IT Support Analyst II IT Support Analyst II Project Manager Dallas, TX Experienced analyst with a successful career in project management, information technology and business development Excellent at interfacing with others at all levels to ensure organizational goals are attained An effective manager with the skills necessary to direct, train, and motivate staff to its fullest potential

Work Experience IT Support Analyst II State Farm Mutual Automobile Insurance Company - Richardson, TX February 2019 to Present   Provide first contact technical support for hardware, software, procedures, password resets, etc. via the telephone, email, and/or the internet/intranet Uses knowledge-base and documentation systems to troubleshoot, resolve, document, and/or research incidents   Follows and supports workforce management, service management, and incident handling procedures and philosophy to resolve business partner's problems   Responsible for diagnosing and documenting customer's technical and "How To" problems and resolving, educating, escalating or assigning problems to appropriate area   Educates customer on how to avoid future related problems and may serve as customer's contact for status and/or customer concurrence of problem resolution   Understands and supports the vision and strategy of the department to meet the objectives of the company   Identifies, resolves, escalates or assigns routine incidents with limited direction   Understands and serves as a resource for complex first contact technical incidents IT Project Manager BayMark Health Services - Lewisville, TX December 2018 to February 2019   Coordinated with third party vendors for deployment of IT equipment i.e., phone systems, internet cabling, WAP s, laptops/desktops to clinics   Software installs, upgrades Performed on-site due diligence at various clinic   Datacenter governance/migrations Post-deployment support for migrations, upgrades   Created tracking system for project deployments   Presented at meetings updates of deployments and their various stages   Design technical developments with technical team   Implement software life-cycle methodology   Develop and maintain information technology plans which outline project status individual tasks, milestones, completion estimates, and resource allocation   Coordinate roll-out of beta and production releases   Inspect projects for quality assurance   Ensure customer satisfaction through post- project debrief with clients   Document all estimates, project statuses, and project completion paperwork Project

Manager (Contract) PNC Bank - Plano, TX April 2018 to August 2018   Managing projects, developing project plans, and monitoring performance   IT project management   Datacenter governance/Issue management   Distribution of SSAE 16 and 18 SOC reports   Address questions from internal and external audits and examinations   Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions   Leading ongoing reviews of business processes and developing optimization strategies   Staying up-to-date on the latest process and IT advancements to automate and modernize systems   Performing requirements analysis   Documenting and communicating the results of efforts   Effectively communicating insights and plans to cross-functional team members and management   Gathering critical information from meetings with various stakeholders and producing useful reports   Working closely with clients, technicians, and managerial staff   Allocating resources and maintaining cost efficiency   Ensuring solutions meet business needs and requirements   Performing user acceptance testing   Updating, implementing and maintaining procedures   Prioritizing initiatives based on business needs and requirements   Serving as a liaison between stakeholders and users   Managing competing resources and priorities   Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats   Construct workflow charts and diagrams; studying system capabilities; writing specifications   Improve systems by studying current practices; designing modifications   Recommend controls by identifying problems; writing improved procedures   Define project requirements by identifying project milestones, phases and elements; forming project team; establishing project budget   Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions   Maintain user confidence and protect operations by keeping information confidential   Prepare technical reports by collecting, analyzing and summarizing information and trends   Contribute to team effort by accomplishing related results as needed   Validate resource requirements and develop cost estimate models   Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programs of the client group   Interpret,

