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BAC-6741

Contact Information

Contact Name	Tymesha Walkins	Home Address	P O Box 200043
Preferred Phone	3033744273	Home City	Denver
Preferred Email	lmw1922@gmail.com	Home State	CO
Other Phone	2566315479	Home Zip	80220
Other Email	lmw1922@gmail.com	County	Denver
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
SSN	[REDACTED]	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Ms.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	Lockheed Martin Corporation	Work Address	Littleton Facility
Position	Senior Software Engineer	Work City	Littleton
Business Phone #	3039324819	Work State	CO
Work Email		Work Zip	80127

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	1		

Education and General Qualifications

Name of High School	Motbello High School	Name of Graduate School	University of Maryland University College
Location of High School	Denver, CO	Location of Graduate School	Denver, CO
# of Years Attended High school	3	# of Years Attended Graduate School	2
Did you Graduate	Yes	Did you Graduate	Yes

High School

Graduate Major MS Cybersecurity Technologies

Name of College Metropolitan State College of Denver
 Location of College Denver, CO
 # of Years Attended College 4
 Did you Graduate College Yes
 Undergrad Major BS Aviation Science

Reference Details

Reference Name #1 Kim Lee Reference Email #1
 Reference Phone #1 2568855175 Reference Address #1 Columbia, MO

Reference Name #2 Amos (thau) Reference Email #2
 Reference Phone #2 407-535-1272 Reference Address #2 Winter Green, FL

Reference Name #3 Erica Anderson Reference Email #3
 Reference Phone #3 Reference Address #3 Baltimore, MD

Agree to a background check

Owner Romaine Pacheco

Created By Denver Integration, 10/28/2020 12:20 AM

Last Modified By Denver Integration, 10/28/2020 12:20 AM

Notes & Attachments

SEL-08262016.doc.docx

Type Attachment

Last Modified Denver Integration

Description

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TYMESHA WATKINS

SOFTWARE ENGINEER LEAD

An accomplished Software Engineering Lead specializing in Object-Oriented Design and Analysis with expertise in the full life cycle of the software design process including requirements definition, prototyping, proof of concept, design, interface implementation, testing and maintenance. Excellent communication skills and problem-solving abilities to develop high quality software utilizing various programming languages and design patterns.

SUMMARY OF QUALIFICATIONS

A highly organized, take-charge professional with more than eleven years computer technology experience. Strong problem solving and decision-making skills with the ability to develop and implement effective action plans. Excellent communication and presentation skills. A team leader, providing motivation and training by example. Possesses expertise in Object-Oriented Analysis/Design, C# and Java Development, skilled at progressing from problem statement to well-documented designs. Strong knowledge of PL/SQL, C# and Java. Top Secret: 09/15/2019 CI and Full Scope Poly: 03/2009

TECHNICAL EXPERTISE

Languages	JAVA, C#, PL/SQL, HTML5, JavaScript
Database	Oracle, Sybase, MySQL, MS SQL Server
Frameworks	J2EE, CORBA, DDS, Spring
Concepts	OOA/OOD (UML, Design Patterns, Refactoring), Networking, Unit Module and System Level Testing
Software Systems	Rational Rose, Hibernate, Remedy Windows (NT, XP, 7, 2010), UNIX (HP-UX and Solaris), Linux (RedHat, CentOS, Fedora, Ubuntu)
SCM	CVS, Rational ClearCase, MS Visual SourceSafe

