

IT Global Support Coordinator IT Global Support Coordinator IT Global Support Coordinator - Hilton Worldwide Rockwall, TX Work Experience IT Global Support Coordinator Hilton Worldwide 2012 to Present Owner Paddington Properties LLC 2006 to Present Manage five rental properties Plan renovations and remodels Engage contractors and maintenance personnel as needed Certified Housing Voucher landlord IT Project Manager Verizon Wireless/Alltel 2003 to 2009 Managed infrastructure hardware/software implementation projects for prepaid and postpaid wireless applications: ? Implemented Picture Messaging technology. Managed network, engineering, business, and marketing resources. Implemented in conjunction with Development team to rollout Picture Messaging to consumers (SDLC methodology) ? Migrated Midwest Wireless to the Alltel platforms after merger. Traveled to Midwest Wireless sites. ? Implemented CTI (Computer Telephony interface), CRM (customer relationship management) software for Alltel call centers. Traveled to Alltel call center sites to test the solutions and interact with agents. Managed Avaya software rollout/upgrade implementations in conjunction with development team Managed ongoing Data Center maintenance (Reboot servers, hubs, power supplies) via a monthly bridge call after hours. IT Project Manager City Of Austin 2001 to 2003 Managed hardware/software projects including planning for new city hospital Designed and conducted feasibility study for citywide 311 call center Consultant, Technical Staff GTE/Verizon 1996 to 2000 Worked with Sales Engineering team to secure network monitoring accounts. Managed technical support implementation projects- met with customers and internal support staff to develop project plans, order hardware/software/circuits/VPNs Supervised a team of call center representatives who provided technical support for Novell, Microsoft, and Lotus products (tracked via BMC Remedy ARS Help Desk tickets) Served as database sub-administrator for BMC Remedy ARS ticketing system Education M.S. in Educational Human Resource Development Texas A&M University Skills Change management, Technical support Additional Information AREAS OF EXPERTISE: 1. Project Management 2. Change Management 3. Software/Hardware Implementation 4. IT Technical Support

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