

O: 1834 Dalmatian Drive • P: 703.609.1953 • E: Carolyn@consultCLC.com

Summary of Qualifications:

An effective, innovative manager with strong communication and presentation skills.

A strong presence and focus in large groups. Specialized expertise in performance/change management, process improvement, project management, collaborative and knowledge-sharing processes, as well as executive coaching.

Strong strategic thinking, software life cycle, knowledge capture and organizational learning. Expertise in end-to-end project development includes:

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Professional Experience:

CONSULT CLC. • McClean, VA

Principal, Woman Owned Small Business (Business Consulting); Registered CCRC
(2004 – Present)

Now serving as a consultant for government and private business clients in the Metropolitan Washington, DC region. Assignments include Managing change that involves performance management, culture change and team development, business planning, organizational design, executive development and coaching, strategic thinking and strategic human resource development.

Performing process improvement on business functions for a variety of organizations.

Also now conducting and facilitating group meetings on many business subjects using principles of organizational behavior, group dynamics and high-performance teams.

SENSA SOLUTIONS • Reston, VA

Independent Consultant

(2004 – Present)

Successfully developing and implementing a three-year business plan for 2004-2006 incorporating the balanced scorecard and President's Management Agenda. Produced the Performance and Accountability Reports (PARs) for a government agency in Fiscal Years 2004 and 2005.

Facilitating Department of Navy civilian community management meetings. Coaching managers on the development of civilian competencies for various occupational series.

PRAGMA SYSTEMS CORP • Reston, VA

Senior Process Improvement Consultant [Systems Engineer, Product Development Team]

(2001-2004)

Served as Process Development Manager, Requirements Manager and Organizational Process Improvement Manager in SW-CMM Level 3 for a software developer.

- Developed processes and content on web-based software products for processMax products
- Created and taught process definition and deployment for customers on web-based product
- Defined and developed processes and content for Capability Maturity Model Integrated (CMMI)

TRIDENT SYSTEMS, INC. • Fairfax, VA

Senior Manager, Knowledge-based Solutions & Support

(2000-2001)

- Served as Onsite Manager, Building 22 Conference Center, Washington Navy Yard
- Developed business in knowledge-based technology integration and manage customers
- Managed professional staff of technical innovation center for Naval Sea Systems Command
- Developed, implemented and managed customized solutions for collaborative efforts using state-of-the-art technology and best practices in organizational behavior
- Technical paper, Developing Use Cases in a Group, January 2001, presented at the Hawaii International Conference on System Sciences and published by IEEE Computer Society

BATTELLE MEMORIAL INSTITUTE • Arlington, VA

Manager, Collaborative and Knowledge-based Solutions

(1996-2000)

Developed and implemented customized solutions in knowledge management, strategic planning, information system life cycle processes and business process reengineering.

Developed business and managed customers. Business volume was successfully developed in health, postal and government regulatory activities.

- Specialized in enhancing team performance and managing change for rapid technology assimilation
- Recognized as expert on emerging collaborative technologies:
 - > 1997, 1998 & 1999: presented articles at the Hawaii International Conference on System Sciences (published by IEEE Computer Society on collaborative methodology) – on collaborative technologies in Integrated Product Teams and government contract proposal evaluation
 - > 1998: named to National Science Foundation Industry Advisory Council on Collaborative Technologies

GRC INTERNATIONAL • Vienna, VA

Program Manager

(1994-1996)

Facilitated groups, consulted to senior management, performed strategic planning and process improvements for project implementation, managed facilitation and technical team and managed business opportunity development.

Reengineered the proposal process for business development. Business volume developed in information systems and commercial telecommunications areas.

Successfully introduced into the corporate capability electronic meeting software and developed collaborative applications for Intel ProShare and Lotus Notes.

DISTRICT OF COLUMBIA PUBLIC SCHOOLS • Washington, DC

Statistician

(1993-1994)

Conducted human resources strategic planning and change management activities. Created action plans to change human resources automated processes and the teacher evaluation system.

