

## JILL THONSEN

### EDUCATION **ASHFORD UNIVERSITY —BA ENGLISH**

Project Management Certification from Stephens University

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### ACCOMPLISHMENTS

Knowledge Management Portfolio Lead for Analytics and Information Management Services (AIMS) organization. Created requirements for knowledge management tool, implemented knowledge management processes, created and performed training on the knowledge management tool; responsible for administration and ownership the tool. Drove implementation of the tool and related processes across organization

Coordinated and implemented various knowledge management and workforce skills initiatives into the AIMS organization.

Facilitated knowledge transfer activities by creating knowledge transfer tip sheet, artifacts, and guides. Also supported outgoing employees with their knowledge transfer plans. Created knowledge transfer checklist for use by outgoing employees. Submitted the checklist to Library Services to include as part of the Knowledge Management toolbox.

Created and/or facilitated multiple skill development plans used by the AIMS organization to upskill or reskill employees.

Technical Writer on the Function/IT RAA Alignment project. Responsibilities include creating Taxonomy, RAA template document, coordination of multiple inputs into single document, resolution of discrepancies among the inputs, etc. Final RAA document will be reviewed and approved by the Boeing Chief Architects Council.

Created onboarding process, checklists, and documentation which ensures a consistent onboarding experience for all incoming employees.

Created and performed IT Compliance training for management and new team members. This training incorporated best practices and standards acquired from 10+ years of compliance-related work.

Monitor and manage IT Compliance & Security requirements for 80+ applications ensuring applications are fulfilling all regulatory and security requirements.

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Acted as FAA Accreditation Focal for multiple applications. Accreditation is a requirement of the FAA and requires detailed documentation and processes validity.

Committee chairperson for the Boeing Classic golf tournament. This tournament is a PGA-sponsored event. Chairperson for the Volunteer Support Operations committee which maintains the volunteer center at the tournament, supports multiple activities during tournament week, and provides backup for all the other committees, as needed. I've worked the golf tournament for 12 years with the last 2 years as committee chairperson.

Led organizational safety team for over 5 years. As the leader, identified safety issues, addressed those issues, created and performed safety-related trainings, reviewed safety incidents for root causes and possible process improvements, etc. The safety team was geographically diverse and required strong leadership to ensure a cohesive approach and keep the team engaged and focused.

Produced and expedited integrated processes for new business group and associated service offerings (16) including identifying and documenting statement of work, tactical plans, and standard methods of operation. Coordinated training of the team on those service offerings and associated processes. Gathered results and applied process improvements and efficiencies as the team implemented the various processes.

Analyzed and identified gaps in documented business processes for Boeing Commercial Airplane (BCA) Integrated Reporting Systems (BIRS); compiled individual or project-level processes and integrated into higher-level or organizational-level processes. Standardized processes where applicable to improve efficiency or promote process improvement.

Supported the 777X CWC Smart Factory workshop including gathering and refining requirements. The requirements documents were used as a foundation to build executable architecture.

Facilitated several Value Stream Mapping workshops and Requirements Gathering workshops. Gathered and compiled complex data from numerous sources throughout the course of the workshops resulting in a single list of prioritized and approved requirements.

Managed and led the CAD/CAM Statement of Work process including gathering requirements, refining, affinizing, and prioritizing those requirements, determining how to fulfill the requirements, and attaching dollars to each requirement. Additional responsibilities included creating the end-to-end SOW process and associated deliverables. The final SOW and budget (\$160 million) was presented to the BCA Engineering Change Board for review and approval.

Created & maintained metrics web page for several applications. Metrics needed to be in one location and viewable by multiple audiences to varying levels of detail. Single web page eliminated errors and significantly reduced the time required to maintain and display the metrics.

Managed response to an operational effectiveness audit for multiple applications. Responsibilities included gathering evidence and creating repository for audit evidence. We were the only team to receive a 100% compliance score (168 questions total) on the first pass.

Managed the writing process, provided schedule and progress visibility, and optimized workflow. Conducted gap analysis of current documentation and created and implemented a documentation plan.

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Conducted gap analysis of current documentation and created a documentation plan to resolve the gaps.

Ensure and/or create necessary documentation for incoming applications

Ensured compliance for all audits and provided needed support to pass the audits (including various Data Center Modernization gate reviews).

Created and implemented Non-IT Transition Playbook which identified the steps and requirements for transferring applications into IT from other parts of the company.

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## SKILLS & ABILITIES

- Extensive process documentation experience
  - Extensive experience working with Macroscopic templates, documents and methodology
  - Understanding of the software development lifecycle, including Application Development and Sustaining (AD&S) practices and processes.
  - Expertise in document review process, including quality and accreditation requirements.
  - Project Management experience
  - Configuration management focal for documentation
  - Understanding of knowledge management methodology, processes, and strategies
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**PROFESSIONAL  
EXPERIENCE**

**IT PROJECT MANAGEMENT SPECIALIST, THE BOEING COMPANY**

March 2018 – Present

Knowledge Management Portfolio Lead for Analytics and Information Management Systems (AIMS) organization. Created requirements for knowledge management tool, implemented knowledge management processes, coordinated and implemented various knowledge management and workforce skills initiatives into the AIMS organization.

**TECHNCIAL WRITER, THE BOEING COMPANY**

May 1996 – March 2018

Supported the following organizations —Finance, Engineering, CAS (Commercial Aviation Services), CAD/CAM, Product Systems, BIDS/BRIDGE, BCA Integrated Reporting Systems, Analytics & Information Management Systems

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