PROFESSIONAL EXPERIENCE

2016-2018	SOFTWARE ENGINEER	CACI	ABERDEEN, MD
	<ul style="list-style-type: none">• Developing with Java, Javascript, C# and HTML• designing, developing, documenting, testing, and debugging software that contains logical and mathematical solutions to mission problems• Demonstrated experience writing or contributing to end user instructions or manuals• Demonstrated experience assigning, coordinating, and reviewing the work and activities of developer personnel• Demonstrated experience using rapid prototyping and Agile based software development methodologies• Demonstrated experience developing innovative analytical solutions• Demonstrated experience using Java-based technologies to develop enterprise systems• Demonstrated research and development experience on the progression of ideas to production systems• These Qualifications Would be Nice to Have:<ul style="list-style-type: none">• Understanding of machine learning concepts• Experience with development in microservice based architectures• Demonstrated experience with NiFi automation• Demonstrated experience with PCAP• Demonstrated experience with continuous integration and software CM processes / tools (GIT, JIRA, Confluence)• Security+ Certification		

- 2015-2016** **CEO** **Watkins Care Givers, Inc. Huntsville, AL**
- Drive strategic planning, business development, and fiscal operations
 - Establish positive relationships with clientele and other franchise business leaders
 - Develop overarching goals and initiatives
 - Managed the day to day operations of the organization
 - Developed the organization network-infrastructure
 - Developed the organization marketing scheme
 - Developed and implemented employee training manuals and policies
 - Performed employee First-Aid and CPR training
- 2009-2015** **Software Engineer/DBA** **Northrop Grumman**
Huntsville, AL
- Designed, developed and maintained software in JAVA and C#
 - Developed, implemented and maintained two successful error-free prototypes.
 - Lead small agile development team as scrum master
Created design documents and ER modeling.
 - Maintained data dictionary documentation.
 - Developed software design documentation
 - Performed risk analysis on database transition. Developed the database transition document. Implemented the database transition according to my recommendations
 - Developed and implemented FMS product security updates according to the latest NIST guidelines
 - Founding member of two employee resource groups.
 - Led diversity and inclusion focus group. Presented results and recommendations to Executive board.
 - Initiated STEM projects in elementary schools
- 2008-2009** **General Engineer IV** **Northrop Grumman**
United Kingdom
- Designed, maintained several database applications
 - Automated the daily, weekly, and monthly reports.
 - Designed, maintained several database applications
 - Automated the daily, weekly, and monthly reports.
 - Developed the database migration plan
 - Designed and developed database migration scripts for migration.
 -
- 2007-2008** **Software Engineer IV /DBA** **Northrop Grumman**
Aurora, CO
- Provide database design, implementation, maintenance and administration support to high-priority systems utilizing Oracle, Sybase, MySQL and DB2 databases.
 - Perform monthly database software upgrades for several transcontinental systems.
 - Develops database recovery procedures for systems.
 - Provides analysis and implementation recommendations for enhancing application performance.
 - Engages in system engineering analysis to enhance integration and streamline process flow.
 - Developed a report generating tool to meet database performance matrix reporting requirements.

- Provides technical support and instruction of multiple product functionality.
- Develop software using extreme programming and agile software development methodologies and JAVA J2EE, C#, XML and PL/SQL
- Provides direct support to System Engineering, Integration and Test and Operations and Maintenance teams.
- Monitored multiple clustered Oracle databases on three continents using Oracle Grid Control.
- Implemented and maintained Oracle Streaming between databases located in three different continents.
- Ported large volumes of application and database data from legacy systems.

2004 – 2007

Integration Lead/SW Lead
Aurora, CO

Raytheon

- Led a small team of engineers who are responsible for the integration of mission management and command control portions of the system.
- Led a small team of engineers who develop the software infrastructure for a satellite ground station system.
- Implemented software applications and components using C++, Java, CORBA, and XML.
- Developed and managed the schedule.
- Identified functional capabilities based on system requirements.
- Coached team members on the development of our subsystems.
- Crossed team boundaries to integrate the system.
- Developed and maintains multiple system configurations
- Facilitated coordination and communication between software and deployment for capturing, packaging and deploying software tools package.

