**IT Project Manager** with over 7 years of experience in successfully managing project scope, timelines, and resources. Credentials include project management training from other institutions (ITIL), (Project +) and multiple technical and training certifications (MCP, MCTS, MTA, AZ900).

Demonstrated ability to interact with and influence business clients/customers, and manage projects of technical services, implementing technical infrastructure (hardware and software). A highly, customer-focused professional who has exceeded expectations for completing projects on time, while minimizing risk. Recognized for excellent analytical, organizational, communication, interpersonal critical thinking skills, and technical knowledge.

### *Professional Experience:*

On Sabbatical

Self-Employed (April 2020 – Present)

IT Freelance Consultant, Seattle, Washington (October 2019 – March 2020)

* Requirements gathering, address critical and current issues, IT infrastructure support services, Desktop support and consultation.

IT Infra PM contractor at Tableau Software

Insight Global, Seattle, Washington April 2019 – September 2019

* Support Senior Infra PM, Network engineer, Cross-functional team and Contractor to tactical build out IT infrastructure
* Support Audio Visual engineer, Unified Communications engineer, and real estate PM to tactical build out IT workspace
* Create and communicate project status reports to management
* Support and manage decommissioning IT workspace

Deployment Project Manager

Microsoft (TCS), Seattle metropolitan area – (June-2016- April 2019)

* Lead Deployment Project Manager working for the Microsoft Office Product Group to coordinate 30 + deployments involving 6,000 computing devices with near 100% success rate
* Support and provide resources to Office Product Group Engineering team indirectly with build/release and firmware
* Managed day-to-day operations of the Deployment, Customer Service and Technical Support departments
* Coordinated with all teams to assure a timely and completed project
* Help assess client’s network and IT infrastructure, evaluate rationalization opportunities, sourcing options (including cloud)/ economic models, and recommend strategic direction
* Support clients in implementing and migrating to new network infrastructure services
* Evaluate and mitigate risk on new and existing network transformation programs

Deployment Project Manager

Microsoft (TCS), Redmond, Washington – (June 2013 – June 2016)

* Deployed Microsoft Cloud Computing in record pace in locations across North America, South America, Europe, Asia, and Oceania
* Effective oversight on projects geographically dispersed across the global impacting mission critical services for the Microsoft Windows Azure cloud Services
* Consistently deliver projects ahead and within projected timeline
* Advised and resolved clients' concerns and problem cases

**IT Consultant**

Western United Fish Co dba AnnaSea Foods Group, Seattle, Washington – (1997 - 2016)

Operations Project Manager

Microsoft (Ciber), Redmond, Washington – (March 2012 – June 2013)

* Manage server and network hardware deployment projects using GFSD
* Advance project workload of 30-40 coordinated deployments
* Assist in development and implementation of streamlining processes where needed and design and build automation for efficiency gains that benefits our services

Sr. Operations Engineer

Microsoft (Xtreme Consulting), Redmond, Washington – (February 2011 – March 2012)

* Provide troubleshooting and timely resolution of complex systems and day to day systems management, network issue resolution, and application/service specific problem resolution
* Identify & escalate Tier 4 issues to Microsoft IT Tools and Technology team as well as contribute the refinement of the virtual service portfolio based on customer feedback and then applying that feedback to our approach of continuous improvement

**Sr. Technical Operations Analyst**

Microsoft **(TCS & Allyis Inc)**, Redmond, Washington – (2006 - 2011)

### *Education:*

* Professional & Continuing Education, UW - Unix Systems Administration certificate (2003 -2004)
* TLG Learning - MCSE Training (2003)
* WASHINGTON STATE UNIVERSITY – Bachelor of Art, Management Information Systems (1989 -1994)

### *Certifications & Trainings:*

### Azure Fundamental, December 2019

### ITIL (TCS Internal), July 2016

### Microsoft Certified Professional, November 2003

### *Projects:*

* Date Protection Services Servers, SAN Switch Migration
* I6k Tape Library Migration
* DNS NetScaler’s and Servers deployments
* GNSSEC Aggregate Cisco switch deployments
* VLANs deployments
* SANs, Servers decommission