

Artice Miller

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IT Project Manager

Accomplished and experience project manager with a unique and specialized focus on IT project and concerns. Skilled in the delivery of innovations that power the optimization of operations for major corporations. Exceptional data synthesizer capable of adopting complex technology into existing systems and developing new systems. Specialized technical skills in various operating systems, mobile operating systems, phone systems, servers, and software. ***Proven expertise in:***

- Mobile Device Management
 - Server Administration
 - Project Management
 - Strategic Implementation
 - Communications
 - Data Security
 - Analysis and Data Synthesis
 - Organizational Leadership
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EDUCATION AND CERTIFICATION

Master of Science in Supply Chain Management

Michigan State University

Bachelor of Science in Engineering Arts

Michigan State University

Dean's List 1999 and 2001

PROFESSIONAL EXPERIENCE

University of Nevada, Las Vegas Center for Academic Outreach Enrichment (CAEO)

Information Technology Coordinator, 2007 to Present

Oversee the upgrading of a variety of operational and technical systems including copiers, data cabling, patch panel infrastructure, and video phones. Coordinated projects and project team members utilizing video conferencing technologies. Supervised the administration of the company's suite of cloud services. Developed IT policies and conducted trainings to ensure compliance.

Key Contributions:

- Directed the inventory team ensuring proper procurement activities and equipment replacements.
- Led the surveillance team's successful efforts to install face recognition technology for both interior and exterior offices.
- Supervise the telecom team's successful replacement of physical fax machines with efax numbers.

University of Nevada, Las Vegas Center for Academic Outreach Enrichment (CAEO)

Information Technology Analyst, 2005 to 2007

Ensure the successful and consistent operations of telecommunications systems and copiers and supervised the delivery of tech support for satellite offices. Regularly identified useful

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technology and oversaw its system-wide adoption. Developed and maintained diagrams and system plans via the use of cutting-edge software such as Microsoft Visio and Microsoft Project.

Key Contributions:

- Led the implementation of VoIP Cisco Phone systems organization wide.
- Developed a variety of procedures and policies that governed the use of equipment and the administration of equipment maintenance.
- Delivered industry leading remote tech support via web-based technology such as Go 2 Assist.
- Oversaw all property relocation requests which impacted departmental and organizational operations.

Michigan State University Urban Affairs Programs/Outreach Fellows

Technical Project Manager, 2001 to 2005

Guided the completion of project objectives, program development, and organizational adoption. Monitored all projects for risk and contained project risk, protecting corporate investments. Analyzed inventory to determine proper procurement operations and to manage campus suppliers and purchasing vendors.

Key Contribution:

- Led the implementation of gigabit routers and hubs, T1 network data, and new windows operating system devices.
- Supervised the adoption of new Symantec corporate antivirus protection for office equipment.

TECHNICAL SKILLS

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| MS operating systems: | Windows XP,7,8,8.1,10, Apple iOS |
| Cellular devices: | Blackberry, Nextel Sprint, AT&T, T-Mobile, Apple, Android |
| Desk phone systems: | Meridian analog, Avaya/Nortel digital, Cisco IP/Polycom VoIP |
| Server: | Windows 2k3,2k8,2k12, Active Directory, Dns |
| MS Office: | Office 2k3,2k7,2k10,2k13,2k16,365, MS Visio |
| Email: | IBM Lotus Notes, MS exchange online, Outlook |
| Hardware: | Mac, PC, Lan, WLAN |
| Security: | Symantec corporate antivirus, Endpoint security, Norton utilities |
| Asset management: | Wasp Barcode Technologies, Archibus inventory, Asset Works |
| Google suite: | Docs, sheets, drive |
| Project management: | MS Project, Project Life Cycle, Mapping |
| ITSM: | Solar winds Web Help Desk |
| Vendor management: | Rio, Rivera, Bellagio, Tuscany hotel and convention centers, Hyatt McCormick Place hotel and convention center (Chicago, Illinois), Marriot hotel and meeting center (Orlando, Florida), Property Control, Telecom, Network Operations, Facilities, OIT, Vegas Valley Locking, Johnson Controls, T-Mobile, Xerox, Nevada System of Higher Ed, Sponsored Programs, CDW, Dell |