

Project Manager Project Manager Project Manager - Nalari Health Woonsocket, RI Motivated IT professional with experience in Project Management seeking to benefit an IT Department with a variety of skills including complex technical knowledge and strong time management. Consistently accomplished in building rapport with clients while handling multiple technical issues. Work Experience Project Manager Nalari Health - Providence, RI July 2015 to Present Currently leading a project to plan and implement an innovative telemedicine program that connects over 200 clients belonging to a RI health system to remote medical, psychiatric and social counseling services * Establish and maintain a consistent level of service in the company by implementing a Service Desk Operations manual. Assigned tasks within a team to draft, finalize, and distribute manual to new service desk agents * Plan, execute, and finalize configuration of desktops and hardware set-ups for clients IT Support Technician Nalari Health - Providence, RI January 2014 to Present * Diagnose and solve problems with office laptops, desktops, printers, and other hardware daily * Install, test, and maintain a variety of medical equipment, including electronic stethoscopes, examination cameras, otoscopes, EKGs and ophthalmoscopes to ensure quality performance * Manage the company's ticketing software to assign, organize, and document technical support provided to clients by phone, email, or in person, resulting in increased customer satisfaction * Implement, manage, and update an inventory system to keep track of over 400 company assets to ensure accurate reporting and to maximize organization * Develop and create training and configuration documents for team and clients, resulting in an expansion of knowledge base materials and an increase of productivity * Collaborate within a team to design creative remote care solutions for a variety of patient populations * Perform product and software demonstrations to potential clients and investors Education A.S in Computer Science Rhode Island College Track Community College of Rhode Island - Providence, RI Additional Information SKILLS Microsoft Office 2003-2013, 365 Windows System Tools Adobe Photoshop, Illustrator, Indesign, Remote Desktop and VPN Premiere Pro Windows Operating Systems Apple Final Cut Pro 9 Installation of computer peripherals ZenDesk Ticket tracking Troubleshoot hardware Sharepoint 2010 Computer firmware and drivers Accurately type 100+ WPM Digital image editing Project

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