

IT Specialist - Project Manager & Customer Liaison IT Specialist - Project Manager & Customer Liaison IT Specialist - Project Manager & Customer Liaison - Department of Energy (CH) - Office of Information Technology and Services Chicago, IL Work Experience IT Specialist - Project Manager & Customer Liaison Department of Energy (CH) - Office of Information Technology and Services October 2017 to Present Managed IT Service Center in coordination with IT Liaison counter parts Managed customer service and engagements while increasing the quality of communications and customer satisfaction Actively managed all phases of IT Operation Divisional projects and tasks to ensure milestones and deadlines are met Developed comprehensive project work breakdown structures and associated schedules to resolve project ambiguities Monitored and reported IT contractor performance to ensure work priorities, methods, deadlines and quality objectives are met

Provided technical direction to contracting staff in defining project goals and objectives, resource requirements, project schedules and cost estimates Worked on complex issues in all phases of IT project management life cycle to deliver IT services in support of the organizations mission Identified operational risks, issues and coordinated plans with staff to ensure issues are resolved Developed and reviewed all policies, procedures, and project related documents IT Specialist - Project Manager & Customer Liaison Department of Energy (HQ) - Office of Information Technology and Services August 2015 to October 2017 08/2015 - 10/2017 (2yrs 3m) Department of Energy (HQ) - Office of Information Technology and Services Collected, reviewed and analyzed information on program activities Provided support and leadership for special projects Managed deliverables across IT and business teams Served as an escalation point (liaison) between Federal employees and IT Contractor staff Developed briefings to communicate, orally and in writing, operations related issues to stakeholders at all levels of the enterprise Established working relationships with customers Developed and delivered communication strategies that conveyed status, end state, and ensured stakeholder expectations were appropriately met Performed quality assurance on IT work Provided direct customer support to Federal and Contractor employees for all Enterprise IT services Worked with relevant staff to obtain and maintain current technology, services, upgrades and patches Prepared and updated IT related policies and procedures

Assisted in monitoring compliance requirements for specified IT computing devices and services

Performed oversight of Helpdesk "trouble" tickets submitted by employees throughout the Enterprise

Assisted with the review of trouble ticket priority, status, and resolution Chief Executive Officer & Co-Founder InSource, LLC April 2014 to October 2017 - Startup Venture

Determined and provided strategic direction while setting business goals Lead long-range planning with co-founder and development team

Developed and deployed effective & agreed market strategies Developed and maintained effective communication channels

Oversaw overall product development from inception to market release Utilized Agile project management development life cycle and techniques

Resolved resource, budgeting, change, and legal issues affecting business and product development

Interviewed and hired team members Helpdesk Support Technician Tier Department of Energy - Office of Information Technology and Services June 2014 to August 2015

Migrated users from Windows XP to Windows 7 Prepared and Imaged desktop computers for deployment to users

Troubleshooted hardware and software issues via phone, face to face, remote tools Installed monthly operating system and antivirus updates on desktop, laptops and tablets

Created and updated technical help desk documents (e.g. processes, communication, etc.) Performed IT equipment moves between offices

Generated and organized reports Desktop Support Technician University of Maryland, Baltimore County - Baltimore, MD May 2013 to June 2014

Served as a subject matter expert on-site for desktop support Provided end-user support via telephone, email, remote-assistance and desk-side visit

Identified root cause and remedied a variety of technical issues, including PC configuration, Active Directory access, printers, scanners, VPN and LAN access

Serviced systems with Windows XP and Windows 7 images Backed up and transferred user data from one machine to another

Prepared, configured, and deployed desktop systems Volunteer Desktop Support Technician Charles E. Smith Life Communities June 2012 to August 2012

Performed support duties as directed Performed preventative maintenance

Installed and configured hardware and software applications Repaired and installed hardware components Education Master of Science in Information Systems Management University of Maryland - Baltimore, MD

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