**IT SPECIALIST RESUME**

**Resume Summary**

Solution-focused IT project manager with 10+ years of experience in leading large-scale technology projects from design through to implementation. Instrumental in dissecting complex problems, devising iterative processes, and leading end-to-end change management.

**Education**

* Project Management Professional® Certification

Project Management Institute

2012

* Bachelor of Science in Information Technology

River Brook University, Chicago, IL

2006–2010

**Work Experience**

**IT Project Manager**

Sevatec, Fairfax, VA / September 2015–present

* Oversee a team of 20+ IT professionals to successfully manage 12+ major technology releases per year with projects ranging from $120,000 to over $470,000 requiring 12,000+ resource hours
* Lead all aspects of projects, including capacity planning, resource allocation, project documentation, client engagement, and change management
* Enhance project-wide efficiencies by creating 13+ filters and dashboards in Jira to monitor the progress of 350 to 400 bugs and enhancement tickets
* Address and resolve project risks, roadblocks, and obstacles while securing resources to efficiently complete deliverables

**Project Consultant**

Miracle Systems, Arlington, VA / May 2010–August 2015

* Devised project plans and engagement activities to prepare 20 call centers for major technology and process changes and new product launches
* Reduced new account opening errors over 90% by developing an effective manual to explain the approved scenarios for opening account products
* Created and executed over 500 new or updated procedures to ensure flawless implementation and adoption of new processes
* Generated $1.2 million in revenue by completing 10+ implementation projects

**Hard Skills**

* MS Visio
* Jira
* SQL
* Planview

**Soft Skills**

* Project Planning
* Leadership Skills
* Client Relations
* Organizational Skills