

Thomas Polchowski

CAREER OBJECTIVE

Lead the delivery of strategic IT solutions in a challenging environment, where software engineering, leadership, and business skills can contribute to an organization's success.

SKILL PROFILE

Practices and Principles: IT strategy, program and project management, service management, operations management, client management, organizational change management, budgeting and accounting, systems engineering, Agile methodologies, business process analysis, software architecture and design, software security, open source software, open standards

Technical Focus Areas: Data management, information sharing, collaboration, web-based systems, cloud computing, social media, service-oriented architecture

Key Markets: *Available upon request*

Recent Development Experience: Java SE/EE, PHP, HTML5, CSS3, SQL, XML, SOAP, REST, RSS/ATOM, JSON

SECURITY CLEARANCES

Available upon request

CERTIFICATIONS

PMI Program Management Professional (PgMP), Project Management Professional (PMP), Risk Management Professional (PMI-RMP)

ITIL Expert, Multiple ITIL Intermediate Certifications (SS, SD, ST, SO, CSI), ITIL Foundation

AWS Certified Solutions Architect - Associate

Georgetown University Change Management Advanced Practitioner (CMAP)

PMI Agile Certified Practitioner (PMI-ACP)

Scaled Agile Framework (SAFe) 4.0 Agilist

Scrum Alliance Certified ScrumMaster (CSM), Certified Scrum Product Owner (CSPO)

ICAgile Certified Professional (ICP), ICP-Agile Project Management (ICP-APM), ICP-Foundations of DevOps (ICP-FDO)

Oracle/Sun Certified Enterprise Architect (OCM/JEA/SCEA 6)

Multiple Oracle/Sun Certifications (SCWCD 5, SCBCD 5, SCJD 2, OCPJP/SCJP 8)

CompTIA Security+ ce

Booz Allen Hamilton Systems Engineering Specialist

PROFESSIONAL EXPERIENCE

Senior Associate/Chief Technologist

Booz Allen Hamilton

November 2004 - Present

Program and Project Management

- Led the 15-member operations team supporting a government program. Managed all aspects of service operations for 10 tenant-facing hosting platform environments and 8 consumer-facing data environments, spanning 3 network enclaves. Supported modernized and legacy service offerings, contributed to service lifecycle strategy, and assisted tenants with on-boarding and sustainment. Provided 24/7/365 incident response and 99.99%+ service availability.
- Led the operational aspects of delivering a multi-tenant container orchestration platform, based on OpenShift/Kubernetes, Amazon Web Services, etcd, Elasticsearch, Kibana, and other software. Served as the capacity management process owner, managed resource utilization, and managed cost accounting in support of platform scaling. Oversaw aspects of service transition to deploy the platform on AWS. Enabled tenants with development tools, security authorization support, migration assistance, and integration into a DevOps pipeline. Briefed stakeholders on operational management and monitoring capabilities.
- Served as the Booz Allen Program Manager for a government program. Provided quality and management oversight on a 30-person subcontract, and served as the Booz Allen lead for all financial, staffing, contract, and facility management activities. Coordinated with the prime contractor, government Program Manager, government Contracting Officer's Representative (COR), and points of contact from multiple customer accounts.

- Led the software engineering team for a government program. Worked daily with the client chief engineer, and led the successful execution of \$8M/year in projects. Managed all contractor and subcontractor staff, as well as resource allocation across the portfolio in a rapidly changing environment. Completed the significant majority of projects under budget, significantly outperforming industry expectations.
- Co-managed a project portfolio to transition technical services within a government community. Portfolio included 14 projects over a 2-year duration, and was supported by 15 team members. Managed the standardization of project planning and execution, and provided templates, processes, governance, communications oversight, and mentorship to 8 project leads. Served in a Program Management Office (PMO) capacity to report program-level status and risks, drive integration between the projects, and assist project leads while ensuring consistency.
- Led the implementation of a data cloud pilot environment to perform research and development on government and open source “Big Data” technologies. Leveraged the environment for a Hadoop-based data cloud effort, and significantly reduced the time and cost required to implement. Served as the product owner for the pilot environment, and led strategy, customer analysis, and marketing to other government clients.
- Took a leadership role in marketing a program’s cloud services to customers, as well as contributing to corporate business development surrounding cloud capabilities. Organized to identify and articulate Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS) offerings, aligned to the Federal Cloud Computing Strategy. Supported the team in developing marketing materials, and educated the client on cloud offerings.

