IT PROJECT MANAGER RESUME

by RESUME GENIUS

◎ RESUME SUMMARY

Solution-focused IT project manager with 4+ 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.

💼 PROFESSIONAL EXPERIENCE

IT Project Manager
Sevatec, Fairfax, VA | September 2020–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 | October 2018–August 2020

- 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 by over 47% 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

✉ CONTACT

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◈ EDUCATION

PMI | 2020
Project Management Professional Certification

River Brook University, IL | 2014-2018
BS IT

♣ SOFT SKILLS

Project Planning
Client Relations
Team Leadership
Adobe Illustrator

♣ HARD SKILLS

Planview
SQL
MS Visio
Jira