IT Project Manager IT Project Manager IT Project Manager - The Alliance for Positive Change North Babylon, NY Authorized to work in the US for any employer Work Experience IT Project Manager The Alliance for Positive Change - New York, NY July 2018 to Present   Collaborates with business partners, stakeholders and users to elicit high-level requirements and capture business needs and objectives.   Assesses the risks of various solutions and prioritizes competing business demands.   Manages ongoing relationships with business partners, stakeholders and third-party solution providers to drive user satisfaction.   Assesses the risks of various solutions and prioritizes competing business demands   Engages with end-users to incorporate usability and user interface needs when designing systems   Proactively resolves user satisfaction issues   Provides training to end-users, resolves questions, assesses user needs, and recommends changes.   Participates in special projects and performs other duties as assigned. IT Manger March 2016 to July 2018 Performs analysis of complex computer application systems issues and provide appropriate solutions   Creates & maintains MS access databases to fulfil agency reporting needs   Assists in the design, development and implementation of security tools   Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines)   Assists with security-related software and firmware (e.g., endpoint, vulnerability scanners, firewalls, IPS/IDS, DNS, proxy etc.) to maintain security and service continuity   Monitors and manages email spam filters, anti-virus systems, and vulnerability scanners   Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates and maintains and documents security controls   Assists with investigations of security events (e.g., unauthorized access, non-compliance with company policies, fraud, service exploitation, etc.) to determine malfunctions, breaches, and remediation steps   Responds to service issues, problems, and critical situations to support resolution and minimize   downtime   Provides strategic and operational direction for hardware and equipment   Manages team workflow and reallocate resources for maximum productivity and efficiency   Articulate technical processes, both oral and

written to different audiences and varying levels of complexity   Researches, source, and utilizes updated equipment and technology that improves system   security, cost-effectiveness, and performance   Assists in planning and analysis of projects to define and document business processes as required in the software development lifecycle   Utilizes Visio software for system modeling   Administers infrastructure policies and update to reflect changing conditions IT Coordinator July 2015 to February 2016   Operated and maintained corporate network and critical networks, protecting network assets   Established and maintain external communication with other networks   Developed and strengthened working relationships with other IT&T units and partners   Supervised and trained technical staff; aided staff to troubleshoot complex issues.   Supported and maintained local and remote servers Data & IT Specialist March 2014 to July 2015 Provided first-level technical support to end-users on proprietary software and applications,   including installation, basic usage, and appropriate service level to warranty   Performed troubleshooting techniques over the phone or via web messenger to identify and resolve issues.   Established patterns to reoccurring issues and provided input to development teams.   Compared data with source information   Compiled, sorted and verified accuracy of data   Maintained logs of activities and completed work Education MS in Management Information Systems in Management Information Systems Brooklyn College - Brooklyn, NY May 2020 Bachelor of Science in Computer Science Long Island University Skills C++, HTML, JAVASCRIPT, VISIO (2 years), CISCO Additional Information TECHNICAL SKILLS Software: MS Word, PowerPoint, Excel, Access, Visio, VirtualBox Operating Systems: MS Windows 7/8/10/Server 2008/Server 2012/Server 2016, iOS, Android Networking: Cisco Switches, Barracuda Spam Firewall Programming: C/C++, Java, JavaScript, & HTML

Name: Dustin Davenport

Email: aprilwheeler@example.com

Phone: 001-924-527-2588x843