

IT Project Manager IT Project Manager IT Project Manager Islandia, NY Authorized to work in the US for any employer Work Experience IT Project Manager CA TECHNOLOGIES - Islandia, NY July 2018 to February 2019 Led multiple projects concurrently from inception through complete project life cycle. Implemented Agile and Scrum project methodology. Worked with Clarity PPM and CA Agile central software. Effectively communicated with various project stakeholders and business groups. Financial Data Analyst ADECCO GROUP February 2018 to July 2018 Managed a total of 4 different systems utilized across our global offices and spearheaded a new initiative to help design a system to be used company wide. Streamlined process and user experience by reviewing current check replacement process and implemented appropriate changes Analyzed 50-100 plus individual cases each day with a resolution brought to each through a keen focus to detail. Developed a user experience for Quip in check processing through team work and collaboration across all company value streams for successful customer experience and service. ADECCO GROUP - Melville, NY October 2016 to July 2018 Payroll Support Specialist ADECCO GROUP October 2016 to February 2018 Implemented problem solving strategies to accelerate understanding of customer service issues and deliver the best possible resolution for 100+ problems per day. Resolved issues between field offices and corporate stakeholders by collaborating with appropriate departments for resource knowledge teamwork. Identified and prioritized issues needing immediate response due to high pace work environment. Delivered an excellent customer experience. Managed cases through Salesforce and became an expert on the user end. Education B.A. in Communication and Rhetorical Studies Syracuse University, College of Visual & Performing Arts, Syracuse May 2016 Skills Agile (1 year), Project Management (1 year), Requirements Gathering (1 year), Requirements Analysis (1 year), Business Analysis (1 year), Staffing (1 year), Staff Management (1 year), Training & Development (1 year), Project Planning (1 year), Communications (1 year), Team Building (2 years) Links <http://www.linkedin.com/in/joshspierer>

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