



Araly Chinn

PMP · CSPO · CSM · LEAN SIX SIGMA

Public-Sector & Justice-Tech Project Manager

I'm a bilingual public-sector and justice-tech PM specializing in SaaS project delivery, regulated-compliance delivery, and change management for long-tenured government users.

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15% case clearance gain. 17% backlog cut. \$250K saved.

A snapshot of where I've been and what I've delivered.

+15%

Case-clearance gain across a two-year SaaS deployment at Sandy Springs PD's investigative unit

\$250K

Operational savings driven on a \$1M compliance program at the Cobb County DA's Office, alongside a 17% backlog reduction

7+

YEARS IN PM

6

ACTIVE CERTIFICATIONS

Justice Systems

INDUSTRY FOCUS

5

METHODOLOGIES

Four principles that shape every project I lead

01

Empathy first. Then design. Then training.

Most change-management failures happen when someone reverses that order, design the system first, then try to convince people to adopt it. I start with the user's existing pain and work backward to the system.

02

Saying no isn't hard. Making the no visible is.

When stakeholders can see the prioritization framework, they argue with the framework, not with each other. A defensible no with the work shown preserves relationships and keeps the backlog disciplined.

03

Pre-wire 1:1 before bringing data to a group.

People react very differently to data when they see it for the first time in a room full of peers versus when they've engaged with it privately. By the group meeting, we're validating alignment, not debating from zero.

04

Translate the pressure. Don't pass it on.

I own the timeline, the risks, the stakeholder pressure, and the trade-offs that come with each. Engineering and operations own how the work gets done. Holding that line and defending it both directions is what keeps the partnership working.

Investigative Unit SaaS Deployment

A two-year platform deployment for Sandy Springs PD's investigative unit. Moving the team from tooling that lacked workflow visibility and a 36% case clearance rate to a unified workflow and a 15-point clearance gain.

INDUSTRY

Public Safety

DURATION

Jan 2020 – Jan 2022

ROLE

Public Safety PM

SPONSORS

Sergeant · Captain

METHOD

Hybrid Agile/Waterfall

Detectives without unified visibility, on tooling that couldn't keep up.

Detectives lacked **unified visibility** into open cases, evidence chains, and leads. Cases were **not properly weighted**, impacting distribution, and the workflow was not sustainable with rising caseload.

36%

Pre-deployment case clearance rate

0%

Real-time visibility into case progression

3

Blindspots that needed to be addressed

AT RISK

A 36% clearance rate that was publicly reported, leadership making resource decisions without real-time data, and rising caseload meeting a workflow that wasn't sustainable.

LEGACY SYSTEM

Capability Gap: Lacked key features for accurate workload visibility

INVESTIGATIONS UNIT

Leadership making resource calls without real-time data; Overworked Detectives

DEPARTMENT LEADERSHIP

Accountable for the 36% clearance rate in public reporting

VICTIMS & PUBLIC

Case resolution slowed by a workflow that wasn't sustainable

Shadow first, sequence the risk, let configuration breathe.

How a two-year deployment stayed on schedule and earned detective adoption.



STEP 1 · DISCOVERY

Shadow the work before designing for it

Two weeks observing detectives, mapping current-state workflow with investigations leadership, and stakeholder mapping across PD, IT, vendor, and end users.

STEP 2 · ALIGNMENT

Define what "ready to deploy" actually means

Built business-readiness criteria with IT and operational leadership before scoping the work, too strict delays launch, too loose ships broken.

STEP 3 · PLAN

Project charter, WBS, hybrid milestone schedule

Waterfall sequencing for data migration, integration, and go-live. Agile iteration for workflow design and testing with detective input.

STEP 4 · BUILD & TRAIN

Configure, test, then train in waves

Super-user model: train 2–3 detectives first, have them coach the rest. Kept operational case coverage intact during rollout.

STEP 5 · MONITOR

Custom KPI Dashboards

Integrated KPI dashboards for leadership and sustained post-launch monitoring to surface issues before users felt them.

Three decisions that shaped the outcome.

01

Weighted case distribution

TRADE-OFF

Distribute cases evenly by count (simple, but ignores that a homicide takes far more detective hours than a petty theft) OR design a weighting system that reflects the real work each case demands.

MY CALL

Designed a weighted case system. Each case type carried a workload weight, so distribution reflected actual effort. Outcome: even workload across detectives, fewer burnout risks, more honest leadership visibility.

02

Scope at go-live

TRADE-OFF

Full system overhaul to replace everything at once (faster theoretically, but high disruption to an operating unit) OR ship only the features the unit genuinely needed and defer the rest.

MY CALL

Shipped key features only. Reduced disruption to active investigations and gave the unit room to absorb the new workflow without losing operational coverage. Remaining capabilities sequenced for later phases.

03

Methodology

TRADE-OFF

Pure Waterfall gave milestone control but no room for detective input on configuration. Pure Agile fit configuration but couldn't manage data-migration, integration, and go-live sequencing safely.

MY CALL

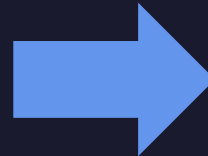
Ran hybrid. Waterfall governed milestone-driven activities; Agile governed configuration with end users. Cost: dual reporting overhead, accepted in exchange for risk control and adoption quality.

From blind spots to a unit that can see its own work.

BEFORE

No visibility

Legacy tooling without unified visibility into open cases, evidence chains, or leads. Cases distributed without workload weighting, creating uneven detective burden. Leadership couldn't see case progression without pulling detectives off the work.



AFTER

One platform

Unified SaaS case management with weighted case distribution and a custom workload dashboard. Integrated KPI dashboards let leadership pull case progression in real time without interrupting detective work.

A unit operating independently, on a platform leadership now trusts.

HEADLINE OUTCOME

+15 pts

Case clearance lifted from a 36% pre-deployment baseline. Mission outcome, measured against the number leadership defends in public reporting.

6 wks

to full adoption across all 12 trained detectives

3 mos

until the unit operated fully independent of PM support

51%

Post-deployment case clearance rate