Lars G. Hendricksen, PMP

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Information Technology Manager | Project Manager | Systems Analyst

Senior IT leader with specialized expertise driving large-scale healthcare system implementations. Expert project management skills, enhanced by PMP and ITIL certifications. Recognized and rapidly promoted throughout career for technical expertise, as well as intangible strengths related to leading teams, building relationships, creatively navigating project roadblocks, and inspiring diverse groups of project stakeholders to collaborate toward a shared vision.

Qualification Highlights

TECHNICAL COMPETENCIES:

- Comprehensive knowledge of the IT project management process including requirements gathering, systems architecture, scope/scale/budget determination, and reporting
- Thoroughly versed in software development (SDLC, ITIL, Agile, Waterfall) methodologies
- Skilled at helping companies analyze, select, and migrate between Mainframe, Client/Server, and Web-based technologies for deploying their systems
- Extensive background in business analysis and business intelligence concepts/applications
- Fluent in all standard business productivity software (e.g. MS Office, MS Project, Visio)

MANAGEMENT STRENGTHS:

- Expertise in selecting vendors, negotiating agreements, and ensuring that fluid cooperation takes place among "extended teams" of both internal and external project participants
- Able to quickly and accurately consume, understand, and summarize large volumes of complex information, discerning key priorities and reporting them to superiors
- Excel as the liaison between non-IT executives and technical teams, acting as the interpreter who can help each side understand the full picture and achieve consensus

HIGHLIGHTED ACCOMPLISHMENTS:

- Served as Lead Business Analyst on the WA Joint Systems Project (WASHJS); key member of team that received the National Association of State Chief Technical Officers (NASCTO) award and was asked by the FAA to present our model to other U.S. agencies
- Appointed as Technical Manager on the high-visibility SupportOne project, WA State's largest IT project to date, as of 2011, involving a ground-breaking shift from mainframe- to web-based technology for the WMIS (Welfare Management Information System)
- Led the above project to tremendous success, achieving recognition as the first system ever to receive Federal Certification without a single finding

Professional Experience

WA STATE SOCIAL SERVICES AGENCY | TACOMA, WA |2009 to PRESENT

Systems Development & Operations Manager | 9/11-Present

The Systems Development and Operations Support (SDOS) unit within WSSA oversees all in-house systems development and ongoing operations within the agency, end-to-end. This includes driving projects through initial planning to final implementation, as well as providing operational support after deployment. Additionally, the unit plays a key role in Application Lifecycle Management, as well as decision-making around software and software development tool procurement.

- Serve as lead IT division representative with regard to important Federal or agency initiatives such as Healthcare Reform and HIPAA Compliance reviews.
- As a member of the agency IT management team, actively participate in strategic planning, as well as incident and problem resolution.
- Provide day-to-day leadership of a team of 7 application developers, 3 web developers, and 4 data warehouse analysts.

SupportOne Operations Manager | 04/09-09/11

SupportOne operates in a very complex technological environment, comprising a core system and multiple, heavily-integrated COTS that connect both to each other and to thousands of users across a composite networking system, involving multiple vendors and state entities.

- Managed day-to-day technical activities across the system.
- Performed all required Stakeholder and Vendor management activities.
- Managed User Acceptance Testing (UAT) for the system, as well as all Business Intelligence and Interfaces/Eligibility teams and processes.
- Acted as State lead for the SupportOne Operations Group.

WA DEPARTMENT OF MEDICAL SERVICES | TACOMA, WA | 2000 to 2009

SupportOne Project Technical Manager | 03/07-04/09

SupportOne is one of the largest IT projects ever in the State of Washington, lasting roughly 5 years (over a year of which was UAT alone) before final implementation in April of 2009.

- Supervised all day-to-day technical activities across the project.
- Managed all User Acceptance Testing (UAT) activities, Business Intelligence, Data Conversion, and Interfaces/Eligibility teams and processes.
- Performed Stakeholder and Vendor Management duties, in addition to working with the joint project team to plan and implement the technical components of the system.

SupportOne Project Interfaces Manager | 01/05-03/07

SupportOne originally had roughly 100 planned system interfaces; after further refinement via business needs analysis, the system went live with roughly 4 dozen interfaces. SupportOne was also used as the primary driver for implementing an Enterprise Service Bus within WDMS—and the incumbent in this role was tagged with marketing this concept and ensuring its success with the other agency system managers.

- Collaborated closely with SupportOne business analysts, stakeholders, system managers, and Subject Matter Experts to refine requirements and design appropriate interfaces, both in terms of data content as well as transfer technology.
- Worked with vendor to design an appropriate framework for implementation and operational management of all system interfaces; won approval with Stakeholders on design approach.
- Served as key member on joint project team to plan and implement each of the interfaces.

Sr. Business Analyst | 05/04-12/04

The Unified Citizen Support System (UCCS) is the system used by the WDMS agency to determine a client's eligibility for various state and federal programs, including food assistance and Medicaid. This system has roughly 3 dozen system interfaces with Federal and other state agencies.

- Served as Lead Business Analyst over a team of 7 Business Analysts, each of whom covered various functionality components of the system.
- Worked with the vendor development and test teams to resolve issues and ensure proper processes and procedures were designed/followed.

Jr. System Interfaces Business Analyst | 1/02-5/04

Began career in junior-level role supporting interface development for the complex UCCS system described above. Quickly achieved all assigned goals and project deliverables, leading to promotion two years later into a senior business analyst role within the department.

- Performed day-to-day operational support of all system interfaces.
- Led Business Analysis efforts on any new interfaces or updates to existing interfaces.

Education & Certifications

B.A. Degree, General Studies, Western Washington University, 1998
PMP (Project Management Professional) Certification | Project Management Institute | 2005
ITIL Certification | NetDesk | 2009