

IT Project Manager IT Project Manager Senior Project Manager Vallejo, CA Authorized to work in the US for any employer Work Experience IT Project Manager Kaiser Permanente - Walnut Creek, CA June 2015 to Present Manage 30+ projects simultaneously across multiple programs, (i.e. Capital Construction, Clinical Technology, LAN/WAN Infrastructure, and VoIP Infrastructure) throughout multiple service areas in Northern California. Responsible for both internal and external resource management using established methodology. Works closely with business partners to determine IT solutions that work best with their current work flow. Collaborates with multiple teams throughout the service area to ensure projects run smoothly and details are not missed. Successfully use lessons learned from previous projects to mitigate potential issues and risks. Introduce out-of-the-box ideas to help alleviate potential risks while documenting steps taken to ensure colleagues can benefit from the knowledge gained. Created estimating tool for personal use to alleviate the struggles of the compiling accurate estimates for smaller PM&R projects. Analysis reporting to the PMO analyzing business and technical needs and requirements to produce all project documentation including business and technical requirements by using the established project management methodology. Responsible for status meetings to inform both the stakeholders and the project team the current status of the tasks on multiple projects and reporting project status to leadership on a monthly basis. Program Manager ComNet Technologies - Napa, CA 2013 to 2015 Managed a team of nine telephony consultants and three associate consultants working on Kaiser VoIP projects throughout Northern and Southern California Created a standard process and scope of work for VoIP projects to be utilized as a template for future projects, as well as a creating a budget and estimating tool to automate the existing process. Successfully created a higher profit margin on projects by streamlining the internal processes by reorganizing the order of project tasks to occur simultaneously rather than consecutively. Assisted in creation of a training system to ensure new hires would be brought up to speed quickly. Additionally, ensuring the process was being abided by to provide a higher quality of work. Created and managed budgets of multiple projects ranging from \$75K to \$1.5M+ Collaborated with the Kaiser Infrastructure Program to provide input for documentation being created by the

Supplier Management Office to create a RACI chart for the Voice Projects. Responsible for mid-year and annual reviews as well as employee development. Subject Matter Expert (SME) of the Kaiser Infrastructure Program, Voice Track standards and responsible for ensuring all projects did not deviate from the standards. Project Manager NetXperts, Inc - San Ramon, CA 2012 to 2013

Worked with VPs, Directors, Managers, and business users with multi-cultural teams of varying size and variety of technologies, including but not limited to WAN, LAN, wireless networks, security and server upgrades. Created and managed budgets on \$1M to \$8M+ projects Supervised and collaborated project teams that comprised of CCIEs, Network Engineers, technicians, and in house resources. Conducted weekly stake holder meetings to keep projects on target and inform stake holders of the current status. Managed the projects team to ensure all hours were being captured and project stayed on budget. Major projects included San Francisco International Airport, LA Unified School District, and East Side Union High School District Project Manager Pinnacle Telecommunications - Loomis, CA 2011 to 2012 Knowledgeably planned, supervised, monitored and documented telecommunications equipment projects involving SONET, ATM, BITS, fiber cables, routers and switches. Continually kept expenditures within budget limits, evaluated inbound projects and produced comprehensive reports. Proficiently negotiated sufficient financial resources and deadlines to ensure successful project completion. Collaborated on technical documentation on new or unknown technology. All projects were AT&T Central Office Projects. Customer Technician Quest Diagnostics - San Jose, CA 2007 to 2008 Dutifully provided assistance to patients, oriented & instructed Patient Service Technicians and collaborated with Sales personnel to streamline operations. Field/ Project Manager Laboratory Corporation of America - Sunnyvale, CA 2005 to 2007 2009-2011 Responsible for over 30 personnel at 14 sites and ensured staff knowledge of safety & health laws and policies. Critical participant in development of safety training, departmental audit reporting and drafting of action plans. Created training presentations for new standards, collaborated with colleges to roll out new standards to employees. Assisted Claims Management Team during Perpetuation & Assessment process to boost quality standards. Knowledgeably identified and resolved various customer service, operations and administrative

problems. Successfully completed all projects on time and within budget. Lead Customer Technician Laboratory Corporation of America - Berkeley, CA 2005 to 2007 Provided comprehensive assistance to Supervisor in scheduling, auditing, quality control and personnel training efforts. Diligently evaluated Technicians to discern competency levels and training requirements. Entrusted with responsibility for conducting annual safety training and functioned as Team Safety Monitor assessing employee compliance with various protocols. Investigated & corrected identification problems and collaborated with technicians to reduce error rates. Coordinated with other departments to ensure project completion. Customer Service Representative GL Mezzetta - American Canyon, CA 2002 to 2004 Responsible for processing and tracking orders, ensuring sufficient inventory-on-hand to fulfill requests and answering client questions. Diligently oversaw, tracked and shipped customer orders and applied new information to company website. Telecom Project Manager ADC The Broadband Company - Pleasanton, CA 2000 to 2002 Authoritatively supervised telecommunications equipment projects for Cisco and Fujitsu, worth up to \$1MM, comprising operations from updates to new builds. Thoroughly researched technologies to determine proper installation techniques, design details and work scope. Maintained inventory and ordered all project materials, in addition to enforcing defined standards and parameters. Directed training classes on SBC-AT&T Tab-db proprietary software. Telecom Senior Project Manager SBC Pacific Bell - San Ramon, CA 1998 to 2000 Comprehensively researched, analyzed, evaluated and assigned projects to three telecom engineers. Drafted detailed status reports for senior leadership and presented final project results to SBC Engineering Team in Missouri, Oklahoma, Kansas and Arkansas Region. Continually updated client documentation & records and collaborated with stakeholders regarding deadlines, responsibilities, monitoring, summaries and status each week. Education University of California Berkeley - Berkeley, CA Present Bachelor of Science in Business Management University of Phoenix 2011 Skills PM, Waterfall, SDLC Certifications/Licenses Driver's License

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