IT Project Manager IT Project Manager Technical Support Plymouth, MN Personable IT professional with 12+ years experience in multiple roles with an accomplished history of tangible results. Authorized to work in the US for any employer Work Experience IT Project Manager Health & Life Brokerage Inc - Brooklyn Park, MN November 2017 to June 2018   Moved and restructured the H&L office into 2 new locations   Provided on-call support to all employees Escalation Specialist, Client Support Representative Target Corp - Brooklyn Park, MN November 2013 to April 2017   Two-time employee of the month "superstar" award recipient   Maintained a client satisfaction rating of at least 85% for 30+ consecutive months   Trained and mentored over 100 new employees   Promoted and increased escalations resolved within their SLA by 57% in 1 month. Outbound Sales Account Manager, Sales Representative Asset Marketing Services Inc - Burnsville, MN October 2011 to June 2013   Over $1,000,000 in total sales   Eight time Top 10 most profitable Sales Associate   Three time "Upsell" award recipient Order Coordinator, Business Services Representative Kemps LLC - Saint Paul, MN February 2011 to September 2011   Responsible for a 27% increase in milk orders processed on time   Managed all milk orders and coordinated work flow of data entry representatives Customer Care Representative RES-Direct LLC - Bloomington, MN May 2010 to February 2011   Four time "Hats Off" award recipient   Advised mortgage brokers of HVCC policies and Provided technical assistance iPhone Team Manager, iPhone Tech Support Specialist NCO Customer Management Inc - Mendota Heights, MN September 2007 to November 2009   Manager of the quarter award four times   Managed six teams to over 90% customer satisfaction 14 separate months   100% manager satisfaction from three separate anonymous surveys of 60+ employee   1 of 10 national Managers chosen to attend Apple's "Best Practices" conference at HQ Education McNally Smith College of Production and Recording - Saint Paul, MN 2005 to 2005 North Hennepin Community College - Brooklyn Park, MN 2003 to 2004 Diploma Armstrong High School - Plymouth, MN 1998 to 2002 Skills CSM, Information Technology, Windows 7 (10+ years), Windows Vista (8 years), Windows 8 (7 years), Apple OSX (10+ years), IOS (10+ years), Android (10+ years), Microsoft office (10+ years), Jd Edwards (8 years), Peoplesoft (8 years), Active Directory (10+ years), Ecometry (8 years), TMS (8 years), Quickbooks (5 years), ServiceNow (6 years), Salesforce

(6 years), Avaya (10+ years) Awards Citizenship award 2001 Certifications/Licenses Certified Literacy council tutor Additional Information 11+ years of IT call center support, management, and training experience   Ten key 190 CPM / Typing 100 WPM   Operating Systems/Applications: Windows 98/XP/Vista/7/8/10, Macintosh OS X versions 10.0 - 10.13, iOS versions 1-12. Android OS versions 4-9, Microsoft Office (Outlook, Excel, Word, Access, PowerPoint, OneNote), JD Edwards, Peoplesoft, Active Directory, TMS, Ecometry, Quickbooks, ServiceNow, SalesForce, SAP, and Avaya.   Certified Minnesota Literacy Council Tutor

Name: Jim Russell

Email: khudson@example.com

Phone: 539.293.4698x58541