Participated in and facilitated strategic planning in leadership training for management. Acted as executive coach, change manager and team developer.

Designed and implemented organizational systems to include teacher evaluation, the personnel & payroll information system and employee benefits.

UNITED STATES ARMY • Alexandria, VA

Manager, Community and family Support Human Resources Systems [Human Resources]

(1980-1993)

Created and implemented an array of change management strategies. Developed and managed the automated Community and Family Support Human Resources Management system (database in Oracle), plus performed data analysis for strategic initiatives in training, career development, compensation and organizational development requirements. Received numerous awards and bonuses.

Served as Human Resources expert on Strategic planning team for the U.S. Army Morale, Welfare and Recreation (MWR) activities. Performed research, conducted interviews of high level managers, facilitated focus groups of directors, managers and executives and directed managerial level fact-finding and problem-solving sessions. The 10-year plan was implemented.

UNITED STATES ARMY • Heidelberg, Germany

Liaison, Army and Air Force Exchange Services (AAFES) – Headquarters, U.S. Army Europe (HQ USAREUR), Deputy Chief of Staff for Personnel

Conducted policy negotiations between U.S. Army Europe and the Exchange Service. Evaluated customer service, sales, inventories and construction projects. Efforts resulted in the Year of the Soldier in exchanges in 1985. Also served as Program Manager for Burger King franchises on European Army bases.

UNITED STATES ARMY • Heidelberg, Germany

Chief, Administrative Support Branch, First Personnel Command

Oversaw Individual Logistics Support, Commercial Activities and Foreign Travel.
Developed and implemented a modern picture identification card for civilians.
Served as Project Manager for negotiations between Federal Republic of Germany Minister of Finance and U.S. Army Europe for American life insurance carriers.
Received cash awards.

UNITED STATES ARMY • Worms, Germany

Community Adjutant, U.S. Military Community

Supervised administrative services for a community staff of 400. Served as the Officer for Micromation, Printing Control, Publications, Privacy Act, Freedom of Information, Telephone Control, Commercial Solicitation, Forms Management, Records Management, Official Mail Control and Key Control as well as managed the Central Clearance Facility for over 2000 military and civilians.

Successfully published 60 local guidelines, established a community publications library and developed a forms management system. Received cash awards.

UNITED STATES ARMY • Worms, Germany

Collateral Duty, Federal Women's Program Manager

Served as Federal Women's Program Manager for the U.S. Army in various locations. Performed analysis of job parity and compensation issues affecting women and minorities.

Facilitated training and team building in career paths, developmental assignments, executive aspirations, organization, volunteer work and discrimination in the workplace. Received awards & bonuses, including the Military District of Washington award in 1987.

Developed, administered and facilitated an executive development training program for women using existing resources without incurring additional budget expenditures. The Executive Pursuit Training Program was selected as the Department of Army's showcase idea for both 1991 and 1992 for the entire Department of Defense.

Education:

- **Masters of Science, Logistics and Information Systems**
University of Southern California
- **Contemporary Executive Development Program**
The George Washington University
- **Strategic Human Resources Planning**
Northwestern University
- **Bachelor of Arts, Speech Pathology**
University of Florida

Professional Affiliation and Recognition:

- Board Member, Thomas Jefferson High School for Science and Technology Partnership Fund, Inc. (appointed 2005)
- Service Partner, GroupSystems Corp. – workgroup productivity software & solutions
- Chair, Curriculum Advisory Committee – Thomas Jefferson High School for Science and Technology (2004-2005)
- Member, Women in Technology
- Consultant to private schools and community and religious organizations in strategic long-range planning
- Consultant to Perot Systems Corporation in organization design, ombudsman services and human resources planning
- Phi Beta Kappa (University of Florida)
- Member of Who's Who in American Colleges and Universities
- Trained as a paralegal and attended Arizona State University Law School
- Instructor of numerous courses

Clearance:

Clearance Level (?)

To learn more, visit: www.consultCLC.com

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