

IT Project Manager IT Project Manager IT Project Manager - Security Identifications Systems Corp
Royal Palm Beach, FL Effective, self-motivated, results-driven IT strategist with more than 15+ years of experience of successfully and creatively solving critical business challenges. IT Project manager responsible for the successful implementation and coordination of all aspects of the project: initiation, design, development, testing, implementation, post-implementation, budget, risk/issue, communication, quality, and timelines. Outstanding management, team building, and communication skills. Core strengths include: Strategic & Tactical Planning Team Building & Leadership SLA Negotiations/Renewals Cross-functional team Mgmt. Staff Management Client/Vendor Relations Project Management Financial Reporting to the Dept. Policy and Process Executive team Business and Technology Competencies Support Manager Keen ability to streamline service management Effective Communicator Microsoft Office MS Access Microsoft SQL2016/Microsoft SQL Express Microsoft SharePoint SQL Management Studio Waterfall Methodology Microsoft Project HEAT Power Desk Call Ticketing Bomgar Remote Support (now known as Beyond Trust) Work Experience IT Project Manager Security Identifications Systems Corp - West Palm Beach, FL 2002 to Present Sole Manager for project planning, establishing critical milestones (lead time), responsibilities, budget and scope, establish target go live dates, schedule and chair weekly conference calls. Allocate resources from Support and Sales for weekly conference calls with the client, during the pre-configuration and installation process. Provide weekly status of each project to EVP, CEO, and Accounting. Worked closely with Sales on pre-sale and post-sale conference calls resulting in deploying \$6M+ in revenue. Managed call center support team, managed after-hours staff for international clients. Other Roles includes Support Manager/ Project Coordinator, Onsite Technical Manager. IT Support Robert Half - North Palm Beach, FL 2001 to 2002 Desktop support rep for on-premise and remote end-users. Scheduled, planned and implemented desktop software and hardware migrations for 100+ end-users. Managed Active Directory user accounts creations and password resets. Managed Anti-Virus exclusions for certain software requirements. Desktop Support Engineer Medical Center at Princeton - Princeton, NJ 1999 to 2001 Desktop support for all end-users for their multi-facility

operations, hardware and software migrations. Solely managed and deployed new laptops (42) for the Homecare department using AT&T Airtime cards. Desktop and laptop onsite support at the Homecare administrative building. Company-wide operating system migrations. Education Bachelor of Science in Business Management in Business Management Western Governors University 2016 Skills Information Technology (10+ years)

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