ROSEMARY COLLINS

Alexandria, VA 22314 | (585) 770-3172 | collinsrosemary8@gmail.com | linkedin.com/in/rmjcollins

SUMMARY

Organized and efficient Project and Program Manager with over 15 years of experience supporting federal education initiatives. Known for leading cross-functional teams, streamlining processes, and delivering user-centered, data-informed solutions. Skilled at building strong stakeholder relationships and providing targeted technical assistance that drives adoption and ensures compliance. Adept at turning complex data into clear, actionable reports, presentations, web content, and training materials. Focused on achieving sustainable results to create meaningful, lasting change.

PROFESSIONAL EXPERIENCE

PROJECT MANAGER | Sanametrix, Arlington, VA

06/2024 – 02/2025

- Managed and oversaw 5+ projects simultaneously—spanning application development and maintenance, website development, data collection and analysis, and congressionally mandated report development—for the U.S. Department of Education
- Led project chartering and planning efforts, ensuring scope clarity and alignment with business objectives
- Managed cross-functional teams, project timelines, resources, and budgets ranging from $500K to $2M, utilizing Microsoft Excel and Project to ensure deliverables were completed on schedule and within scope
- Streamlined project tracking through optimized JIRA boards and SharePoint sites, leading to a 30% increase in on-time deliverable submissions within six months
- Maintained comprehensive project documentation tracking project-related risks, dependencies, and opportunities
- Delivered clear, concise project updates and communications to diverse stakeholder groups, translating complex technical issues into actionable information
- Identified new business opportunities and wrote, organized, and copy-edited RFP and RFI responses
- Developed standardized proposal preparation templates, streamlining the proposal process company-wide

SENIOR PROGRAM ANALYST | AnLar, Arlington, VA

07/2017 – 04/2024

- Led the management of the U.S. Department of Education's (ED) Payback Information Management System (PIMS), overseeing program operations and technical support for 15,000+ users to ensure reliable access, compliance, data accuracy, and performance tracking
- Designed and implemented an online federal debt management system to replace a legacy paper-based process, streamlining repayment tracking for over 10,000 funding recipients and reducing case backlog by 75%
- Built and managed a specialized federal debt referral team and served as a lead coach for a 20+ member federal help desk, enhancing customer service and resolution times for complex cases
- Directed the annual data collection for ED's Rehabilitation Long-Term Training program (RLTT), providing hands-on technical assistance to 80+ grantees to ensure complete, accurate, and timely reporting
- Collaborated closely with PIMS system developers to improve platform functionality and led QA and UX testing
- Implemented a SharePoint-based deliverable tracking system, increasing submission speed by 30% and ensuring 100% on time delivery of 300+ annual contract deliverables
- Developed and delivered high-impact technical assistance materials, including presentations, webinars, instructional guides, and virtual trainings, boosting grantee confidence and user understanding
- Played a key role in securing the renewal of a five-year, multimillion-dollar contract, assisting in the development of the winning proposal and leveraging my contributions to the previous contract's success

OPERATIONS MANAGER | AnLar, Arlington, VA

01/2014 – 07/2017

- Built and scaled core operational infrastructure - including finance, HR, and compliance function - for a rapidly growing startup, laying the foundation for sustainable growth and efficient service delivery
- Designed and managed comprehensive employee benefits packages (e.g., healthcare, FSAs, and retirement)

- Oversaw and managed 50+ contracts across federal, private, and subcontractor agreements, ensuring compliance, timely execution, and successful project delivery from award through closeout
- Created and maintained employee onboarding and orientation materials
- Established a company-wide proposal search process across platforms like FedBizOpps, SAM.gov, and state/local sites, increasing pipeline visibility and enabling more strategic business development decisions
- Standardized proposal development through reusable tools and templates, improving proposal quality and team efficiency while aligning with industry best practices
- Spearheaded development of 10+ federal, state, and private proposals—crafting strategic and technical content that contributed to annual revenue stream and enabled company profitability within three years

LEAD PROGRAM ANALYST | Applied Engineering Management, Herndon, VA
10/2011 – 12/2013
- Managed a portfolio of 19 state grant recipients under the $750M U.S. Department of Education (ED) Statewide Longitudinal Data Systems (SLDS) Grant Program
- Developed and documented official SLDS risk management framework, ensuring identification and mitigation
- Developed official SLDS grantee site visit protocol, organized, attended, and led follow-up activities for 4-6 on-site visits per year
- Created standardized reporting tools and templates to streamline project documentation and compliance tracking
- Led grantee training and development efforts, providing guidance on project execution and financial oversight
- Delivered results-driven reporting on grant outcomes to federal and state stakeholders, ensuring data-informed decision-making

PROGRAM ANALYST | Kforce Government Solutions, Fairfax, VA
09/2009 – 10/2011
- Provided direct technical assistance and project oversight for 15 state recipients of ED's SLDS Grant Program
- Assessed federal grantee progress through monitoring calls, project plan and budget reviews, and progress reports, tracking and monitoring dependencies to ensure project stability throughout the grant lifecycle
- Assisted in strategic planning and execution of the annual SLDS Best Practices Conference for 500+ attendees
- Oversaw and developed content for SLDS website tracking grant awards, progress, and resources for grantees

PROGRAM/CONTRACT MONITOR | Montgomery County Collaboration Council, Rockville, MD
9/2007 – 9/2009
- Monitored contract compliance of public and private vendors providing services through state and local funding
- Provided ongoing technical assistance to vendors in individual, group, and electronic formats
- Met weekly with children and families, Department of Juvenile Justice, Health and Human Services, and local social service agencies to coordinate care and funding

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EDUCATION
- **Master of Social Work** | The Catholic University of America, Washington, DC
- **BA in Psychology** | State University of New York at Geneseo, Geneseo, NY

PROFESSIONAL SKILLS
Management & Monitoring: Project Management | Grant Monitoring | Process Development & Documentation | Contract Management | Stakeholder Engagement | Risk Management & Monitoring

Technical Writing: Website Content | User Manuals | Standard Operating Procedures | Risk Monitoring Procedures | Instructional Guides

Operations: Bookkeeping/Accounting | Human Resources | Hiring, Onboarding & Orientation | Contract Development & Administration

Business Development: Proposal Development & Coordination | Budget Development | RFP, RFQ, RFI Response | Opportunity Landscape Surveillance & Tracking | Collaboration with Subcontractors & Partners

Technical Skills: Jira | SharePoint | Microsoft Office (Excel, Word, Project, PowerPoint) | Smartsheet | Microsoft Teams | Adobe | SAM.gov | FedBizOpps | QuickBooks | SDLC | CMMI | Project Management Methodologies (Agile, Hybrid, Waterfall) | Google Suite | QA & UX Testing | Asana