

NICHOLAS R JONES

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Career Summary

- Developed a firm timetable for the software developers, installation, project plan, and established meeting dates and project milestones.
 - Prepared reports and dashboards for ATI Executive Stakeholders during crucial project time frames such as hours used, open issues, project risks, on-schedule, etc.
 - Prepared detailed requirements, specifications, flow charts, and diagrams outlining systems capabilities and processes.
 - Managed new Casino openings, expansions, product roll-outs, and other strategic initiatives in collaboration with the Operation Field Managers.
 - Solutions-oriented with success ensuring the operations of client projects through scope and objective.
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Skills

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| • Process Improvement | • Account Management |
| • Project Leadership and Management | • Strategic Planning |
| • Customer Relations | • Proposal Development |
| • Interpersonal | • CRM (SalesForce) |
| • MS Office (Word,Excel,Project, Sharepoint and Powerpoint) | • Troubleshooting (Software and Hardware) |
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Professional Experience

February 2019 - April 2020

Aristocrat, Las Vegas, NV

Project Manager - Service Delivery

- Identified technical challenges and coordinated appropriate technical resources for resolution.
- Managed the coordination of the installation or upgrades of company software and hardware products at customer locations.
- Collaborated with different department teams regularly to review project objectives, deliverables, and deadlines.
- Managed all phases of the project lifecycle from start to finish.
- Communicated directly with customers, internal stakeholders, and Third-Party Vendors during the life-cycle of a project.
- Developed a firm timetable for the software developers, installation team, discussed the project plan, and established meeting dates and project milestones.
- Created and maintained the project schedule by developing project plans and specifications, estimating time requirements, and establishing deadlines.
- Prepared reports and dashboards for ATI Executive Stakeholders during crucial project time frames such as hours used, open issues, project risks, on-schedule, etc.
- Created and managed software issues for the ATI Executives.
- Prepared detailed requirements, specifications, flow charts, and diagrams outlining systems capabilities and processes.
- Managed changes in project scope, identified lessons learned from project implementations and proposed recommendations and workable solutions, resulting in continuous process improvement.
- Managed new Casino openings, expansions, product roll-outs, and other strategic initiatives in collaboration with the Operation Field Managers.

July 2010 - February 2019

VGT- An Aristocrat Company, Escondido, CA

Remote Field Service Technician III

- Install, convert, troubleshoot, repair and remove Gaming Machines, Signs, and Gaming controllers.
- Maintain and Perform Preventive and Corrective maintenance on Class II Player Terminals, POS Stations, Routers, Switches, and Servers as needed.

August 2007 - July 2010

VGT - An Aristocrat Company, Tulsa, Oklahoma

Install Technician II

- Delivered, Installed, Converted, and Removed Gaming machines in Oklahoma and Outside of Oklahoma.
- Performed Software and Hardware upgrades.

Education

April 2017 - May 2018

University of Phoenix

Masters in MANAGEMENT April 2017 - May 2018

March 2014 - April 2016

University of Phoenix

Bachelor of Science in BUSINESS MANAGEMENT AND PROJECT MANAGEMENT March 2014 - April 2016
