

IT Project Manager IT Project Manager IT Project Manager - BYU-Idaho University Apt, AR Work Experience IT Project Manager BYU-Idaho University - Rexburg, ID January 2018 to Present Led a team of 25 student-employees defining and communicating job expectations and tasks including planning, monitoring, and coaching to make sure deadlines were met ? Built trusting relationships and established personal networks with diverse clients through quality communication ? Presented reports on progress, as well as issues and solutions to both clients and coworkers IT Research Specialist BYU-Idaho University - Rexburg, ID December 2016 to December 2017 Conducted detailed research of requested subject matter according to department needs ? Created effective research processes that allowed new coworkers, under minimum guidelines from leaders, to know what they were supposed to do Technician PC Frog S.r.l - Milan, IT February 2015 to July 2016 IT Improved the store's popularity by increasing customer satisfaction through providing fast and professional smartphone screen repair Achieved and exceeded the company's expectations and goals of 2015 for fixing computers, optimizing time, and collaborating with the co-workers Tested new technology brand named MSI (Top Gaming Laptops) and implemented it into the store Education Idaho University - Rexburg, ID October 2018 to Present Bachelor of Science in Computer Information Technology in Financial Accounting Brigham Young University - Rexburg, ID April 2019 Skills budgeting, estimating, scheduling Links <http://linkedin.com/in/raffaele-davide-fossa>

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