Kristi K. Robertson
Adjunct Instructor

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Key Competencies

- An educated, dedicated individual with solid project life cycle, project scheduling, and program management support experience.

- Excel in resolving challenges with innovative solutions, systems, and process improvements proven to increase efficiency, customer satisfaction, and the bottom line.

- Excellent interpersonal, communication, and team-building skills with an interest in acquiring new business knowledge and a commitment to achieving the highest level of potential in order to assist in the overall success of an organization.

- Committed to student success and professional development.

Education

Texas A&M – Commerce Master of Science, Management	August 2003
Texas A&M University – Commerce Bachelor of Science, Computer Science – Minors in Mathematics, Environmental Science	May 2000
ISO 9001:2000 Internal Auditor Certification	September 2003
Rational ClearCase Certification	February 2002
Configuration Management Training Foundation Basic, Advanced, and Software Configuration Management Certifications	October 2001

Professional Experience

Jan 04 – Present: **Texas A&M University - Commerce, TX**
Adjunct Instructor
- Served 17 consecutive semesters (over 9 years) thus far as an Adjunct Instructor for the Business Administration & Management Information Systems Department by teaching various courses including: Business Computing Systems (MIS 128), Business Communication (BA 303), International Business (BA 420), and Management Information Systems (MIS 426).

Apr 08 – Present: **L-3 Communications-ComCept Division - Rockwall, TX**
Project Scheduler/Program Management for NCCT, Suter, and KNIFE Programs
- Maintain the Integrated Master Schedule (IMS) for programs using Microsoft Project Professional 2010, MS Project Server 2010, and MS SharePoint 2010.
- Create and maintain schedules for 20+ Delivery Orders.
- Maintain Action Item Register, Risk Register, and contract status.
- Program Manager for an IDIQ (Indefinite Delivery Indefinite Quantity) contract on the NCCT Program.
- Assist in the development of NCCT-specific processes as well as division-wide processes.
- Collect, analyze, and report on NCCT and Suter Program Management-level metrics on a monthly recurring basis.
- Contribute to the training and institutionalization of CMMI® processes.

Dec 02 – Oct 07:   **L-3 Communications-ComCept Division - Rockwall, TX**
Product / Quality Assurance Engineer
- Function as Program Manager for all activities in an effort to achieve a CMMI® (Capability Maturity Model Integrated) Maturity Level 3 rating (Company achieved CMMI® Levels 2 and 3 March 16th, 2006).
- Create and maintain the L-3 ComCept Process Architecture, a set of interactive UML (Unified Modeling Language) diagrams that outline the company's processes for conducting business.
- Serve as an Internal Auditor on the auditing team to plan and conduct two annual internal system audits to meet and maintain ISO 9001:2000 requirements.
- Establish and maintain the corrective/preventive action process throughout the division.
- Establish and maintain annual company Goals and Objectives and collect monthly metrics for each.
- Serve as a System Administrator for the set of Process Tools used throughout the company.
- Serve as Quality Representative for the NCCT (Network Centric Collaborative Targeting) Program.

Nov 00 – Jun 02:   **L-3 Communications-IS - Greenville/Waco, TX**
Software Configuration Management (SCM) Engineer / Software Engineer
- Developed embedded software in the C programming language for the FORCE (Fiber Optic Ring Connected Equipment) Research & Development project.
- Guide project teams in Configuration Management processes.

Apr 99 – Nov 00:   **Raytheon Aircraft- IS - Greenville, TX**
Graduate Co-Op Software Engineer for ESP (ELINT Signal Processing)
- Software project documentation and code formatting.
- Attend team meetings and contribute solution ideas for software code.
- Earned Certificate of Recognition in support of the SEI CMM® Levels 2 and 3 certification efforts.

Professional Memberships

Program Management Institute – Dallas Chapter