

EXPERIENCE SUMMARY

Mr. Courtney has over 40 years of IT experience with the Intelligence Community, military, and city government. He has performed Portfolio/Project Management, Business Development, Network Engineering, Information Security Analysis and Engineering, Systems Integration, Systems Engineering, Software Engineering, and Hardware Design. His operations activities include managing and leading teams, preparing project financial reports, providing information security oversight, performing O&M of networks, and designing client computing environments. His business development activities include marketing IT services, prospecting for leads, identifying new business, supporting new business, capture management, proposal support, developing teaming strategies, and devising business opportunities with enterprise solutions. He has led many teams comprised of diverse skill sets to successfully achieve mission objectives. He effectively communicates a clear structured message which promotes collaboration and innovative thinking among teams in order to develop optimal solutions. He can adapt and succeed in many environments from structured to unpredictable.

EDUCATION

MBA, Finance, American University, Washington, D.C.
BS Electrical Engineering, Communications, Drexel University, Philadelphia, PA

CERTIFICATIONS

Project Management Professional, #1258002, PMI
ITIL V4 Foundation Certification, #GR671033932SC, PeopleCert

EXPERIENCE

Deputy Director – City & County of Honolulu, Department of Information Technology, Honolulu Hawaii 02/2021 – Present

- Under general direction, Mr. Courtney plans, directs and manages the activities of major functions of the Department of Information Technology: Technical Support, Application Services, Communications and Network, Operations, and Enterprise Resource Planning (ERP)/Computer Service Representatives. He performs supervision and performance evaluations of staff for the coordination of subordinate activities with other senior managers in the department and for insuring the consistency of goals, policies, technical and administrative procedures and management direction.
- He manages the ERP team which was awarded 2023 Project of the Year from the Project Management Institute Hawai'i Chapter for a major upgrade. He also serves on the Executive Steering Committee for the City's ERP system.
- Works with the Security Manager to ensure compliance with NIST 800-53 security framework.
- Spearheaded innovative technology using chatbots via cloud service provider for the Customer Services Department.
- Nurtures use of project management tools within and outside the department. Such as Trello for agile cases and ProjectLibre (which is an open source application) for traditional project needs.
- Engages with the Computer Service Representatives to ensure department needs are being met.
- Promotes utilization of DIT's in-house developed Lokahi platform by City departments.
- He fulfilled the effort to obtain over \$16 million of ARPA (American Rescue Plan Act) funds to support technology and staffing needs. He also initiated efforts to obtain Federal monies via earmarks out of Senator Brian Schatz's office.
- Presented testimony to Honolulu City Council on budget and technology issues.
- Presented testimony to state Legislature on technology related bills.
- He represents the Mayor on a variety of issues at the monthly Kalihi-Palama Neighborhood Board. In addition, he represents the City at state meetings including Access Hawai'i Committee and Information Privacy & Security Council.

Hawaii 911 Board Member - Department of Accounting and General Services · Part-Time · 05/2022 - Present

- Performs duties necessary for administering the 9-1-1 fund and to oversee operations of the Board, including providing technical advisory support for the State of Hawai'i.

Program Manager – Validatek, Inc., McLean, Virginia 12/2019 – 10/2020

- Mr. Courtney was responsible for overall contract management oversight and project control to a U.S. Coast Guard (USCG) Intelligence Data Services and Cloud Support Services contract. He turned-around performance upon arrival by establishing design reviews, implementing software development life-cycle methodology, and producing systems engineering life cycle documentation. Mr. Courtney managed a geographically dispersed team comprised of software developers, cloud engineers, database developers, information assurance specialists, and technical writers. Provided systems engineering support including

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system design, software development, documentation, system implementation, network and user support, and O&M support. His team performed integration, sustainment, and development for USCG Intelligence applications within on-premise and cloud environments.

Senior IT Capability Manager – NCI Information Systems, Inc., Sierra Vista, Arizona 10/2017 – 12/2019

- Mr. Courtney supported an Enterprise IT Service Management (ITSM) System for NETCOM at Fort Huachuca AZ. He completed coordination of the world-wide upgrade of Remedy ITSM to all Army theaters. Evaluated cloud versus on-premise infrastructure options in determining approach to the upgrade. He assisted the Government in preparing, staffing, coordinating, validating and executing project management plans and reports.

Program Manager – NCI Information Systems, Inc., Schofield Barracks, Hawaii 10/2016 – 09/2017

- He managed the operations and maintenance of a VoIP system for the 30th Signal Battalion, Network Enterprise Center at Schofield Barracks and Fort Shafter, HI. His team supported a Cisco Unified Communications Manager platform and the implementation of NetPlus Telecommunications Management System for billing, inventory, provisioning, and user migration. He was responsible for all aspects of the contract including staffing, financials, and performance. Mr. Courtney also provided business development services for military and intelligence community opportunities.

