

Project Manager Project Manager Versatile and Adaptable IT Professional | Leverage Skills to Meet Project Needs Carbondale, IL Creative problem solver with demonstrated strengths in communicating, listening, and interpreting needs to create actionable solutions. Organized, thorough, and detail-oriented thinker who connects people to technology. Possess entrepreneurial spirit and thrive in environments fostering invention and innovation. Areas of Expertise: Agile | Design Thinking | Customer Service | Training Large Project Management | Troubleshooting Computer Issues Authorized to work in the US for any employer Work Experience Project Manager IBM - Columbia, MO 2017 to 2018 Supported various multimillion dollar US-based IBM GTS projects with global interests. Worked with virtual project team members in US, India, and Latin America. Managed TKLM / SKLM Encryption Server replacement and build for international hotel chain, improving cybersecurity and communications abilities. Streamlined procurement administration process, using Source tool and PgMP, for American multinational engineering firm. Communicated with, and updated vendors, followed purchase orders to completion while training 4 Brazilian offshore replacements. End User Device Administrator Cerner Corp / Yavapai Regional Medical Center - Prescott, AZ 2014 to 2016 Managed and maintained hospital systems hardware, software, and virtual machines. Utilized Remedy IT Service Management. Implemented LifeNet Systems at both Yavapai Regional Medical Center campuses, linking ambulance EKG information to Emergency Department (ED) system, and providing real-time patient information to physicians: Collaborated with LifeNet to link with other hospitals. Installed and set up software on ED doctors computers. Trained ED physicians on new software. Project Managed new Infusion Center and operated as Lead Technical Support on transferring existing technology: Worked with Infusion Center Director, identifying hardware needed. Inventoried existing hardware, and ordered new equipment. Worked with contractors and network team, ensuring timely delivery and installation. Installed and tested new hardware, including monitors, computers, hand scanners, printers, and fax machines. Recognized by Infusion Center Director and Director of Emergency Services for role in transfer to new Center and new ED system. IT Manager Northpoint Expeditionary Learning Academy - Prescott, AZ 2013 to 2014 Managed and maintained all systems hardware, software,

servers for charter high school. Repaired MacBook hardware. Created policy for printer use and upkeep, saving paper and improving printer performance. Helped develop 2014 plan transitioning all students from outdated MacBooks to Chromebooks. IT Manager Computer Network Solutions - Prescott, AZ 2012 to 2013 Managed and maintained all systems hardware, software, VoIP, and servers for 50-person medical office. Provided user support for all technical issues. Saved \$900 / year in office expenses by helping transition to eClinicalWorks ePayment system. Implemented inventory system and made new office space available by consolidating and stacking unused hardware. Assisted with implementation and monitoring of HIPAA IT regulatory practices, ensuring compliance with Federal law. Education EMT Scottsdale Community College - Scottsdale, AZ Digital Media Technology Columbia College - Chicago, IL Philosophy Southern Illinois University - Carbondale, IL Skills Communications: D3, Trello, Slack, Sametime, Jabber, WebEx, Mural IBM Badges: Agile, Design Thinking OS: iOS, OSX, Windows 7, 8, 10, Linux Network and Server Administration: VPN, Allworx VoIP, Microsoft Server 2008, Microsoft Active Directory, VM Ware/Virtual Machines Software: Microsoft: Excel, PowerPoint, SharePoint, Word, Microsoft Office 365, QuickBooks, Remedy Service Management Platform, Adobe Photoshop, Illustrator, InDesign CMS: WordPress, SharePoint Languages: HTML (6 years), Customer Service, Scheduling, Word, Outlook Certifications/Licenses Agile June 2017 to Present IBM Agile Methodology Design Thinking September 2017 to Present IBM Agile Design Thinking Additional Information VOLUNTEER SERVICE: Worked with various animal rescue groups in Chicago, IL., Phoenix, AZ., Prescott, AZ Mesa Fire Department Connector Program Disaster preparedness, Red Cross Grand Canyon Chapter

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