

# LAKISHA L. SIMMONS

## VALUE OFFERED

Lakisha can bring high-quality business analysis and project management skills to your firm to meet project objectives on time and under budget.

## TECHNICAL KNOWLEDGE

CrossWorlds/WBI Siebel	HTML SOAP	Ms FrontPage SQL	Ms Project TOAD	Ms Visio XML
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## EDUCATION & TRAINING

### DEGREES

2011, Ph.D. Management Information Systems, University of Mississippi

2004, M.B.A. Technology Management, University of Phoenix

2002, B.B.A. Business Information Systems, Tennessee State University

### PROJECT MANAGEMENT TRAINING

2006, Project Management Duration-Driven Planning and Control, PMAlliance, Inc.

2006, 6 Sigma Black Belt Training (Define, Measure, Analyze, Improve, Control), Cat Inc.

2006, Coaching, New Horizons

2005, Business Writing and Grammar for Busy Professionals, National Seminars

2005, How to Capture Customer Requirements & Develop Project Scope, Project Management Institute

### TECHNICAL TRAINING

2004, Siebel Essentials 7.5/7.0, Siebel University

2004, WebSphere Business Integrator (WBI) Delta 4.2, IBM

2003, Core Technology and Implementing WebSphere Business Integration, IBM

## INDUSTRY WORK EXPERIENCE (SEE VITA FOR ACADEMIC EXPERIENCE)

### 2006 – 2007 6 Sigma Black Belt, Caterpillar Financial, Nashville, TN

- Project Manager responsible for facilitating and applying the 6 Sigma methodology to diverse improvement and implementation projects.
- Manage Project Sponsor relationships and communicate with all levels of management.
- Work with Financial Representatives from accounting for project benefits approval.
- Train project team members into 6 Sigma Green Belts.
- Managed 11 DMAIC projects including one Work Out Session and three Green Belt Facilitated projects.

*Major Accomplishments* – Worked with Caterpillar Insurance Services Corporation (CISC) to implement an extended warranty program for a specialty market customers. The project was a high priority growth project. I managed third party vendors, CISC executives, Cat Financial executives, 6 Sigma leadership, and numerous technology and business team members.

### 2004 – 2006 Business Analyst, Caterpillar Financial, Nashville, TN

- Gathered business requirements for IT development projects.
- Coordinated multiple WBI interface implementation and software upgrade projects
- Facilitated the communication between Information Technology, the customer, and all developers and analysts.
- Headed the creation of service level agreements, Helpdesk support plans, and all Information Technology test plans (i.e. integration, system, acceptance, etc.) for all projects.
- Coordinated the CrossWorlds 4.1 Software Upgrade Acceptance Testing of ten interfaces between 21 application owners.
- Responsible for issue and error mitigation during testing of all projects.

- Delivered other upgrade documentation including a gap analysis, developer delta upgrade document, and several architecture drawings.
- Gathered and documented business requirements for implementing Learning Plans on the company's online Learning Campus.

*Major Accomplishment* – Managed cross functional teams and vendors to and delivered the Cat AccessAccount Corporation interface two days ahead of project scheduled Go-Live date.

### 2003, Programmer Analyst, Caterpillar Financial, Nashville, TN

- Developed with the Enterprise Application Integration (EAI) tool CrossWorlds 4.1.1.
- Developed a deployment methodology for CrossWorlds interface development.
- Created functional and technical design documents for several Access Framework interfaces.
- Performed unit, assembly, and system testing for my projects as well as for other developers.
- Appointed first Gatekeeper for the CRM and EAI systems due to Sarbanes-Oxley mandates

*Major Accomplishment* – Developed the integration from Cat's legacy financial application to a new web enabled document imaging system. The new interface allows Business Center users to save time by scanning contracts and retrieving them by using barcode technology.

### 2002, Technology Generalist, Caterpillar Financial, Nashville, TN

- Rotated through various IT groups to gain an understanding of each groups' function by completing short term projects. Groups included: Telecommunications, IT Security, and Project Management.
- Customer Services – Responsible for generating system uptime and help desk call resolution measurements.
- Business continuity planning - Assisted with the updating and reformatting of the IT Infrastructure and Application Systems Recovery Plan. This required devising new critical questions and interviewing each IT manager and identifying critical vulnerable areas.

*Major Accomplishment* - Developed and presented Baldrige Information Sessions (Cat Financial was a 2003 Malcolm Baldrige Award Recipient).

### 2001 – Sales Support Intern, Caterpillar Financial, Nashville, TN

- Provided financial quotations to Caterpillar dealers and customers on various Caterpillar equipment with the use of Caterpillar systems: CQS, FinancExpress, and InfoLease

*Major Accomplishment* - Exceeded quote turnaround goal of 3 hours with a time of 1 hour and 30 minutes.

## ACTIVITIES

*Volunteer* – Meals on Wheels Coordinator Jan 2005 thru May 2007, St. Luke's Community House Girl Scout Leader April 2004 thru April 2007, Homeowner's Association (newsletter creator), Caterpillar United Way Campaign, Big Sister through Buddies of Nashville (1999-2001)