

Stacey M. Futch, MBA, MSW

Silver Spring, MD 20901

Contact

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Key Positions: Business Analysis, Organizational Development, Project Management, People Management
Key Skills: CRM; CMS; Relational Databases; MS Office; Visio; Functional BA & PM; some SharePoint and HTML

Work Experience

Business Analyst 01/11 – Present
Bid4Assets.com Silver Spring, MD

- w Successful projects thus far include re-designing the company's Home Page; analyzing and developing three major cross-system components for our largest client (Wayne County, MI); and beginning to analyze and design workflow for our entire website and backend control manager (v5).
- w Collect and analyze each project's business requirements and transfer that knowledge to the development team;
- w Prepare accurate and detailed functional requirement specifications documents, user interface guides, wireframes and project plan documents for each project;
- w Provide informed recommendations to the development team during the development phase;
- w Document the acquired results of analysis and workflows as well as obtaining sign-off from major players of each particular project;
- w Design and execute test scenarios and coordinate with the groups of business units who test, validate, evaluate new applications and functions;
- w Determine and resolve any issues in services and software;
- w Manage change requests related to the working project plans.

Web Site Designer 01/09 – 1/11
Consultant Winter Haven, FL

- w Web site design and development;
- w Web site management and maintenance for existing sites or those developed in-house;
- w Assisting clients in establishing domain names and web hosting services;
- w Mastering several different content management systems, both out-of-the box and web-based (examples include Dreamweaver; GoDaddy's Website Tonight; MS FrontPage, etc.).

Senior Business Systems Analyst 12/06 – 12/08
Euclid Technology Bethesda, MD

- w Analyzing associations' current business processes to match AMS software with those processes or to determine more efficient and effective processes for associations;
- w Utilizing strong communication skills, including writing skills to document user and data requirements for custom system implementations;
- w Managing the software development life cycle (SDLC) of implementation projects, including identifying strategy and business requirements, defining functional requirements, design, development, QA and deployment;
- w Configuring out-of-the-box software to meet clients' specific software needs and requirements;
- w Coordinating and managing all aspects of system implementation between clients/users, developers, data conversion team, and support using business process techniques;
- w Managing client expectations, timelines and deliverables for several software implementation projects simultaneously.

Business Analyst / Project Manager 06/05-12/06
Avecra, Inc. McLean, VA

- w Fulfilling business analysis and project management functions for company that provides software solutions to the association industry;
- w Utilizing strong communication skills, including writing skills to document user and data requirements for custom system implementations;
- w Coordinating business processes between clients/users, sales team, and software implementation team including developers, reports team, networking team, and data conversion team to keep minds open and on board;
- w Trouble-shooting client and system issues as necessary;
- w Generating financial forecast reports; billing and notifications to clients; and analytical reports covering RFAs and current project statuses.
- w Managing client expectations throughout the SDLC;
- w Managing timelines and deliverables for up to six software implementation projects simultaneously.

Deputy Project Director Johnson, Bassin & Shaw 06/03 – 06/04 Silver Spring, MD

- w Managed daily operations of the Center for Substance Abuse Treatment's (CSAT's) State Systems Technical Assistance Project, a large, \$15.2-million, national technical assistance (TA) contract that plans and delivers a variety of TA activities across 50 States, the District of Columbia and other U.S. territories;
- w Recruited, selected, supervised, trained and evaluated project staff and consultants;
- w Worked closely with CSAT, consultants and project staff to develop and carry out comprehensive TA work plans;
- w Oversaw the development and editing of special reports, TA reports and meeting summaries.

Marketing Research Manager Facts in Focus 10/01 – 03/03 Waldorf, MD

- w Increased productivity and sales by 50%;
- w Re-established good rapport with market research clients and our corporate office;
- w Oversaw/Managed all market research activities in the Washington, DC office, including mall intercepts, pre-recruits, on-site store intercepts and monitoring, and focus groups;
- w Managed and supervised staff of twelve;
- w Improved intra-office organization and professionalism by developing and implementing effective policies and procedures;
- w Submitted client reports, product/interview shipping, payroll and billing in a timely manner.

Executive Director Dinner Program for Homeless Women 05/96 – 05/00 Washington, DC

- w Directed and operated daily program consistently under annual budget without cutting staff or services (provided meals and support services to 85 women per day, five days a week);
- w Designed and maintained marketing materials incl. the web site, brochures and fact sheets;
- w Secured \$930,000 through various fundraising activities, mostly grant-writing;
- w Created, implemented, and maintained client intake and referral databases;
- w Maintained and expanded individual, church and corporation databases;
- w Developed and managed annual organizational and programmatic budgets;
- w Generated client and program statistics, and submitted monthly reports to the Board of Directors and funding agencies as required;
- w Supervised staff, Americorps members, volunteers and program trainees;
- w Created and maintained personnel files and personnel policy manual.

Associate Director Community for Creative Non-Violence (CCNV) 01/94 – 05/96 Washington, DC

- w Developed, implemented and maintained computerized case management program for 1,250-capacity shelter;
- w Secured \$1.45 million through HUD Initiatives and foundation grants to fund various CCNV programs and \$1.45 million to fund other on-site organizations' programs;
- w Calculated client statistics and generated multi-program monthly and annual reports to HUD;
- w Performed Business Analyst functions between programmers and case mgmt. staff to develop and implement a computerized case mgmt. system integrating all onsite services and to track clients' progress (Onsite programs included Health Care for the Homeless, DC Central Kitchen, Jobs for Homeless People, and Clean & Sober Streets);
- w Created and updated policy-oriented manuals and materials, including case mgmt. operational procedures manual, student recruitment brochure, and student handbook;
- w Assisted Program Director in supervising staff and graduate social work interns.

Education

2003	Master in Business Administration (MBA), Concentrations in Management IT & Marketing IT AMERICAN UNIVERSITY (AU), Washington, DC
1994	Master in Social Work (MSW), Concentration in Planning & Management UNIVERSITY OF ALABAMA (UA), Tuscaloosa, AL
1992	Bachelor of Arts (BA), Major: Sociology; Minor: Criminal Justice UNIVERSITY OF ALABAMA AT BIRMINGHAM (UAB), Birmingham, AL