986

GRUMMAN AEROSPACE CORP.

Long Island, NY

Intern

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EDUCATION

- 2006 Project Management Institute
■ Certification: Project Management Professional
- 1994 –1996 Smith School of Business College Park, MD
■ M.B.A. Information Systems & Marketing
- 1991 –1993 University of Maryland, Baltimore County Catonsville, MD
■ Computer Science Classes
■ Management Classes
- 1989 –1990 Indiana University Bloomington, IN
■ M.A. Russian Area Studies
■ Research Assistant, Russian East European Institute
■ MacArthur International Security Fellowship
■ Graduated with Honors
- 1987, 1988: Summers Middlebury College Middlebury, VT
■ Russian language total immersion program
- 1984 –1988 Bucknell University Lewisburg, PA
■ B.A. International Relations
■ B.A. Russian

TECHNICAL SKILLS

- Proficient:** Microsoft Office Suite, iWork, MS Project, OmniPlan, Visio, HTML
Familiar: MS Access, Cold Fusion
Basic Skills: Java Café, Visual Basic, ASP, Drupal, Joomla

LANGUAGES

Fluent: English, **Proficient:** French, Russian, Catalan, **Basic skills:** German, Spanish

INTERESTS

- Hiking, languages & travel, adult ESOL instruction, running, kayaking, biking
- Taught English for Speakers of Other Languages (ESOL) Teaching Methodologies for adults. Tutored 9 ESOL students, led 10 multinational adult ESOL classes. European English coach for CEOs of international banks and also a leading member of the national Parliament.
 - Lived in 3 foreign locations for a total of 8.5 years and have traveled to over 40 countries on 6 continents
 - UNICEF Volunteer, Andorra La Vella, Andorra
 - Completed three full-length marathons