

IT Project Manager, Business Automation IT Project Manager, Business Automation IT Project Manager, Business Automation - Global Nephrology Solutions Phoenix, AZ Dedicated professional with experience in managed technology, operations management, and web design and development. Highly motivated and organized in managing teams while achieving results through strong communication skills, analytical thinking and the attitude of getting things done. Work Experience IT Project Manager, Business Automation Global Nephrology Solutions November 2017 to Present Implement IT Services to member practices - act as primary liaison between Practice Leadership and technical teams during the deployment or migration process ? Clearly outlines and communicates project scope and associated cross-functional roles and responsibilities required to successfully fulfill each project's objectives ? Assembles, motivates and manages cross-functional resources to achieve initiative goals, meet objectives and execute against timelines: this includes management of vendors and offshore teams ? Collaborates with business stakeholders to capture the business needs and technical requirements in order to create actionable projects plans with technical teams ? Translates business needs into technical design. Partner with several teams to evaluate, and recommend solutions ? Monitor issues and risks that may affect the project deliverable. Resolves and/or escalates issues in a timely fashion ? Tracks progress against timelines, milestones and budget, revise as needed. Communicates project status by providing updates to peers and leadership as required ? Manage multiple Sharepoint subsites to ensure permissions are up to date and business needs are met VP of Operations Web Solutions May 2016 to November 2017 Collaborate with the Chief Operating Officer (COO) to develop and implement financial strategy and product roadmap that focuses on profitability and improved efficiency ? Establish project scope by studying strategic business drivers; discovering and validating business and technical requirements and parameters; obtaining input from subject-matter experts; examining and recommending changes to current business practices; developing and writing proposals ? Build, manage and lead a team of web professionals including ; Web Designers, Web Developers, Technical Support Engineers and Client Service Representatives and Technical Account Managers as well as the Managers and Leaders for each department (Report Structure: 6 Direct, 30 Indirect)

? Plan and structure resources across multiple states to support the growth of client base ?
 Monitor and report regularly on the department financials and budget ? Establish standards in
 process workflow for both inbound service tickets and for outbound communication efforts ?
 Establish project objectives, policies, procedures and performance standards within boundaries of
 company policy and contract specifications ? Creating a plan and formulating objectives, planning
 project life-cycle deliverables and resource availability; leading the exploration, evaluation, and
 design of technical solutions ? Provide project status reports by collecting, analyzing, and
 summarizing data and trends to key stakeholders ? Investigate potentially serious situations and
 implement corrective measures ? Formulate reports concerning such areas as work progress, cost
 and scheduling ? Experienced in working as the liaison between business unit and technical
 teams including server operations, corporate IT and development Digital Project Manager R&R
 Partners April 2015 to May 2016 Accurately tracks and communicate project status (including
 progress, budget, dependencies, etc.) to client and internal team ? Drives projects to completion
 within scope, budget and timeframe ? Serve as the primary contact for a multi-disciplinary team
 consisting of Strategists, Creatives, Account Managers, Developers, and media experts during the
 development of digital projects ? Define and manage project approach, scope, deliverables,
 schedule, resources needs and budget ? Proactively identifies and manages project risks and
 clearly communicates project issues and solutions-oriented resolution to the client and internal team
 Digital Project Manager G/O Digital May 2013 - September 2014 ? Facilitate initial setup of
 digital projects through Salesforce and monitor progress throughout all phases of the project
 lifecycle using AtTask ? Ensure that discovery materials are received from internal teams, as well
 as digital assets required from clients for project initiation ? Set clear priorities and expectations
 for tasks/deliverables across teams accountable for work, communicating clearly to all
 stakeholders, providing proper updated materials/documentation as needed and following up on
 action items ? Identify risks and seeks partnership from internal teams to assist in prioritizing and
 resolving issues ? Enforce quality control process and product testing prior to and after
 deployment as well as budget management and monitoring Junior Graphic Designer Kitchen Sink

Studios February 2012 to September 2012 Create and design graphics and logos from concept through production requested by client under the supervision and guidance of senior team members

- ? Manage and update company website such as online portfolio and navigation items while maintaining Kitchen Sink brand guidelines through CSS/HTML
- ? Manage multiple projects and

work independently in a detail-oriented, fast-paced, deadline-driven environment Web Application

Tester Synapse Studios January 2011 to January 2012 Record and document results and compare

to expected results for new and existing Web Application projects across all web browsers ?

Communicate and record application failures to the Development team for correction and working in

close collaboration with developers to ensure the quality of the solution ? Evaluate internal and

external processes to identify and lead process improvement efforts ? Evaluate the quality and

effectiveness of the user experience in terms of design and functionality to submit to the

Development team for evaluation Education Arizona State University - Tempe, AZ May 2013

Bachelor of Science in Visual Communication Design in Visual Communication Design Herberger

Institute for Design and the Arts

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