

IT Infrastructure Project Manager IT Infrastructure Project Manager IT Infrastructure Project Manager - ONE Gas Broken Arrow, OK Authorized to work in the US for any employer Work Experience IT Infrastructure Project Manager ONE Gas - Tulsa, OK August 2014 to Present Multiple years managing IT projects within the Infrastructure team including multi-year efforts:

- o IVR redesign for information centers and critical emergency dispatch teams across three states
- o IT Infrastructure build out of new construction conference center and remote site locations
- o Lead and implemented automated start up processes for Customer Service groups across three states.
- o Design and implementation of process to coordinate efforts for new applications/technologies moving into the production environment
- o Annual project planning including financials and timelines for the IT infrastructure department.

- Constant immersion into IT Infrastructure functions including network and voice infrastructure, servers, storage, database, service management processes, client computing, and field support.

- Managed and contributed to Service Management initiative for the IT organization resulting in calculations of over 60 million dollars of IT costs.

- Managed and contributed to the redesign of the IT Project Management framework.

- Maintain regular status reporting for IT Infrastructure projects to communicate milestone completion, risks, issues, and upcoming activities.

- Financial management and forecasting for \$7.5-million-dollar Infrastructure capital budget to ensure projects are completed on budget.

- Management of project teams with various functions including telecom data and voice, server and storage infrastructure, back up and data recovery, and client technology.

- Coordination of multiple projects involving activities at remote site locations to find synergies and reduce inefficiencies.

- Experienced with Microsoft Project, OneDrive, SharePoint, and other collaboration tools.

Technology Consultant Deloitte Consulting LLP - Tulsa, OK March 2012 to August 2014 Adapting to new roles as I became a part of new projects such as a providing guidance and support for a Federal health insurance plan, managing clients and reporting for a healthcare provider, supporting multiple internal technology tools, and managing and assisting clients with a compliance platform.

- Analyzing problems as part of a support team to determine root causes both individually and as a member of a team.

- Communicating effectively with other team members and clients both in the United States and

globally. - Recognizing successful and unsuccessful processes and discussing them with other team members and team leadership. - Working with multiple programs and systems that were integral to my position including Microsoft Word/Excel/ Project/Outlook, request management tools, information databases, and Salesforce.com. - Organizing cultural and holiday events with colleagues for the Tulsa center. Intern Deloitte Consulting LLP - Tulsa, OK June 2014 to July 2014 - Contacting constituents regarding policy issues, personal concerns, and voting information. - Working closely with other team members to accomplish tasks and organize information. - Maintaining professionalism as a representative of a political candidate. Education B.A. in Political Science Oklahoma State University January 2013 to December 2016 Political Science Pennsylvania State University September 2009 to June 2012

Name: Jose Wallace

Email: angelascott@example.net

Phone: 347.435.0663