



U.S. ARMY COMMUNICATIONS-ELECTRONICS COMMAND

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THE CRITICAL LINK

Samantha Trotte

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Samantha is a business process improvement professional working for the U.S. Army's Business Process Reengineering (BPR) Center of Excellence (CoE). She is responsible for leading BPR projects and providing training and expertise during the Army BPR courses. The BPR CoE implements a standardized methodology for BPR and provides support services for reengineering the Army's business processes.

After graduating with a Bachelor's Degree in Criminal Justice, Ms. Trotte began her career as an IT Specialist at the Software Engineering Center (SEC). She excelled at customer service and working in a fluid environment with frequently changing requirements. During her tenure at SEC she also supported a data center consolidation effort which focused on reducing the size of the application portfolio and optimizing the remaining tools in the environment.

At the BPR CoE, Samantha supports a multitude of activities. She participates in the BPR reviews that are a required component of the Business Solutions Analysis phase of the Business Capability Acquisition Cycle (BCAC). This includes validating whether sufficient BPR was conducted as well as performing a detailed analysis of the current and future state architectures. Ms. Trotte also leads and executes BPR efforts which entails facilitating workshops, interviewing Subject Matter Experts, accessing and implementing organizational change management strategies, understanding the current environment, and making recommendations on how to reach the desired future state. Finally, Ms. Trotte is a valued part of the training team and uses her expertise and experience to help cultivate a cadre of BPR professionals across the Army.

Ms. Trotte resides in Harford County, Maryland with her husband, two sons, four turtles, and Jasmine the hermit crab.

