Saffron Willowvaine   Saffron.willowvaine@gmail.com   **732-757-5826   Beaverton,OR**

Experienced Information Technology Support/Project Manager
with 7+ years of technical support experience and computer science background.

WORK EXPERIENCE

Tech Consultant
Target Electronics

03/2018-Present
Beaverton OR

•Recognized for exceptional customer service.

•Entrusted with keys and supervisor privileges to highly sensitive areas.

•Developing a rapport with customers to ensure their satisfaction during their buying experience.

*Checking out customers using the electronic point of sales system

Project Manager / Help Desk Supervisor
PMG360

03/2012-03/2018
MIddletown, NJ

•Managed transition of company to Office 365 platform

•Led Disaster Recovery Study of Critical Information Technology Assets. Prepared
reports to communicate recommendations to key stakeholders in management.
Example: "How best to minimize downtime incurred from a disaster event."

•Designed and led implementation of Disaster Mitigation and Recovery Plan of
Business Critical Information Technology Assets. Communicated critical plan details
to vendors to adequately assess needs and meet key progress milestones

•Served as a liaison and provided translation and communication between external
web development team, and company leadership during web property redesign and refresh.
Ensured goals and milestones were clearly communicated throughout project.
Project compleated 3 months ahead of schedule.

•Coordinated and led company wide desktop tower refresh, meeting with end users and
 analyzing their individual needs in a desktop tower to optimize productivity. This project
 resulted in 50% increased productivity and 80% drop in desktop support tickets

•Maintained Active Directory & File Sharing on Windows Server 2016

Data Entry & IT Tier 1 Help Desk Specialist
PMG360

06/2011-03/2012
Middletown, NJ

•Responsible for keeping database of 5+ million newsletter subscribers compliant with
CAN-SPAM Act.

•Data entry, data verification & deduplication, and report generation from newsletter
subscriber database.

•Tier 1 desktop tech support.

Programming Lead Intern
Avaya

12/2007-06/2008
Lincroft, NJ

•Led a 4 person team of intern programmers in an Optimization and
Bug Hunting Project for a core business tool utilized by the sales department.
Improved startup times of a critical sales tool 40% and reduced bug reports by 60%.

•Liaised with internal Quality Assurance Teams and key management stakeholders
to ensure goals and milestones were met.

EDUCATION AND CERTIFICATES

Becker College, Worcester, MA,

B.A. Interactive Media Design,
Concentration: Game Development and Programming

Coursework: C++ & C# Software Programming & Developement as an interdisciplinary team,
Software Development Life Cycle (SDLC) & Frameworks.

Brookdale Community College, Lincroft, NJ,

**A.A.S. Digital Animation & 3D Design
Concentration: Game Programming**