

## DETHRELL A. GARCIA

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**EDUCATION**      **UNIVERSITY OF PITTSBURGH**, Pittsburgh, PA  
Joseph M. Katz Graduate School of Business  
**Master of Business Administration**, April 2011  
**Master of Science in Management of Information Systems**, April 2011  
Concentration: Marketing and Customer Analytics  
KGSB Fund for Excellence; Business Technology Club; Toastmasters; Marketing Club

**PENNSYLVANIA STATE UNIVERSITY**, State College, PA  
Bachelor of Industrial Engineering, May 2006  
Dean's List Spring 2006; Varsity Football

**EXPERIENCE**      **IBM GLOBAL BUSINESS SERVICES (Public Sector)**      Fairfax, VA  
**Product Lifecycle Mgmt. Sr. Consultant - Business Analyst**      August 2008 - August 2009

- Analyzed and managed stakeholder requirements within the OCIO for the U.S. Department of Education and authored use-case documentation used in implementing a new enterprise system that replaced their legacy grants administration and payments system
- Provided knowledge expertise to the IBM design and development teams during conceptual white-boarding, specific to the client's electronic grants management business processes, resulting in increased source lines of code estimation accuracy
- Lead a small functional team that documented user interface requirements and critical business process diagrams that enabled the IBM team to provide effective conceptual design documents to the client
- Minimized project risk by conducting gap analysis between as-is functionality versus proposed system enhancements
- Advised client on as-is functionality when porting similar capabilities from the legacy to the enhanced system
- Analyzed legacy system code and database sub-procedures to minimize risk of functionality loss through undocumented functionalities within the legacy system
- Successfully managed client expectations by articulating platform and infrastructure capabilities and the affect on system implementation
- Wrote software requirements specification documents and design documents in response to maintenance task orders issued by the client, or needed enhancements resulting from new federal legislation, or requirements deferred to the maintenance phase
- Managed functional team project milestones and presented project team progress to client leadership in absence of the IBM requirements team lead
- Produced all project deliverables early or on time, based on project timeline with allowances for client scheduling

**IBM GLOBAL BUSINESS SERVICES (Public Sector)**      Fairfax, VA  
**Product Lifecycle Mgmt. Consultant - Systems Analyst**      June 2006 - August 2008

- Maintained a legacy enterprise system within the OCFO of the U.S. Department of Education
- Managed and resolved issue records created by tier 1 helpdesk staff related to the grants administration system by replicating the documented issue, testing failure scenarios, and testing development resolutions
- Conducted user acceptance testing and system regression testing for scheduled software and emergency software releases, ensuring the implementation of software builds are consistent with client requirements
- Gathered stakeholder requirements for new electronic forms used by external applicants for Federal Domestic Aid grants appropriated by the U.S. Congress and tested the implementation of those new forms along with any updated functionalities
- Provided subject matter expertise to application reviewers and provided training on the client's web application, ensured the completion of scheduled milestones and timely funding to organizations and individuals
- Produced ad-hoc reports from the production database when clients requested information outside the scope of existing reports available within their system
- Compiled monthly metrics used in monitoring program performance within the OCFO, and produced End-of-Fiscal Year statistics presented to client stakeholders and released to the public

ADDITIONAL DATA: SQL, IBM Rational ClearQuest and RequisitePro, TOAD for Oracle, Data Modeling, Web 2.0