Program Manager – NCI Information Systems, Inc., Reston, Virginia 04/2014 – 09/2016

- He managed the cost, schedule, and performance of an Army IT contract supporting a Chief Technology Officer (CTO) responsible for development and management of IT strategy at the Pentagon. Upon entering as the sixth PM in an 18-month period, Mr. Courtney successfully turned-around performance and received several contract extensions over a two-year period. Produced over 800 deliverables per year. Maintained staffing level between 90 to 95%. He served as the primary point of contact for the Contracting Officer's Representative (COR), the Government CTO, and NCI's senior level executives. Mr. Courtney spearheaded efforts which included cost management/avoidance, schedule estimation and monitoring using Microsoft Project, staffing, contract performance management, requirements analysis, risk management, and quality assurance activities. He led five project managers representing a portfolio of projects engaged in enterprise architecture, technology infusion based on system development lifecycle (SDLC), technical policy/plans, and market research. Our team investigated new technology contemplated for the Pentagon IT Infrastructure related to computing, networking, and storage. Mr. Courtney also provided business development services for military and intelligence community opportunities.

Project Manager - Praxis Engineering Technologies Inc., Chantilly, Virginia 09/2011 – 03/2014

- He managed development of a mobile application integrated with an Enterprise Level Asset Management Application for an Intelligence Community (IC) client. Mr. Courtney successfully turned-around performance by deploying a previously non-functioning application. He provided oversight of a software vendor to return the project back on schedule. He led software developers, systems analysts, testers, and trainers in an agile processing environment. He was responsible for the system life cycle from requirements to O&M, including establishment of Mobile Device Management (MDM) platform. He prepared a project plan which included future direction of mobility. He utilized Microsoft Project to build short/long-ranged schedules. He provided monthly status briefings to stakeholders. He identified and managed risk items. He supported change management due to customer directed requirement re-definition. He collaborated with software configuration management to ensure proper and timely software releases. Mr. Courtney provided customer support by insuring operability of mobile devices by users.
- He provided proposal development services for Intelligence Community (IC) and DoD contract opportunities.

Project Manager - American Systems Corporation, Chantilly, Virginia 02/2009 – 09/2011

- Mr. Courtney provided business development services for Intelligence Community (IC) and DoD contract opportunities. He collaborated with Proposal, Finance, Contracts, Recruiting, Security, and Operations departments to respond to task orders, request for proposals, and related requests. He established a SharePoint site for managing staffing needs for task order requirements. Mr. Courtney performed lead identification, qualification, capture management, and proposal development activities. He established relationships with companies to build winning teams. He was responsible for capturing several contract vehicles.
- Mr. Courtney managed a sub-contract supporting an IC client.

Program Manager - ManTech International Corporation, Herndon, Virginia 02/2004 – 02/2009

- Mr. Courtney performed dual roles in both operations and business development.
- He managed an IC contract which provided systems engineering, ITIL supported process improvements,

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documentation control/production, enterprise architecture analysis, review board management, and Certification & Accreditation (C&A) process improvement support.

- He managed software developers in the production of a web-based tool for tracking the C&A process of IT systems. He ensured compliance with FISMA (Federal Information Security Modernization Act) requirements. He developed training material and established training sessions for users.
- He prepared and presented monthly financials utilizing Earned Value Management (EVM) criteria for ManTech management. Mr. Courtney developed schedules with Microsoft Project.
- He performed business development activities by identifying and qualifying new business. He generated leads through promotion vehicles with the client, establishing client relationships, and by observing the client's needs in order to develop a strategy.
- He supported and assisted software developers with the C&A process for an Intelligence Dissemination Tool for IC analysts. He clarified security requirements, coordinated C&A actions, coordinated testing with security personnel, and developed risk assessment reports. He worked closely with the client's software developers to identify the appropriate C&A approval processes and authorities, and assembled and submitted C&A packages to the Principal Accreditation Authority. The tool received C&A authority to operate (ATO).
- Mr. Courtney was the Program Manager for a CIO-SETA sub-contract leading four projects. He was responsible for staffing, evaluating, and mentoring, as well as providing financial reporting. He managed a variety of disciplines – software developers, systems engineers, systems integrators, configuration managers, and process engineers. His leadership was instrumental in expanding the IC contract.
- Mr. Courtney provided proposal support and business development services.

SOFTWARE

Applications: Microsoft Project, Word, Excel, PowerPoint, Outlook, Visio, Access, SharePoint, DOORS, JIRA, Confluence

Operating Systems: Microsoft Windows 7, 8, 10, Server; Linux

Languages: JavaScript, SQL, HTML

REFERENCES

Nola N. Miyasaki, Director, Department of Human Resources for City and County of Honolulu, [REDACTED]

Andrew T. Kawano, Director of Budget & Fiscal Services for City and County of Honolulu, [REDACTED]

Lloyd Yonenaka, Executive Secretary, Neighborhood Commission Office for City and County of Honolulu, [REDACTED]