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Business Experience

Twenty years experience managing IT groups ranging in size from 4 to 100 personnel. Many of the positions required development, promotion and/or support of IT corporate standard products and services within a multi-state corporation.

Fourteen years experience in direct sales or support of office automation products and IT projects.

Business Strengths

Organizational skills, leadership, employee development, negotiation skills, collaboration, design of organizations, promotion of standards, timeliness, honesty, agent for change, loyalty, facilitation and communication skills both oral and written

Employment History

Pam Kenney, LLC **Current**
Virginia DMV, Richmond, VA **10/2006 – 03/2010**

Project Coordinator for the DMV Systems Redesign Project (CSI) for the Re-engineering, Business Process Analysis and Design Forum Phases
Sub contractor through contracts with SAIC, Computer Aide, CACI and NG

- Supported the CSI Project Manager and the vendor Project Manager with CSI project documentation, status reporting, and coordination requirements (+/- 50 resources).
- Liaison to DMV Communications group to develop CSI communications for Business Partners (external to agency), DMV leadership, agency subject matter experts, the DMV intranet and the CSI internet sites.
- Managed and maintained the CSI project Actions & Issues on a daily basis.
- Developed, aggregated and/or coordinated management presentations, project team meetings and bi-weekly project status reporting for agency leadership and vendor leadership.
- Facilitated the review and segmentation of agency process improvement opportunities.
- Authored, maintained, and/or presented the CSI Communications Plan, the New Team Member Orientation program, and the CSI Risk Management Plan.

Dominion Resources Services, Richmond, VA **03/1982 – 04/2005**

Director, Manager, Supervisor, Senior Office Systems Analyst
Information Technology Department

- Served as Director of the IT Business Systems group for the final two years of career at Dominion. The Business Systems group included the SAP application support organization, the Corporate Web site support and the Learning Management System groups. (2003-2005)

- Promoted to Director of End User Computing Services responsible for managing the IT HelpLine, IT Corporate Communications, and IT Asset Management. (2001-2003)
- Assigned to manage the IT Architecture & Standards function in 1996. Responsibilities included developing the standards for IT R&D analysis, facilitating the LAN Administrators Advisory group, promoting standard desktop software and support of the Corporate IT Steering Committee. (1996-2000)
- Assigned to design and launch the corporate IT HelpLine call center in 1995. Managed the group for two years as the center grew from four call center agents to ten. (1995-1996)
- Promoted to Manager of IT Client Services in 1990. Managed the IT applications which supported the Fossil & Hydro business division. (1990-1994)
- Launched and managed the Application Development Center for four years. Implemented new development tools and supported the tool education of the IT Applications group. (1987-1990)
- Performed as the Senior Office Automation Analyst in the newly established Office Automation group. Implemented the IBM 8100 product line throughout the corporation. Promoted to Supervisor of Office Systems in 1985. (1982-1987)

AM International, Richmond, VA

11/1978 – 03/1982

*Marketing Support Representative
Jacquard Systems Division*

- Performed as a Marketing Support Representative for Shared Logic and Word Processing systems. Responsibilities included product demonstrations, training, installation services, and product support for the Jacquard product line in the Richmond and Norfolk branches.

IBM Corporation, Cherry Hill, NJ

01/1975 – 08/1978

*Marketing Representative
Office Products Division*

- Marketing Representative for the Office Products Division in various geographic territories. Product line: Typewriters, Dictation equipment, Mag Card units, Information Processors, Copiers, and Graphics equipment.
- Qualified for two 100 Percent Clubs, and Salesperson of the Month four times

Education

BA: English
Cum: 3.7/4.0
December 1974

Glassboro State College (now Rowan University), Glassboro, NJ

Interests

Gardening, reading, volunteer USO and YMCA.

References

Supplied upon request