

Business IT Services Director & Project Manager Business IT Services Director & Project Manager
Solutions-Oriented IT Project Manager Boulder, CO I am a solutions-oriented IT project manager with experience leading teams and delivering results to customers. I am an adept problem solver and skilled at SMB IT operations and business strategy. Furthermore, I am able to work toward long-term goals and examine big picture problems while being willing to jump into the trenches with my team.

Work Experience Business IT Services Director & Project Manager iSupportU - Boulder, CO September 2011 to Present

- Lead and direct a team of full-time business IT technicians, support staff, subcontractors and vendors
- Full-service project manager for 10-15 concurrent projects. Completed projects include:
 - A multiple location server implementation in a live retail environment with specific compliance needs
 - A network build-out for an oil and gas company.
- Negotiated ISP contracts and managed all vendors.
- A year-long ERP implementation for a 65-person service business. Managed contractor and developers.
- A VOIP install for 60 extensions across two offices. Assessed bandwidth requirements, contacted six ISP/phone vendors to understand current situation, determined porting strategy, and worked with on-ground IT contractor and phone provider in the remote office.
- A point-of-sale install/cutover for a live retail environment; dealt with incompatible legacy hardware/software that made complete cutover challenging. Required a large amount of vendor communication.
- Closed over 150 total projects
- Solved problems and devised workarounds to achieve milestones and meet expectations
- Clearly communicated challenges and had difficult conversations regarding budget, timeline and scope

Account manager for roughly 70 client accounts; manage revenue opportunities and write proposals

- Oversee department operations to increase profitability and efficiencies in the areas of service management, accounting, staffing, and day-to-day structure
- Currently designing a more robust service management structure to follow ITIL best practices
- Resident expert of our go-to CRM and project management solution; perform and serve as technical lead on certain projects (i.e. CRM/ERP migration, cutover, training, implementation & operational consulting)

Marketing & Operations Manager Stellar Properties - Boulder, CO February 2010 to September 2011

- Managed all of the operations for a full-service real estate agency
- Managed transactions from contract to

close to ensure contractual deadlines were met Licensed Transaction Manager for over 20 closings - worked with title company, brokers and clients Listing Coordinator for over 30 sellers - coordinated vendors to ensure homes were ready to list in time Assisted over 20 buyers by showing properties, preparing CMAs, and running searches based on need Education B.S. in Journalism University of Colorado at Boulder - Boulder, CO 2005 Skills Project Management, IT Project and Program Management, Customer Service, Operations Management, IT Operations Management, Management, Account Management, ITIL Certified. Links <http://www.linkedin.com/in/christinasavage> Additional Information AWARDS & LEADERSHIP August 2010 - April 2012 Directed the marketing committee of a Boulder 2140 and served on its Board of Directors Awarded 2012 Member of Distinction in March 2012 by the Boulder Chamber of Commerce CERTIFICATIONS ITIL v3 Foundation Certified in IT Service Management - June 2012 Currently working toward Project Management Professional (PMP) certification

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