evaluate and interrelate research data and develop integrated business analyses and projections for incorporation into strategic decision-making   Plan and coordinate the development of primary and secondary market research studies in support of strategic planning and specific marketing initiatives, as required and presents findings of studies to client committees   Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports   Review a variety of areas including operations, purchasing, inventory, distribution and facilities   Understand and communicate the financial and operational impact of any changes   Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes   Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement   Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues IT Project Manager (Contract) USPI - Dallas, TX January 2018 to April 2018   Management of IT security and IT risk (e.g., data systems, network and/or web) across the enterprise   Address questions from internal and external audits and examinations   Serve as project manager/lead within IT security projects   Single point of contact for IT-related end-user issues/request   Promote awareness of applicable regulatory standards, upstream risks and industry best   Practices across the enterprise   Assesses information risk and facilitates remediation of identified vulnerabilities with the entire   network, systems and applications   Reports on findings and recommendations for corrective action   Performs vulnerability assessments as assigned utilizing IT security tools and methodologies   Facilitates and monitors performance of risk remediation tasks, changes related to risk mitigation & reports on findings   Maintains oversight of IT and vendors regarding the security maintenance of their systems and applications   The IT Security/Risk Analyst assists in all IT audits, IT risk assessments and regulatory compliance   Identifies opportunities to reduce risk and documents remediation options regarding acceptance or mitigation of risk scenarios Project Coordinator State Farm - Dallas, TX September 2017 to January 2018   Provides second level support to resolve complex problems with products and applications by meeting customer service standards (i.e., displaying a positive attitude, actively listening, taking ownership, I leveraging knowledge,

communicating clearly)   Interfaced with business partners and vendors to determine their technical needs, design and recommend integrated technical solutions, and implement of cost effective network solutions while protecting the stability of the network   Windows 7 to Windows 10 migration   Single point of contact (SPOC) for IT-related end-user issues/request   Define reporting and alerting requirements   Gathers and develops requirements for process or system solutions by interfacing key stakeholders and appropriate teams   Responsible for implementing, integrating, and supporting infrastructure with technical applications and related vendor software & hardware. Report on common sources of technical issues or questions and make recommendations to product team AVP, IT Project Manager IV Bank of America - Plano, TX March 2016 to November 2016 Design document templates for use by the software application   Review federal, regional and industry requirements for the definition and management of the required set of documents for the applications   Interpret regulations as published by both government regulatory agencies   Define and develop customer documents based on the business requirements of the customer using rich text format (RTF) syntax   Coordinate project management activities, resources, equipment and information   Break projects into doable actions and set time frames   Develop documents for use in customer projects   Liaise with clients to identify and define requirements, scope and objectives   Assign tasks to internal teams and assist with schedule management   Make sure that clients' needs are met as projects evolve   Help prepare budgets   Analyze risks and opportunities   Oversee project procurement management   Monitor project progress and handle any issues that arise   Act as the point of contact and communicate project status to all participants   Work with the Project Manager to eliminate blockers   Use tools to monitor working hours, plans and expenditures   Issue all appropriate legal paperwork (e.g. contracts and terms of agreement)   Create and maintain comprehensive project documentation, plans and reports   Ensure standards and requirements are met through conducting quality assurance tests   Process claims and invoice clients   Track billing or claims issues and exceptions   Mortgage loan processing   Follow up with borrower within set timeframe   Collaborate with loan officer on any issues   Audit and review all third party documentation   Process transactions in one or more of the company's internal

operations to support domestic and international consumer, commercial and wholesale bank businesses or services functions   Maintains internal operational and financial controls and ensures they meet bank standards   Ensures quality service and effective and efficient operations support for the assigned area's internal business partners and/or external customers/clients IT Project Manager Research Now - Plano, TX December 2015 to March 2016   Understands project plans and clearly articulates roles, project goals, and timelines   Conduct market research, benchmarking research, user survey and other research as assigned   Liaison between clients, vendors and other technical groups to resolve simple to complex infrastructure issues   Develop and maintain a detailed understanding of business processes and applications, policy and procedure   Assist with analysis, design, testing, system documentation and user training   Ensures all vested parties are informed of issues and the necessary remedies. If any issues are identified, work with the appropriate parties to make corrections   Manage incoming chats via Live Chat   Respond to tickets regarding variety of questions/concerns.   Meet with technical leads, business relationship managers to gather and compose documentation, diagrams, and process flows   Supports business owners in identifying specific business problems and the associated application system needs and services   Interviews business areas for the purpose of defining business needs and priorities and assists the business owner by translating these needs into functional specifications by performing further analysis   Manages work plan to ensure the timely completion of functional specifications for either new systems or major enhancements   Develops proposals that will provide the most appropriate solutions to solve a business need   Works to identify the root cause of problems while actively searching for solutions to resolve complex issues   Analyzes and evaluates projected workflow improvements and cost reductions attributable to new or improved systems to ensure that they are achievable   Accurately employs line of business methodology and documentation tools   Proactively carries out project support /administrative functions   Managed workflow ticketing system & ensure SLAs were met AVP; Mortgage Servicing Project Manager Bank of America - Plano, TX April 2000 to June 2015   Project Management/Implementation   Business Analysis   Root Cause Analysis   Business controls monitoring   Change Management