EDUCATION

Regis University
Denver, CO

- MS Computer Information Systems
- Emphasis: Networking and Databases
- GPA: 3.9

Metropolitan State College of Denver
Denver, CO

- BS Aviation Science
- Minor Computer Information Systems

Continuing Education Courses

DAU – Defense Acquisition 101

PMStudy – Project Management Professional (PMP)

Security+

Certified Information Systems Security Professional (CISSP)



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BAC-5738

Board Name	Denver African American Commission	Status	New
Salutation		Type	N/A
First Name	Courtney	Preferred Email	courtney.e.galloway@outlook.com
Last Name	Galloway	Other Email	cgalloway42@gmail.com
Contact Name	Courtney Galloway	Preferred Phone	7204225714
Middle Name		Other Phone	
MMAC Trans. Mode Group			
Other boards or commissions served			

Work and Home Address

Work Address	1670 Broadway	Home Address	318 WALNUT ST, W307
Work City	Denver	Home City	DENVER
Work State	CO	Home State	CO
Work Zip	80202	Home Zip	80204

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	Unknown	Race/Ethnicity	African American
Occupation/Employer	Taylor Anderson LLP	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Janie Perry	Reference Email #1	
Reference Phone #1			
Reference Name #2	Jan Hazlett	Reference Email #2	
Reference Phone #2			
Reference Name #3	Edith Stevens	Reference Email #3	
Reference Phone #3			

Owner	Denver Integrallon	Created By	Denver Integration, 12/23/2019 3:38 PM
		Last Modified By	Romaine Pacheco, 1/14/2020 12:39 PM



COURTNEY E. GALLOWAY

WWW.LINKEDIN.COM/COURTNEY-GALLOWAY5280/

EXPERIENCE

SUMMARY

Results-driven, optimistic professional with 6+ years' proven track record of success in diverse environments. Outstanding management and policy development skills along with a strong passion for excellence and contagious enthusiasm. A hard-working self-starter committed to superior execution and employee satisfaction.

SKILLS AND CERTIFICATIONS

- Innovative solutions and strategies
- Organizational Policy
- Process Improvement
- Quality Control / Compliance
- People Management
- Onboarding and Training
- Employee Benefit Administration
- Contract Analysis and Negotiation
- Employee Conflict Resolution
- Influences Outcomes

HR GENERALIST • TAYLOR ANDERSON LLP • SEPT '19 – PRESENT

- The purpose of this position was to support the firm while their Executive Director was out on medical leave
- Provides leadership and direction to the employees
- Communicates proactively with the attorneys to ensure the administrative services and resources are meeting their expectations and clients' needs
- Seeks input from employees as appropriate and encourages open communication
- Keeps the partners and employees appropriately informed
- Maintains confidential information and conducts HR investigations
- Hires and manages paralegals and other support staff
- Ensures employees are effectively trained; implemented a new training curriculum on the existing LMS, Skillport
- Conducts employee performance evaluations, seeking input from the attorneys
- Implements the policies of the firm in a fair and consistent manner
- Manages the HR activities in the firm including recruiting, hiring, orientation, policy development and implementation, staff training, CLE tracking, performance management, staff counseling, terminations, exit interviews, personnel record keeping, and benefits administration in compliance with local, state and federal laws
- Developed onboarding program for new employees to ensure understanding of role and success in the firm
- Designed regional recruiting and onboarding procedures for new employees; coordinated and collaborated with recruiting agencies nationwide.
- Composed firm policies and Employee Handbook; reviewed existing policies to ensure compliance with federal, state and local laws.
- Managed interdepartmental conflicts
- Reviewed and revised firm procedures for improved efficiency



EMAIL

COURTNEY.E.GALLOWAY@OUTLOOK.COM



TELEPHONE

720.422.5714

- Risk Assessment and Navigation
- Performance Management
- Colorado Notary Republic

