

IT Client Services Project Manager IT Client Services Project Manager IT Client Services Project Manager - ZenaComp Waterford, MI Work Experience IT Client Services Project Manager ZenaComp - Farmington Hills, MI December 2012 to Present Create and maintain information technology project plans and communicates tasks, milestone dates, and status to senior managers and stakeholders. Plan and execute project communications ensuring timely and accurate distribution of information. Drive the development and execution of every project plan by working with project team. Manage a team of IT technicians and software developers of varied skill level Manage a portfolio of over fifty managed technology customers Tools used: Excel, MS Project, ACE, MS Office tools, and QuoteWorks. Translations Project Manager Techworld Language Solutions - Troy, MI August 2012 to October 2012 Create new projects, prepare files for translation, and communicate with resources and clients Assist the Desktop Publisher(s) as needed. Document review, formatting, file management and prepare files for delivery Identify, analyze, resolve, prevent problems as they arise and assess risk Work with cross- functional, multi- project resources to ensure solution are delivered on time, on budget, and in line with client expectations Projects include Akzo Nobel, BorgWarner, Ford, Chrysler and Team Detroit Tools used: TM, Excel, VPN, MS Project, Visio, PPT, and MS Office Project Manager I3Logic - Pontiac, MI August 2010 to July 2012 Manage project budget, internal and external team, scope, risk, and multi level communication Adhering to project timelines, ascertaining methods, and providing critical suggestions on strategies to enrich project depth and meaning Managed 22 projects overall varying degrees of complexity. Project clients included Deloitte International Tax, GM, Turner Broadcasting, Pitney Bowes, Ford and Ally Manage all training materials for Fortune 500 companies from inception to completion Daily tasks include management of project scope, budget, resource management, program coordination, kickoff and closeout meetings, status reporting, escalation and risk assessment as well as daily project maintenance Created reports as needed for senior level management Tools used: Microsoft Project, Excel, Word, SharePoint, Visio, Ad words, Research Analysis, Outlook, Webex, LiveMeeting, and CRM tools Territory Manager Gannett - Port Huron, MI March 2009 to August 2010 Invest in customer relationship management through

regular, planned contact, and reporting Consistently achieved sales and profitability targets Sell against radio, other print media, online, and billboard ads Increased territory actively by 60% from prior year Education B.A. in Political Science Oakland University May 2007 A.S. in Business and Graphic Communication Baker College December 2003 MBA Aspen University Links <http://www.aspen.edu/> <http://www.linkedin.com/pub/melissa-edson-riopelle/10/18b/600/> Additional Information Skills include: Consulting, strategy, budgeting, advertising and marketing management, communication internal and external, social media presentation and strong communication expertise

Marketing Liaison March 2007- April 2009 The Medical Team, Flint MI Primary responsibilities included, increase physician recruitment, account retention, and increase referrals by 20% Acted as the administrative liaison to physicians, senior independent living facilities, and physician office staff within the market area Coordination training programs Responsible for building strong relationships with referring physician offices Territory Manager January 1995- February 2008 CND, Vista CA Managed the Midwest Territory and key accounts such as Marshall Fields, Macys & Elizabeth Arden Red Door. Sales goals over \$2.5 million quarterly Key functions included communication management, strong presentation skills, retail business plans, budget analysis, and product information management Regular contact with stakeholders, training managers, sale representatives, and corporate Conducted professional events globally from pre plan, order product, team coordination, travel, set up, execution, presentation, break down, and reporting inventory numbers Skills * Market Research & Competitor Analysis, Forecasting and Project Management * MS Office Suite, PPT, MS Project, Excel and Visio * Communications both written and verbal * Excellent reporting skills both internal and external and to cross-functional teams * Business planning, scope control, and budgeting * Define Activates, sequence activates, estimate activity resources and duration, develop and control schedule

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