Systems Engineering and Process Implementation

- Led process improvement efforts for a government program’s operations team. Conducted a “Quick-Look Assessment”, briefed the program leadership team on findings, and prioritized improvement efforts based on impact and urgency. Developed a framework that derived a team vision from the program vision, determined team goals, and mapped monthly objectives to the goals. Implemented organizational changes, enabled team communication and process improvement, and introduced a Jira-based tasking process.
- Led the introduction and institutionalization of ITIL practices into a program’s operations team. Organized, scoped, and led documentation efforts for capacity management, incident management, problem management, request fulfillment, contingency planning, and disaster recovery planning. Mentored similar process engineering efforts in support of access management and service asset management. Developed process management plans, data management capabilities, reporting templates, responsibility charts, a process review cadence, and a continual process improvement cycle.
- Oversaw a program’s Systems Engineering Management Plan (SEMP), covering all aspects of the engineering lifecycle. Conducted process improvement activities such as introducing Agile practices, while supporting government contractual requirements. Process improvements resulted in increased efficiency and reduced time-to-market for capabilities. Maintained accountability for all software engineering technical solutions governed by the SEM, facilitated decision-making, and supported the team through engineering review boards.
- Recognized risks and inconsistencies with configuration management activities, and took a leadership role in improving the integration between program engineering and operational disciplines under an ITIL framework. Implemented a Quality Assurance Manager role on the program, developed a quality management process, created templates, and trained engineering staff to ensure consistency. Improvements contributed to the team’s accomplishment of releasing 300+ software deployments per year with a release success rate of over 98%.
- Designed and presented architecture recommendations while leading the technical analysis of alternatives for a system. Provided technical guidance to 5 technologists and business analysts while leading commercial and government-developed product evaluations, and presented recommendations to a diverse audience, which concurred with the recommendations.

Team Leadership

- Served as a “Career Manager” for the firm, with the goal of bridging the senior leadership and junior staff. Managed 47 staff members, and provided additional mentorship across a 300-person system delivery functional team. Spearheaded initiatives to energize team members and build advocacy for the mission and business.
- Led resource management activities, including requisition development, screening, interviewing, hiring, on-boarding, mentoring, assessing, and placing of 120+ Booz Allen and subcontractor employees. Identified and secured billable work for staff in need, and kept direct staff highly utilized. Authored 60+ assessments of junior and senior team members, including 10 promotions. Delegated and oversaw 30+ additional staff assessments per year.
- Co-led hiring and staffing processes for a 300-person team. Developed processes to guide requisition management, reporting, and integration with corporate recruiting. Produced metrics reports and trend analysis for senior leadership visibility, and guided approximately 15 hiring managers and 5 recruiters.
- Received Booz Allen’s Values In Practice award, the firm’s highest employee recognition, as well as several additional recognitions for performance and dedication.

Business Development, Intellectual Capital Development, and Innovation

- Led and supported business development efforts through a variety of roles, including capture manager, proposal manager, solution lead, pricing lead, and technical contributor roles. Authored technical and management aspects of 50+ proposals. Provided input into 100+ past-performance qualifications for use in other proposals within the company.
- Led business capture efforts on 4 system delivery efforts supporting government clients. Authored white papers, met with clients, developed teaming partner relationships, and led overall strategic planning. Served in a supporting role to many additional business capture efforts led by Booz Allen market teams.
- Led the Booz Allen-portion of an Other Transaction Authority (OTA) response, focused on modern system delivery utilizing DevOps, Agile practices, human-centered User Experience (UX) design, and a container-based microservices architecture. Successfully completed the whitepaper down-select phase, earning an invitation to a 7-day coding competition along with 2 competitors. Led aspects of the coding competition, which included delivery of a system prototype built using a Scrum-based approach with 4-hour sprints. Demonstrated rapid staffing and response to change, and assisted in preparing for a presentation to senior-level leaders.
- Sponsored and guided a cloud migration investment with the goal of automating system deployment to AWS, using DevOps practices. Helped the project lead secure Booz Allen investment funding. Achieved 100% automation and elastic scaling using AWS services such as EC2, S3, RDS, and CloudFormation, as well as open source tools including Puppet and Vagrant.
- Managed initiatives within Booz Allen's Open Source Community of Practice, including the evaluation of open source alternatives to commercial software, the creation of prototypes, and the generation of white papers. Developed an intranet presence and harvested intellectual capital. Proposed research and development initiatives, and received marketing funding. Demonstrated open source viability across many capabilities, and illustrated Booz Allen's dedication to innovation and investment.
- Authored an ITIL case study and briefed to 75+ Booz Allen senior leaders, to provide awareness of successful service management past-performance. Produced demonstration materials, a white paper, and metrics-based impact summaries that have been used in proposals to convey Booz Allen's IT service management capability.

