

Project Manager/ IT Specialist Project Manager/ IT Specialist IT Support Technician Chicago, IL
Customer service focused Technical Support Specialist with 5 years career experience in help desk environments. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays a strong work ethic. Work Experience Project Manager/ IT Specialist Viper Trans INC August 2017 to Present www.vipertrans.org Main duties include administration, troubleshooting and repair, and training of hardware and software systems. Install and implementation hardware and software to improve productivity (Zonar Systems ELD, Tenstreet-IntelliApp, Microsoft Office, Adobe). Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results. Build client websites using WordPress Themify builder. Help shape IT strategic vision and drive key departmental objectives. QA Engineer/ Relationship Representative Compass Holding, INC May 2018 to May 2019 www.smartboardtms.com Assistant project manager on new TMS (transportation management system) software. Software presentation and implementation. Quality assurance on TMS and CRM software. Testing API integration. Alpha Testing, beta testing, acceptance testing. Trained new team members, organized, prioritized and delegated tasks among team members. IT Support Technician- Part Time National Premium Logistics, INC - Chicago, IL June 2017 to May 2019 Manage aspects of IT hardware installation, procurement, inventory management and tracking and software installation Implement manage and support IT projects such as computer, printer, IP phones, monitors and TV. Upgrades, software installation such as Microsoft Office, internet phone systems, adding and removing users. Web Developer Freelancer - Chicago, IL July 2016 to May 2018 Worked as freelancer web developer on several projects: DG Cakes www.dgcakes.com/ Hilton Hotel, Washington, DC www.livingwellindc.com Net4works LLC www.net4works.com Green Works LLC <http://greenworkschicagonow.com/> Design, create, and modify website. Analyze user needs to implement website content, graphics, performance, and capacity. Build client websites with WordPress with Themify builder Modify existing code as needed, using plugins for better functionality Help shape IT strategic vision and

drive key departmental objectives Assist in website traffic and performance monitoring Assistant
Project Manager Secor Group - Dulles, VA March 2013 to July 2016 Suddath Global Logistic (Secor
Group), Dulles, VA Transfer assembly and installation of server at data centers for Salesforce,
Microsoft, Dropbox, Amazon Managing servers shipping and delivery from and to data centers.
Training employees for Workday.com application. Organizing teams for different projects
Education Associate Degree in Information Technology in Web Development Strayer University -
Washington, DC June 2016 Skills Desktop Support, Help Desk, Service Desk, Tech Support, Active
Directory, Comptia, It Specialist, Information Technology Links <http://www.vmiletic.com>

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