

Client Name, MBA, PMP

Land O'Lakes, FL • 610.555.1212 • Client@gmail.com

IT PROJECT MANAGER

Accomplished IT leader with 15+ years of experience and a background in delivering organizational initiatives that decrease risk and improve operations for organizations in diverse industries. Adept at all project functions, including planning strategy, identifying project and program needs and scope, evaluating performance, overseeing budgets, resolving issues, allocating resources, and testing, while ensuring all deliverables completed on time, on budget, and within scope. Proficient at implementing organizational changes companywide. In-depth knowledge of hardware and software, networks, servers, and multiple business applications with the ability to complete business analysis and infrastructure development. Proven leader with a history of training and directing high-performing teams. Exemplary communication and interpersonal skills used to interact with stakeholders, associates, senior leaders, and vendors.

AREAS OF EXPERTISE

Strategic Planning | Project Management | Project Scope | Budgeting & Cost Control | Stakeholder Management
Customer Service | Healthcare | Reporting | Process Improvement | Relationship Building | Team Leadership

PROFESSIONAL EXPERIENCE

RITA Staffing, Tampa, FL

2017 – Present

IT Program Manager (DEX Imaging)

- Manage multiple IT projects, including developing and delivering service-management platform design and restructuring service desk, implementing change control system, and establishing performance KPIs and reporting for tier one service desk; successfully delivered entire program on time and on budget.
- Create long-term plans to ensure business followed industry best practices and positioned department for ITIL implementation and ISO/IEC 27K standards.
- Host weekly project meetings to review status, issues, risks and resource constraints, regularly conferring with CIO on long-term strategy and implementing time-line based on organizational growth rate.
- Analyze hardware-purchasing strategy and presented recommendations to streamline operations and reduce overall support costs by standardizing on hardware models.
- Achieve program capital targets by budgeting and financially managing projects.

APEX Systems Consulting, Tampa, FL

2016 – 2017

IT Project & Readiness Manager (Wells Fargo)

- Spearheaded 10K-user Windows migration project from Windows 7 to Windows 10, including devices across several domains with access to multiple third-party systems and industry-specific, highly customized software using LANDesk and Citrix.
- Developed communication plans and delivered project communications, such as progress reports, proposals, requirements documentation, and presentations accordingly.
- Managed operations budget, while monitoring and managing projects to optimize ROI on initiatives.
- Completed project post mortems and reported on lessons learned.
- Collaborated with client IT team to vet design, testing and validation plan for hardware, ensuring SLA performance and establishing user expectation for system performance.

Mastech Consulting, Tampa, FL

2014 – 2015

IT Implementation & Senior IT Project Manager (DTCC)

- Planned, executed, and delivered multiple projects for client.
- Successfully implemented global two-factor authentication application for 6.5K users.
- Migrated SAN storage environment from two node to six node, active/active data center configuration.
- Managed appropriation of \$4M operations budget to maintain data center, LAN/WAN, storage, and VDI desktop support in high data transaction-processing AML environment.
- Communicated project roles and responsibilities to operation team members.
- Managed team expectations and resolved conflicts as necessary in 24/7 international environment.
- Simultaneously implemented and managed seven projects to optimize storage management for tiered storage, business continuity, intruder detection and prevention, and chargeback to business units based on usage and disaster recovery specification.

MedHOK, Tampa, FL

2014

IT Implementation & Project Manager

- Planned, executed, and delivered multiple projects for client.
- Successfully implemented 1.5K user SaaS Java/J2Ee application, including creating function specifications in conjunction with client; Completed three months early and 20% under budget.
- Developed and implemented full-scale project plans, including identification and management of project dependencies and critical path.
- Hosted meeting with senior management to inform stakeholders of status, issues, and risks with project.
- Communicated project roles and responsibilities to team members.
- Managed internal and outsourced team expectations and resolved conflicts as necessary.
- Collaborated with client IT team to vet design, testing and validation plan for hardware, ensuring SLA performance and establishing user expectation for system performance.

Renner Brown Consulting, Edison, NJ

2014

IT Implementation & Project Manager

- Planned, executed, and delivered multiple projects.
- Successfully managed a 1.9K user Windows Migration project from Windows XP to Windows 7, including devices across several domains with access to multiple third-party systems and industry-specific, highly customized software; Completed early and 10% under budget.
- Designed and implemented helpdesk to increase customer satisfaction while developing education program for helpdesk and support staff leading to increased first-call resolution rate and reduced abandoned calls.
- Created and executed service desk KPIs and SLAs with business units to ensure proper levels of coverage and accurate knowledge of systems.
- Communicated project roles and responsibilities to team members.
- Managed internal and outsourced team expectations and resolved conflicts as necessary.
- Fulfilled role of Service Manager during migration, addressing user needs, ensuring application functionality, and adhering to SLA metrics.

Philadelphia Insurance Companies, PA

2011 – 2014

IT Project Manager

- Led multiple, simultaneous projects from concept to implementation, including data center migration and consolidation initiatives, VOIP/SIP implementations for 34 corporate and international sites, and system upgrades.
- Defined project scope and deliverables in collaboration with executive sponsors.
- Completed cost benefit analyses to prepare for submission of budget proposals and recommended budget changes as necessary, consistently delivering projects on time and up to 10% under budget.
- Successfully managed 1.5K user Windows migration project from Windows XP to Windows 7, including devices across several domains with access to multiple third-party systems and industry specific, highly customized software.
- Managed \$4M data center migration and consolidation to combine two data centers, moving 300 servers and migrating from physical to virtual environment.
- Communicated project roles and responsibilities to team members and resolved conflicts as necessary in a 24/7 international environment.
- Established communication plans and delivered project communications, such as progress reports, proposals, requirements documentation, and presentations.
- Conducted project post mortems and reported on lessons learned.

Additional Professional Experience: *Independent Consultant, 2009-2011; STV Incorporated, IT Project Manager & Network Operations Manager, 2007-2009; EB Games/Electronics Boutique, 2002-2007; ING Variable Annuities. Director of Network Operations & Service Delivery Manager, 2000-2002; First Consulting Group, Multiple Roles, 1998-2000.*

EDUCATION & CREDENTIALS

Master of Business Administration, Management Information Systems, Indiana University of Pennsylvania
Bachelor of Science in Finance, University of Pittsburgh at Johnstown. PA

Certifications: Project Management Professional (PMP); ITIL Foundations V3;
Certified Help Desk Manager; Microsoft Certified Systems Engineer