

Digital Experience Project Manager Digital Experience Project Manager Digital Experience Project Manager - Aurora Health Care Oak Creek, WI Authorized to work in the US for any employer Work Experience Digital Experience Project Manager Aurora Health Care December 2017 to Present Managed digital consumer projects including website redesigns, CMS content migration, website section content updates, CRM campaigns, and marketing campaigns Monitored project scope, identified risks, tracked budgets and prepared timelines Developed and maintained relationships with team members, stakeholders, leadership, and vendor partners Wrote, defined, and scheduled user stories using Axosoft Led team stand-ups, sprint planning, backlog grooming, and retrospectives Client Technical Support Representative Fiserv June 2017 to September 2017 Managed and resolved daily client cases and phone calls Trained clients on features and operation of the Premier bank platform software Conducted case research to determine effective resolutions to client issues Project Assistant Northwestern Mutual June 2016 to April 2017 Created and maintained project websites using Microsoft SharePoint Established project Kanban boards using LeanKit Analyzed system availability hours and service offerings for 50+ applications to identify a plan for service support expansion Organized and participated in sprint reviews, report-outs, retrospectives, backlog refinements, and stand-ups Coordinated project team events and managed calendars for project managers Desktop Support Assistant Alverno College January 2014 to May 2016 Built, configured, deployed, and maintained 100+ computers campus wide Installed, configured, and upgraded operating system and application software on Windows and Apple platforms Troubleshoot second-level hardware, operating system and application software, and network connection issues Resolved and documented weekly help desk tickets using Cherwell IT Service Management software Briggs & Stratton Corporate Innovation Challenge Team Member The Commons - Wisconsin February 2016 to April 2016 Conducted extensive market research on a recently acquired company including marketing distribution channels Defined beachhead market, developed a business plan, and served as project manager Pitched four recommendations to capture a larger rental market share to Briggs & Stratton CEO Tech Scholar Alverno College September 2014 to February 2016 Led student workshops on Microsoft Word 2013,

PowerPoint 2013, and Office 365 Project Management Intern Alverno College June 2015 to August 2015 Created project schedules in Microsoft Project Prepared weekly project status reports and meetings Produced project documents including statements of work, project change requests, and project estimates Captured all project-related data using BMC Remedy IT Service Management software IT and Web Management Intern Metropolitan Milwaukee Association of Commerce January 2015 to May 2015 Developed and maintained websites for The Business Council using Wix and WordPress Managed membership using WebLink Connect and yourmembership.com Configured and installed application software on Windows platform Wrote technical manual for configuration and installation procedures Computer Center Lab Assistant Alverno College August 2012 to January 2014 Assisted students, faculty, and staff by directing them to Technology Services hardware and software resources Resolved weekly computer hardware and software problems on Windows and Apple platforms Delivered and set up lab equipment; enforced Computer Center policies and procedures Education B.A. in Computing and Information Technology Alverno College - Milwaukee, WI August 2012 to May 2016 Skills BMC (Less than 1 year), REMEDY (Less than 1 year), MICROSOFT OFFICE, MAC, MAC OS, Digital Marketing, Sitecore, Digital Analytics, Project Management (2 years) Additional Information TECHNICAL QUALIFICATIONS Software Adobe Creative Cloud BMC Remedy IT Service Management Software Cherwell IT Service Management Software Google LeanKit Microsoft Office Visual Paradigm Axosoft Sitecore Operating Systems Windows Mac OS

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