LEGAL / STAFF ASSISTANT • CCRJ • OCT '18 – MAY '19

- The purpose of this role was to evaluate whether attending law school would be a good investment for me; this is not a path I will be pursuing
- Conducted in-depth review of all marketing expenses and vendors for the firm; negotiated and reviewed marketing vendor contracts
- Proofread, notarized and filed case documents (pleadings, complaints, etc.) on Colorado E-Filing System, Judicial Arbitrator Group filing system and the Federal E-Filing System for Construction Defect claims, Family Law cases, Personal Injury Cases and General Business Matters
- Revised billing process for recording Partners' billable hours; reviewed 7 step process, researched variables, and generated a more efficient 3 step process

BENEFITS MANAGER • GUSTO • JAN '18 – SEPT '18

- Analyzed group benefit contracts; administered the broker of record transfer to Gusto, for automation to simplify payroll, benefits, and HR; and provided support to small & medium sized firms.
- Negotiated and enforced benefit contracts for small businesses; acted as the virtual benefits administrator for over 100 small groups
- Coordinated with various insurance carriers nationwide to correct enrollment and termination issues, often resulting in monies being returned to the insured group
- Collaborated with the software engineering department to improve the API for tax advantage account administration; cut down administration time from 8 hrs. per line of coverage to 3 hrs.
- Recognized and Awarded for exceeding customer expectations, and for continually exceeding increasing monthly goals by at least 120%

QSF AUDITOR • PROVIDIO MEDISOLUTIONS • FEB '17 – JAN '18

- Audited the Qualified Settlement Funds (QSF) administration of over 25 Mass Tort Actions; conducted in-depth financial analysis of investment and operating QSF accounts; corrected \$1.6 million of discrepancies for claimants' disbursement of funds
- Maintained bank reconciliation reports for the court; over \$500 million tracked and disbursed
- Created collections process for aging accounts receivables and recovered over \$500,000 of overdue fees in a 3-week period
- Onboarded and trained new employees on all procedures related to invoicing, QSF administration, and Medicare Set-Aside (MSA) report administration
- Reviewed and improved QSF implementation procedures, invoicing and MSA administration

MANAGER OF SALES • OPTUM • MAR '13 – FEB '17

- Oversaw performance and talent management, leaves of absences, onboarding, training, processed payroll and interdepartmental conflicts for over 200 agents
- Provided leadership for the department
- Developed, implemented, and reviewed operational policies and procedures
- Managed recruiting and staffing for our department



EMAIL

COURTNEY.E.GALLOWAY@OUTLOOK.COM



TELEPHONE

720.422.5714

- Ensured all legal and regulatory documents are filed and monitored compliance with laws and regulations
- Collaborated with clients to ensure our service met their needs
- Conducted operational audits and analysis of key KPIs / goals to revise sales process; improved sales performance by 16% over 60 days
- Created job aides and training documents as needed for agent and manager support
- Coached and trained new sales agents and new sales managers for each annual enrollment period season; streamlined training process from 8 wks. to 5 wks. for agents and supervisors
- Certified Medicare Specialist

EDUCATION

B.A. SOCIOLOGY • UNIVERSITY OF COLORADO, DENVER
Minor in Ethics

Daniels Fund Scholar

M.A. SOCIOLOGY • UNIVERSITY OF COLORADO, DENVER
Emphasis in Health and Society

REFERENCES

Available Upon Request



EMAIL

COURTNEY.E.GALLOWAY@OUTLOOK.COM



TELEPHONE

720.422.5714



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BAC-7092

Contact Information

Contact Name	Fatima Thibou	Home Address	1705 E 16th Ave
Preferred Phone	7209824261	Home City	Denver
Preferred Email	fthibou@gmail.com	Home State	CO
Other Phone		Home Zip	80218
Other Email		County	Denver
DOB	██████████	Hispanic or Latino origin or Descent?	No
SSN	██████████	Race/Ethnicity	African American
Gender	Female	Other Ethnicity	
Other Gender		Salutation	Mrs.

