

NAM Project Lead/ IT Business Analyst NAM Project Lead/IT Business Analyst NAM Project Lead/ IT Business Analyst Work Experience NAM Project Lead/ IT Business Analyst Akzo Nobel - International Paints - Houston, TX April 2018 to April 2018 USA

- o Successfully managed and implemented \$10 million global project regionally in the North American & Mexico (NAM) region and achieved all scheduled project goals successfully in 2017. Houston, TX, USA
- o Ensured resources availability, logistics, scheduled hardware maintenance, cost allocations and risk management were all within line of project scope and deliverables.
- o Communicated progress, timeline and action items with project stakeholders and project team on a monthly schedule.
- o Developed and implemented new SOP for new business technology developed and maintained continuous improvement strategies to ensure SOP were up to date.

NAM IT Support Specialist Akzo Nobel - International Paints - Houston, TX March 2013 to June 2014 USA

- Motivational Coaching
- o Provide end user support to 100+ users at 40+ sites across NAM region remotely.
- o Remotely assist external clients through in-house ERP systems.
- Leadership
- o Troubleshoot issues and provide solutions with hardware, software, networking in confluence with local IT teams.
- o Maintain inventory and records for software licenses, hardware, and Chromascan Equipment.

IT Desktop Support Houston & Galveston Area Council - Houston, TX November 2012 to March 2013 USA

- o Provide end user support to 400+ users at Houston Galleria Office.

LANGUAGE

- o Assist users troubleshoot issues and provide solutions with hardware, software, networking in confluence with local IT system admin.
- o Maintain inventory and records for software licenses, hardware assignments.

English

- o Provide iOS & Android mobile and app support for users.

Education

Computer Information Systems & Business Management University of Houston - Houston, TX September 2009 to May 2013

Skills

Ms office, Html Assessments Project Management Skills:

Budgeting Expert August 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: [https://share.indeedassessments.com/share\\_assignment/qoi6hwavb7jwptqt](https://share.indeedassessments.com/share_assignment/qoi6hwavb7jwptqt)

Organizational Skills

Highly Proficient February 2019 Measures a candidate's ability to arrange and manage files or records using a set of rules. Full results:

[https://share.indeedassessments.com/share\\_assignment/hjy-lg7cppbs3sax](https://share.indeedassessments.com/share_assignment/hjy-lg7cppbs3sax) Accounting Skills:  
Bookkeeping Highly Proficient February 2019 Measures a candidate's ability to calculate and  
determine the accuracy of financial data. Full results:

[https://share.indeedassessments.com/share\\_assignment/fr3tleswvns2bmra](https://share.indeedassessments.com/share_assignment/fr3tleswvns2bmra) Critical Thinking Highly  
Proficient August 2019 Using logic to solve problems. Full results:

[https://share.indeedassessments.com/share\\_assignment/g4ebmurloucb4tvv](https://share.indeedassessments.com/share_assignment/g4ebmurloucb4tvv) Indeed Assessments  
provides skills tests that are not indicative of a license or certification, or continued development in

any professional field. Additional Information WORKING SKILLS PROBLEM COMMUNICATION  
ATTENTION TECHNICAL MS OFFICE HTML ADOBE SOLVING TO DETAIL KNOWLEDGE

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