Keith D. Marshall

Reynoldsburg, Ohio 43068 ● 614 216-3963 ● keithdm2611@yahoo.com

**Areas of Expertise**

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| Excellent communication and presentation skills |
| Extensive knowledge in applications of technological solutions |
| Proficient in technology integration and system integration |
| Positive attitude and creativity |

Project Management

Program Management

**Experience**

**Nationwide Insurance, Columbus, Ohio** 02/ 2022 to Present

**IT Program Coordinator**

* Provide support to the Tier One Cloud Enablement program.
* Work with Program Managers to deliver program outcomes
* Develop financial forecast and actuals reports

**YMCA,** Gahanna, OH 09/2019 to 03/2020

**Part time Welcome Desk Leader**

* Works with new and existing members to ensure they feel welcome and supported while developing a sense of connection both with the Y cause and other members.

**Early Retirement** 11/ 2016 to 02/2022

**JP Morgan Chase,** Columbus, OH 03/2016 to 11/2016

**Consultant: Enterprise Access Coordinator**

* Manage user logical access to organization resources in business applications.
* Control user on privilege/emergency access request.
* Organize editing and updating of application run books before turnover to Security Administrators.
* Direct application turnover meetings from the Line of Business to Security Administrators
* Coordinate application training sessions for Security Administrators

**Olah Healthcare Technology,** Columbus, OH September 2014 to March 2016

**Developer**

* Develop, manage and support programs that convert GE Centricity Prenatal images into PDF documents
* Create programs that index PDFs into indexed archival systems
* Develop scripts using Auto IT

**DeVry Inc.,** Columbus, OH May, 2013 to July, 2014

**Manager, Metro IT**

* Supervise two Technical Specialist and eight student Helpdesk workers to ensure that all PCs, Printers and Cisco VOIP phones are upgraded and working in all labs on both the Columbus and Polaris
* Provide weekly update reports to Metro President and technical support to all Deans and Faculty
* Manage Helpdesk requests using Remedy Ticketing System while providing backup support for Chamberlain College of Nursing IT staff

**Additional Experience**

**STATE OF OHIO - Ohio Tuition Trust Authority,** Columbus, OH January 2006 to May 2013

**Information Systems Supervisor**

* Supervise five Dot Net application developers and two Infrastructure staff
* Direct and supervise three Microsoft SQL database developers involved in the development of complex and specialized programs
* Function as Project Manager for ASP.Net web development projects

**Marshallware, Inc.,** Reynoldsburg, OH April 2005 to January 2006

**Owner/Developer**

* Own and operate a custom computer software company
* Create custom computer programs for small businesses and provided data processing services for clients
* Develop Visual Basic.Net conversion programs and collection letter applications
* Manage Visual Basic and two Microsoft SQL database contractor developers

**STATE OF OHIO - Bureau of Workers’ Compensation** Columbus, OH November 2001 to April 2005

**Computer Operations Manager 2**

* Supervise and collaborate with five supervisors involved in operating and monitoring computer mainframe and microcomputer systems
* Develop and implement multi-section policies of Data Center
* Assist in developing policies that had statewide impact and participate in labor/management conferences
* Prepare short and long-term plans for operational services and budget and cost analysis
* Managed hardware and facility upgrade projects

**Technical Summary**

* **Programming /Languages:** ASP.Net MVC, Python, C#, Solidity, Visual Studio, Microsoft Office, Planview
* **Database Management:** SQL Server, MS Access

**Education**

**Master of Data Analytics**

Southern New Hampshire University -*currently attending*

**Master of Information Technology**

Southern New Hampshire University – **2020**

**Master of Information Systems Management (**MISM**)**

Keller Graduate School of Management, DeVry University, Columbus, OH

**Master of Business Administration, (**MBA**)**

Franklin University, Columbus, OH

**Bachelor of Science,** **Computer Information System** (CIS)

DeVry Institute of Technology, Columbus, OH

**Associate of Applied Science - Computer Programming (AAS)**

Columbus State Community College

**Certifications**

**Project Management Professional, (PMP**)

**Google Data Analytics**