Board Information

Board Name	Denver African American Commission	Other boards or commissions served	
Status	New	Resigned	
Term Start Date			
Term End Date			

Work Information

Employer	Vicente Sederberg	Work Address	455 Sherman St
Position	Director of Operations	Work City	Denver
Business Phone #	303-860-4501	Work State	CO
Work Email	f.thibou@vicentesederberg.com	Work Zip	80203

Additional Information

Are you a registered voter?	Yes	Objection to appointment?	No
If so, what county?	Denver	Special Information	
Denver City Council District No	Unknown		

Education and General Qualifications

Name of High School	Gateway High School	Name of Graduate School	
Location of High School	Aurora, CO	Location of Graduate School	
# of Years Attended High school	2	# of Years Attended Graduate School	
Did you Graduate	Yes	Did you Graduate	

High School

Graduate Major

Name of College Arizona State University
Location of College AZ
of Years Attended College 2
Did you Graduate College No
Undergrad Major Criminal Justice - 6 classes from graduation, current student

Reference Details

Reference Name #1	Shannon Pearson	Reference Email #1	spearson54@gmail.com
Reference Phone #1	7204484519	Reference Address #1	
Reference Name #2	Marquette Smith	Reference Email #2	mdsmith2015@gmail.com
Reference Phone #2	913-271-4655	Reference Address #2	
Reference Name #3	Afshan Andesha	Reference Email #3	a.andesha@gmail.com
Reference Phone #3	3037253285	Reference Address #3	

Agree to a background check

Owner Romaine Pacheco

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Last Modified By Denver Integration, 3/5/2021 2:58 PM

Notes & Attachments

Fatima Thibou Resume VS.docx

Type Attachment

Last Modified Denver Integration

Description

[View file](#)

FATIMA A. THIBOU

9777 W Stanford Ave., Denver, CO 80123

fthibou@gmail.com

720.982.4261

SENIOR-LEVEL MANAGEMENT

PROFESSIONAL PROFILE

- Proven success in achieving revenue, cost, productivity and employee development goals; energized growth by leading cross-functional teams to bring in record high revenue by ensuring teams embrace a client-centric mentality and developing a culture of excellence.
- Superior operations and management executive with established expertise in creating and optimizing processes, evaluation and assessment systems, leadership development and infrastructure to maximize results in fast growing environments across multiple industries.
- Adept strategist who materializes organizational objectives into concrete solutions and measures performance against key operational goals; demonstrated ability to enhance the customer experience.

AREAS OF IMPACT

- Operational Infrastructure
- Customer Experience Management
- Strategic Planning and Process Improvement
- High Performance Team and Leadership Development
- Revenue Goal Attainment and Growth
- Call / Contact Center Operations
- Cross Functional Training
- P&L Management and Financial Analysis

LEADERSHIP PROFILE

Director, Contact Center Operations & Client Service, Bachus & Schanker, LLC, Denver, CO June 2017-Present
Rejoined law firm to focus on new business growth and improve client service operations.

- **New Business Growth:** Achieved new case acquisition growth by 12.8% year (2018) over year (2017), resulting in \$1.25M in unrealized additional revenue for the law firm; reduced intake salary and operational expenses by 17% in the same timeframe.
- **Process Enhancement:** Developed and implemented electronic sign-up process, transitioning from paper process and resulting in improved client experience and improved efficiencies in the intake process; decreasing average intake time by 33% allowing for an average of two additional intakes per day.
- **Client Service:** Introduced new client service processes including monthly reporting on client service opportunities and resolutions, facilitating a monthly client service committee to discuss proactive initiatives and addressing areas of improvement, partnering with attorneys and support staff; decreased client service opportunities by 39%.

Intake and Client Service Manager, Levenbaum Trachtenberg, PLC, Phoenix, AZ

July 2016-May 2017

Hired to assess, rehabilitate and augment the new client intake process as well as develop current client service initiatives for four markets including Arizona, California, Utah and New Mexico.