Vendor/Asset/Inventory Management   Strategic Planning/Reporting   Risk Assessment/Remediation/Compliance   Variable Data Analysis   Process improvement/analysis   Work with leadership to formulate the tactical plan to meet the strategic direction of Infrastructure Operations team   Support automated methodologies for build activities in Infrastructure Operations   Maintain installation and configuration procedures, and drive automation around these areas   Support the efforts for cross-training and collaboration with other members of the Infrastructure Operations team   Develop shared knowledge of leveraged tools on the Infrastructure Operations team, eliminating single points of knowledge and dependencies   Work with IT management to establish and support technical policies and procedures   Drive compliance and security efforts related to systems managed by the Infrastructure Operations Team   Drive improved "Time To Value" using consistent and documented procedures   Support and continuously improve upon methods to improve availability of infrastructure services   Work with the Project Managers and Infrastructure Coordinators on project progress, issues and solutions   Hardware/Software determination, workstation consulting and configuration   Intake through Post-Implementation of the Project Delivery Life Cycle   Understands Software Development Life Cycle policies (SDLC) and procedures   Communicate effectively and persuasively in a business context   End-to-End UAT(User Acceptance Testing)   Use software, analytical tools and techniques and business process knowledge to analyze business problems and to formulate solutions   Researches and documents organizational reviews, workflow analysis   Design and develop project deliverables   Identify key drivers through structured analysis and conceptual thinking to effectively probe problems and causes   Analyze current Fulfillment/Operations processes and provides legal recommendations on policies & procedures related to all Fulfillment functions; completes research on investor requirements to support recommendations   Act as a liaison between the business and external counsel to provide legal recommendations   Present at team and client meetings, and determine the most practical way to drive lasting results based on insight and analysis   Structure and perform analysis and conduct primary research to uncover insights, identify and validate value creation opportunities Education High school or equivalent Skills PROJECT MANAGEMENT (10+

years), ACCESS (10+ years), AS400 (10+ years), EMPLOYEE RESOURCE GROUP (10+ years), ENCRYPTION (10+ years), Help Desk, Desktop Support, Helpdesk Support, Active Directory, Customer Support, Call Center, Comptia, Estimating, maintenance, Scheduling, Auto CAD, Word, budget, Outlook, Customer Service, Microsoft Project, Sales, SDLC, PMP, Waterfall, PM, Scrum Master, Information Technology, Itil, Software Development, CSM, Service Desk, MAC, Tech Support Links https://www.linkedin.com/in/james-powe-a82350108 Certifications/Licenses PMP Present Six Sigma Green Belt Present MS Project Present A valid IT Specialist certification Additional Information Technical Skills MS Office Suite (PowerPoint, Word, Excel, Access, Project, One Note, Visio, Outlook) Office365-Expert AS400/iSeries, Visio, Agile, SharePoint, HP Service Manager, McAfee Hardware Encryption, MDT, JIRA, FileZilla, ERP, Salesforce.com, SQL, Active Directory, Power Shell, Windows 7,10, SCRUM, Clarity, Service Now, PPM   Skills/Certifications Six Sigma-Green Belt PMP (Project Management Professional) MS Project

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