Architecture and Technical Delivery

- Designed and developed software as part of a 7 year, \$20M initiative to augment an enterprise environment. Proposed integration strategies for analytical technologies such as a data cloud-based analytics engine, GIS, business intelligence reporting, link visualization, keyword search, predictive analysis, web service integration, and collaboration technologies.
Primary Technologies: Java EE, open source technologies, Oracle/Plumtree Portal, Oracle Database, WebLogic Server, SQL, HTML, JavaScript
- Managed and participated in the design and development of data capture software in support of a government program. Evaluated and selected technologies and frameworks, and mentored staff on best practices.
Primary Technologies: Java EE, Hibernate, Spring, Servlets, JDBC, JSF, Struts
- Led aspects of a top priority enterprise portal migration. Proposed a portal server architecture based on performance, scalability, and licensing. Designed and scripted the data migration effort and participated in the network infrastructure design.
Primary Technologies: Oracle/Plumtree Portal, Oracle Database, WebLogic Server, SQL

Senior Software Developer

J.Brown Agency

June 2000 - October 2004

Architecture and Technical Delivery

- Coordinated information in multiple offices by implementing a transparent service-oriented distributed computing framework using an XML-RPC methodology. Programmed supplementary asynchronous queuing functionality, and ensured data integrity by adding logging and error handling features. Integrated systems residing on different platforms using diverse languages.
Primary Technologies: Java EE, ColdFusion, JDBC, Servlets, XML, SQL
- Integrated store-level retailer data into marketing databases. Developed a solution for multiple-source data ingestion, using both ETL and ELT approaches. Performed data quality management and data analytics. Extrapolated additional layers of information to simplify the user view of data, using data warehousing concepts.
Primary Technologies: Crystal Reports, SQL

Client Management

- Led the technology side of new business initiatives for several grocery clients. Proposed website concepts to promote client services and products in international markets. Presented software demonstrations to client representatives.
- Served as a liaison with parent-company Grey Global Group's technology team and worked on shared development initiatives. Advised Grey's developers regarding integration with J.Brown's financial system.

Independent Consultant

Professional Consulting Initiatives and Personal Software Development

- In process of developing a mobile game using the Android platform and a cloud-based serverless API approach. Working with AWS products to implement service and storage layers. Using a simple Kanban framework to prioritize and manage user stories.
Primary Technologies: AWS (Lambda, S3, DynamoDB, API Gateway, Rekognition, IAM, SNS, CloudWatch), Node.js, jQuery, DHTML, JavaScript, Bootstrap, Android Studio
- Co-designed and co-developed a digital image management system for deployment to kiosk terminals. Developed a service-oriented capability to upload remote images to a central server, allowing users to manage images online, and differentiating the application from its competition at the time.
Primary Technologies: Visual Basic .NET, ASP.NET, SQL
- Developed an approach for integrating personal devices and technologies with multiple social media platforms, including Facebook, Twitter, YouTube, Flickr, and a personal blog. Developed a source-agnostic asynchronous data ingestion module, and plug-ins to create an event-driven architecture. Developed “glue-code” to support email inputs, integration between social media APIs such as Facebook’s Graph API, text alerts, authorization, and RSS aggregation. Leveraged open standards to integrate with mobile devices.
Primary Technologies: Java EE, RSS, ATOM, JSON, iCalendar, SMS, SMTP, IMAP, REST, RPC, OAuth 2.0

EDUCATION AND PROFESSIONAL MEMBERSHIPS

Johns Hopkins University

- Attained the degree of Masters of Science in Information and Telecommunication Systems for Business, with a 4.0/4.0 GPA.
- Attained a graduate certificate in Competitive Intelligence, with a 4.0/4.0 GPA.
- Received the Edward J. Stegman Memorial Award for Excellence in Business Scholarship.
- Led the technical approach for a 10-member capstone team in support of The Nature Conservancy (TNC). Proposed a solution to integrate the development efforts of numerous TNC field offices, with the goal of reducing the redundancy of development efforts. Received highly positive feedback and appreciation from the client based on the solution, which included social media-based collaboration, organizational change management, marketing materials, and a methodology for analyzing technical alternatives.

University of Connecticut

- Attained the degree of Bachelor of Science in Computer Science and Engineering, with Dean’s List recognitions.

Professional Memberships

- Member of Institute of Electrical and Electronics Engineers (IEEE), APM Group-International, Project Management Institute (PMI), National Defense Industrial Association (NDIA), Armed Forces Communications and Electronics Association (AFCEA), Scrum Alliance, IT Service Management Forum (itSMF), and the 451 Global Digital Infrastructure Alliance.
- Frequent attendee of various local IT-related meetups, focused on topics such as cloud computing, business intelligence, Java, startups, management, and leadership.