

IT Support, Chief Compliance Officer IT Support, Chief Compliance Officer Project Manager Tampa, FL Work Experience IT Support, Chief Compliance Officer GTM May 2012 to Present

Administering and maintaining multiple databases      Developing and administering business intelligence software      Managing multiple projects across multiple companies      Coordinating with multiple entities to ensure projects are completed on time and within scope      Developing, deploying, and maintaining Access databases      Writing and pulling reports from a variety of databases and data formats      Helping with network administration      Project Manager on Domain Rename project      Performing a domain rename      Project Manager on Server Security project      Implementing server security      Writing and editing IT Corporate Security Policy      Project Manager for Database Upgrade.

Project Manager for Call Log Database.      Project Manager for multiple compliance projects.

Serve as point of contact for major clients      Scheduling and running of meetings with both small and large groups of employees and managers.      Training management on new software and solutions that I have implemented      Extensive use of Microsoft Excel, Word, and Access, including helping to build and manage databases.      Providing hardware and software technical support for the office.      Importing, exporting, and mining of data files.      Querying database and running reports daily.      Gathering data from Excel and creating a PowerPoint presentation daily.      Using pivot tables to display and summarize data from several sources.      Developing, testing, and implementing a call log database for statistics gathering.      Determining requirements to fix corruption in two databases      Reporting to CEOs of several companies, as well as the VP of Operations a debt collections company, the VP of Sales for a debt brokering company, and the CIO for a debt collections and debt management company. Project Manager/ IT Manager Center for the Study of International Languages and Cultures - Tampa, FL July 2009 to February 2011      Assessing work flow and assigning work to employees.      Determining time requirements for completing projects.      Offering suggestions quickly and implementing strategies when problems arose.      Being very well organized in tracking paperwork.      Tracking work progress and pace of employees.      Making presentations in small meetings as well as in front of entire office.      Managing projects daily, while dealing with problems when they arose.      Training employees for a number of different job responsibilities.

Working with management to identify and solving any issues that arise. Serving as point of contact for major clients. Scheduling and running of meetings with both small and large groups of employees and managers. Serving as primary contact for employees for assigned tasks and expected due dates. Creating and updating Excel spreadsheets and pivot tables to track work and work progress. Operating front desk, including answering and routing of calls, responding to inquires, and providing administrative support. Preparing PowerPoint presentations for employee meetings. Preparing PowerPoint presentations for the director to make to clients.

Technical Support Professional I Stream Global Services - Tampa, FL December 2008 to July 2009

Helping customers solve a wide array of technical problems while maintaining the highest customer experience possible by using my extensive technical knowledge. Communicating to customers the problems they are having and walking them through troubleshooting steps to provide a solution, which usually involves taking hardware out of the computer, while keeping in mind the customer's technical knowledge and expertise. Provide customers with a total resolution to their problems by selling them products when desired, appropriate, and opportunities arise. Documenting the details of calls accurately and descriptively, providing as much attention to detail as possible. Providing world class customer service quickly and efficiently. Setting up dispatches for replacement parts when needed. Calling customers back when issues are unable to be resolved initially. Being available to help co-workers when they need help. Being a team player. Being well organized with my cases and paperwork.

Education Master of Science in Management Information Systems UNIVERSITY OF SOUTH FLORIDA - Tampa, FL 2011 to 2013 Masters of Business Administration in Management, Management Information Systems UNIVERSITY OF SOUTH FLORIDA - Tampa, FL 2010 to 2012 Bachelor's in Economics NEW COLLEGE OF FLORIDA - Sarasota, FL 2004 to 2008

Skills Project Management, Business Analyst, IT Support

Additional Information I received my MS/MIS and MBA from the University of South Florida. I have been working in project management / business analysis since 2009 and in IT since 2008.

Skills Summary ? Technical Support ? Report Preparation ? Business Analyst ? Presentation Skills ? Creative problem solving ? Microsoft Office 2010 ? BI admin ? Detail Oriented ? Data mining ? Web development ? Project

Management ? Ability to provide training ? Problem Solving ? Critical Thinking ? Database management

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