

Project Manager Project Manager Project Manager - One World International Peoria, AZ To obtain a position that provides an opportunity to make a strong contribution to the organization through its values, goals and by developing professional skills. (623) 377-5801 surajjacob92@gmail.com

Work Experience Project Manager One World International - Phoenix, AZ October 2018 to Present Supervise Field techs and assign daily tasks. ? Oversee daily operations and make sure daily activities run smoothly. ? Set up guidelines for personnel evaluations, recruitment and advancement. ? Responsible for analyzing the company's productivity and efficiency as well as implementing new directives for growth. ? Oversee the work of other management executives and answer to the senior manager of operations. ? Point of contact between upper management and other executives. Shift Leader (Manager) Uber JUMP - Phoenix, AZ January 2019 to May 2019 Supervise Field techs and assign daily tasks. ? Dispatch vans to metropolitan Phoenix areas to distribute and collect equipment. ? Maintain safe and efficient work environment by following safe work practices and procedures. ? Engage with and respond to customers in the field as needed. ? Identify, document and recover equipment requiring in-shop repair ? Perform quality assurance checks of all daily staff and equipment. ? Maintain accurate logs and document vehicle location and repairs. Senior Systems Executive Cognizant Technology Solutions - Phoenix, AZ June 2018 to February 2019 Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. ? Respond to queries either in person or over the phone. ? Write training manuals and junior level staff. ? Maintain daily performance of computer systems. ? Respond to email messages for customers seeking help. ? Ask questions to determine nature of problem. ? Walk customer through problem-solving process. ? Install, modify, and repair computer hardware and software. ? Clean up computers. ? Run diagnostic programs to resolve problems. ? Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN) and other systems. ? Install computer peripherals for users. ? Follow up with customers to ensure issue has been resolved. ? Gain feedback from customers about computer usage. ? Run reports to determine malfunctions that continue to occur. Project Co-Ordinator August 2017 to September 2018 Assist with daily operations activities. ? Monitoring of operational efficiency. ?

Responsible for delegating out daily and priority tasks to team leads. ? Point of contact between lower management and upper management. Self-Driving Vehicle Test Engineer Uber Advanced Technology Group - Phoenix, AZ June 2017 to July 2018 Execute tests with autonomous vehicles or in laboratory environments. ? Write succinct, clear reports and convey test results to other engineers and management. ? Spend extended periods of time in vehicles and outdoors. ? Design and develop test plans and procedures for complex hardware and software systems. ? Travel up to 25% to support testing in remote locations for extended periods of time. Recruiter December 2016 to July 2017 Screen resumes and conduct in-person and phone interviews. ? Perform reference and background checks. ? Partner with hiring managers and co-ordinate interviews. ? Complete timely reports on employment activity. ? Conduct exit interviews on terminating employees. ? Maintain relationship with internal and external clients to ensure staffing goals are achieved. IT Analyst Ashley Furniture Home Stores - Phoenix, AZ December 2015 to June 2017 Oversee daily performance of computer systems. ? Address and resolve user inquiries about software and hardware operations. ? Observe system functionality and detect errors. ? Install, update and diagnose hardware, software and peripheral equipment following design specifications. ? Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities. ? Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. ? Refer major hardware, software problems and/or defective products to vendors/technicians for service. ? Develop training materials and procedures to train users in the proper use of hardware or software. Training new techs to be able to troubleshoot hardware and software. ? Prepare evaluations of software or hardware and recommend improvements or upgrades. ? Hire, supervise, and direct workers engaged in special project work, problem solving, monitoring, and installing data communication equipment and software. ? Inspect equipment and read order sheets to prepare for delivery to users. Toning out data and phone lines to patch panels. ? Experience working with SQL and SharePoint. Education BS in Cybersecurity and Database Analysis Western Governors University - Phoenix, AZ March 2018 to Present High School Diploma Centennial High School -

Peoria, AZ September 2007 to Present Skills LINUX, ACTIVE DIRECTORY, PROBLEM SOLVING, PROBLEM-SOLVING, LEADERSHIP SKILLS Assessments Organizational Skills Expert August 2019 Arranging and managing information or materials using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/ipf0inammmb2x3pvk Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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