- **Operational Efficiency:** Implemented new process to increase case evaluation efficiency and deliver a higher quality potential client experience resulting in reduction in evaluation time from +8+ hours to same day; Spearheaded transition from auto-attendant to live person resulting in 30% increase in potential new case volume.
- **New Business:** Eliminated year to date deficit and decline in growth trend by exceeding quarterly goals by 13% in the first five months of employment; Exceeded annual goal by 3% resulting in potential revenue increase of \$290k, eliminating potential \$400k revenue loss based on current trend forecast.
- **Performance Improvement:** Designed and created daily, weekly, monthly and quarterly reports providing definitive actionable data regarding volume patterns, conversion rates, and intake performance- including marketing reports,

SEO performance, and case acquisition costs resulting in improved performance, service and conversion rates in all markets.

- **Client Service:** Implemented potential client service programs to assess and improve the potential client experience including the establishment of a commitment to service brand promise as well as weekly feedback programs.
-

Director of Operations, Buchus & Schunker, LLC, Denver, CO

April 2012-June 2016

Attained fast-track promotion in reputable Personal Injury Law Firm to manage Contact Center, Pre-Litigation and Front of House Operations; oversee 35-65 employees and \$7.7 million budget driving improved production capacity through efficient resources allocation and scalability throughout the organization, as well as improving operating performance through organized case management, performance accountability, client service focus initiatives and financial analysis.

- Promoted from Litigation Paralegal within 6 months of employment.
 - Earned recognition from Law Week Magazine as one of Colorado's Outstanding Legal Professionals in 2015 within 3 years of entering the legal industry.
 - **New Business Growth:** Introduced Enterprise Contact Center software and implemented process changes resulting in improved efficiencies, lower operating costs and increasing new business acquisition achieving annual 10.6% increase in new cases over previous historical growth average.
 - **Process Enhancement:** Spearheaded reorganization of pre-litigation department resulting in 25% decrease in salary and operating costs; strengthened client service experience by developing on-going client service feedback programs resulting in decrease in client complaints and improved ratings; partnered with litigation department to achieve firm goals by proactively assessing pre-litigation cases for lawsuit viability.
 - **Revenue Growth:** Improved profitability achieving 35% increase in revenue year over year through benchmarking efforts in key performance areas, department restructuring, leadership development, and resolving operational challenges and limitations to ensure performance optimization; partnered with CFO and Finance department to introduce processes decreasing turn around time for receipt of settlement funds and stabilizing revenue.
 - **Performance Improvement:** Developed high performing teams to attain organizational objectives through employee empowerment, professional development opportunities, self directed teams, cross training certification and client service initiatives. Results include:
 - 35% increase in revenue year over year
 - 22% increase in new case acquisition
 - 127% increase in average calls handled
 - 42% increase in cases resolved
 - Successfully promoted 19% of staff
 - Reduced average wait time to 15 seconds
-

Guest Services Manager, Ultimate Electronics, Thornton, CO

November 2008-March 2011

Managed operations for Guest Services department which included third party service and repair, internal inventory repair, facilities, level one IT and Call Center operations. Corporate contact for 46 retail store locations across 15 states.

- Developed and executed company's first customer experience measurement program driving a 76% increase in customer compliments and a 31% decrease in customer complaints YTD; Improved BBB rating from F to A.
 - Managed 30 direct reports focusing on the customer experience and employee development. Successfully promoted 20% of staff through fair, consistent and productive coaching.
 - Launched internal knowledgebase for Guest Services team as well as retail locations, elevating first call resolution to 64%; decreased cost per call from \$1.82 to \$.99.
 - Developed and implemented departmental SOPs for level one call center IT support and damages claims adjudication for retail stores; resulting in streamlined processes, increase in IT efficiency and store support resolution.
-

EDUCATION

Arizona State University

100 Credits completed

GP4: 3.9

Estimated graduation: 2020