

IT Project Coordinator IT Project Coordinator IT Project Coordinator - Public Health Management Corporation Philadelphia, PA Work Experience IT Project Coordinator Public Health Management Corporation - Philadelphia, PA January 2018 to Present \* Manage over 20 projects related to Application Development and Networking Initiatives \* Collaborate with internal/external staff and stakeholders to analyze high level business requirements \* Develop Scopes of Work, Technical Specifications and Project Plans relating to business needs \* Assign appropriate resource(s) to newly initiated projects based on experience and manage to completion \* Facilitate and participate in meetings, discussions, user interviews and forums \* Communicate and coordinate with third-party vendors to deliver requirements, obtain cost estimates, and schedule work to be completed \* Identify and escalate issues to Business and IT Leadership \* Deliver all project status reports to IT leadership on a bi-weekly basis \* Continuously suggest IT process enhancements to management in weekly leadership meetings Service Delivery Manager Savantis Group INC - Exton, PA August 2016 to January 2018 \* Responsible for account management for three support clients. \* Ran weekly functional and technical meeting with Clients' management team to identify problem areas and areas needing improvement. \* Responsible for managing a team of functional and technical consultants to resolve clients' support issues within our established Service Level Agreements \* Responsible for managing budget hours allocated for our services and reporting information back to clients' management team. \* Managed the workload of our consultants to a record low in hours per ticket metric Project/ Service Desk Administrator Newtown Square, PA July 2016 to January 2018 \* Identified and recommended improvements related to any defects/change requests necessary for a smooth implementation. \* Successfully met deadlines for project deliverables \* Worked together with customers and colleagues to establish clear goals while managing deadlines \* Led Support Staff to ensure Service Level Agreements are properly accommodated \* Performed configuration and assist end users regarding SAP Services Education Bachelor of Science in Business Administration Neumann University - Aston, PA December 2014 Skills PM, Waterfall, PMP

Name: Derek Richard

Email: jessica66@example.org

Phone: 963.970.2823x649