

Manager of Client Services/ IT Project Manager Manager of Client Services/ IT Project Manager  
Manager of Client Services/ IT Project Manager - Exigo Office Dallas, TX Work Experience Manager  
of Client Services/ IT Project Manager Exigo Office - Dallas, TX July 2018 to Present ? Supervise  
direct reports including Project Coordinators and Business Analysts ? Responsible for performance  
monitoring and reporting of Client Services team ? Regularly reviews and evaluates opportunities to  
improve team best practices ? Build strong relationships with clients and delivery teams ? Oversee  
the management of multiple large scale projects in a fast paced environment ? Provide routine  
status and project reports to project stakeholders including product owners, senior management,  
and co-workers as required. ? Work with development and product management to determine  
scope of releases and roadmaps, and provide outputs to make that information visible to team  
members and stakeholders. ? Size and forecast releases. ? Responsible for the development and  
implementation of project plans and schedules. ? Identify process improvements and manage the  
implementation of them to development teams ? Lead weekly, monthly, and quarterly project status  
update meetings with clients and company executives ? Ensure that projects are delivered within  
the allowed time, scope, and budget. ? Remain current in Project Management, SDLC best  
practices including agile, and IT technology. Individual Contractor - Project Manager RT Restaurant  
Group - Dallas, TX July 2017 to July 2018 Reason for leaving position: Contract position - project  
concluded) ? Directed all projects related to a restaurant site opening from beginning to end. ?  
Obtained building and specialty permits from local jurisdictional agencies ? Coordinated utility  
service providers according to project schedules ? Conducted all critical pre-installation  
conferences with general contractors, vendors, consultants and manufacturer's representatives ?  
Prepared and follow through on all project lists. ? Worked with stakeholders to determine the project  
schedule, which includes the sequence of all construction activities ? Prepared regular interval  
progress reports. ? Avoided construction delays by efficiently following through with all site  
inspections in a timely manner. ? Scheduled all contractors and materials deliveries. ? Monitored  
work progress to ensure that performance is within approved project scope, schedule and budget IT  
Project Manager Modis IT - Dallas, TX August 2016 to December 2016 Reason for leaving position:

Contract position - project concluded) ? Managed multiple data governance projects. ? Utilized JIRA and Projectlibre project management software. ? Worked closely with senior management on planning and quality assurance efforts. ? Monitored project timelines, project goals, and project progress using Microsoft Project and Project Libre. ? Led weekly, monthly, and quarterly project status update meetings with stakeholders. ? Ensured that projects are delivered within the allowed time, scope, and budget. ? Performed data analysis to identify data impact, dependencies, and risk.

? Directed data remediation efforts. ? Oversaw root cause analysis efforts on data defects. IT

Project Manager Total Home Health - Elgin, IL June 2015 to April 2016 Reason for leaving position:

Part of a company-wide layoff) ? Implemented large scale projects with an average budget of \$2

million or more. ? Directed all phases of company technical implementations, process improvement,

and BI projects from beginning to end. ? Coordinated internal and external resources for the

successful execution of projects. ? Worked closely with senior management on planning, budgeting,

vendor selection and quality assurance efforts. ? Collaborated with external and internal customers

in order to gather requirements. ? Utilized a combination of Agile and PMP methodologies, ?

Managed the offshore IT Data Services team, an onsite Business Analyst, all 3rd party software

vendors and all contract employee vendors. ? Utilized JIRA and Microsoft Project management

software. ? Monitored project timelines, project goals, and project progress using Microsoft Project.

? Managed testing cycles, including test plan creation, development of scripts and co-ordination of

user acceptance testing. ? Led weekly, monthly, and quarterly project status update meetings with

stakeholders. ? Ensured that projects are delivered within the allowed time, scope, and budget. ?

Recommended process and systems improvements such as the automation of manual business

processes. ? Managed offshore data services team containing DBA, ETL, and BI developers. ?

Performed data analysis to identify data impact, dependencies, and risk. ? Spearheaded data

integration efforts for the production of a company data warehouse. ? Built and edited MySQL

stored procedures and queries according to requirements. Business Intelligence Project Manager

Nationstar Mortgage - Irving, TX March 2011 to May 2015 Reason for leaving position: Received IT

Project Manager opportunity (desired career field) with Total Home Health) ? Directed all phases

of business intelligence projects from beginning to end. ? Collaborated with external and internal customers in order to gather reporting requirements. Identified relationships in data sets to determine key fields and present data independently for accurate BI reporting. ? Built and edited Microsoft SQL stored procedures and queries according to requirements. ? Developed BI reporting using SSIS, SSRS, and Cognos. ? Researched and resolved issues regarding the integrity of data flow into databases. ? Managed QA testing cycles, including test plan creation, development of scripts and co-ordination of user acceptance testing. ? Ensured that projects are delivered within the allowed time, scope, and budget using a mix of PMP and Agile methodologies ? Provided weekly, monthly, and quarterly active project status updates to stakeholders

Education Business Tarrant County College August 2004 to May 2005 Business Paris Junior College August 2002 to May 2004 Diploma Southwest High School August 1997 to May 2001 Skills Pmp, Microsoft access, Mysql, Sql, Stored procedures, Cognos, Microsoft project, Ssrs, Jira, Pivot tables, Six sigma, Excel, Microsoft excel, Microsoft office, Excellent verbal and written communication skills Additional Information Skills: Excellent verbal and written communication skills Strong proficiency in Microsoft Office Applications, Microsoft Access, and Microsoft Project Strong proficiency in Microsoft Excel including complex pivot tables, v-lookups, and macros Microsoft SQL and MySQL - Writing complex queries and stored procedures from scratch IBM Aginity- Writing complex queries from scratch Working knowledge of Cognos, SSRS, and SSIS Working knowledge of JIRA Six Sigma Yellow Belt Familiar with PMP and Agile project methodologies

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