

IT PROJECT MANAGER IT PROJECT MANAGER IT PROJECT MANAGER Shelbyville, IN I am an adaptable and dedicated individual who works hard to achieve my goals and meet project requirements. Work Experience IT PROJECT MANAGER SAGGIO TECHNOLOGY - North Vernon, IN October 2017 to March 2019 Led a small team to create and document processes and procedures that enabled more efficient internal business structures and better communication with our clients. - Directed daily operations of department, analyzed workflow, established priorities, developed standards and set deadlines. - Developed and interpreted organizational goals, policies, and procedures. IT SUPPORT TECHNICIAN IT INDIANAPOLIS - Greenwood, IN April 2016 to December 2016 Worked with small team to provide remote & on-site support for our clients to improve their daily productivity. - Answered user inquiries regarding computer software or hardware operation. - Resolved any additional problems - Oversaw the daily performance of computer systems. IT SUPPORT TECHNICIAN INNOVATIVE TECHNOLOGIES - Greenwood, IN April 2015 to January 2016 Worked with small team to provide remote & on-site support for our clients to improve their daily productivity. - Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support. - Set up equipment for employee use, performed or ensured proper installation of cables, operating systems, or appropriate software 317-998-5375 joshuaerney@icloud.com Shelbyville IN, 46176 Education Associate's in IT Support in IT Support Ivy Tech Community College - Columbus, IN May 2019

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