



In the above chart, I have modified the typical **Application Lifecycle Management (ALM)** to be a subset of **Project Management**, and include adjacent processes, in order to better reflect my skillset and experience. While I am familiar with the overall process from a Project Management role, items in purple represent my strengths -- areas in which I have greater practical experience and proficiency.

Requirements gathering is the process of determining the detailed business requirements by collecting information from both external and internal customers, including operational staff, managers and leadership. Beyond development, **Process Development and Improvement**, often includes documentation, flowcharts and training.

The **Design** process is used to create plans, models, and architecture for how the software will be implemented. An architect designs the technical blueprint of the system, while a **user-experience designer** creates the user experience of the system and often designs a non-working prototype.

As part of the **Development** stage, **Technical writers** develop the system manuals and help files that will be delivered along with the application. **Content developers** are subject matter experts who develop the content for the system.

The **Release Manager** coordinates implementation. The **Technical Support** team interacts with customers and helps solve any problems with the system. **Application Support** represents ongoing support that is needed whether you choose to “Build” a solution, as reflected above, or “Buy” a solution off the shelf.

Data Analysis & Reporting is my greatest strength, allowing me to produce meaningful metrics to managers, leadership and stakeholders.