

IT AIM Support Provisioning Project Manager IT AIM Support Provisioning Project Manager IT AIM Support Provisioning Project Manager - Brillio Henrico, VA Continuous Process Improvement, Effective Process Management, Quality Customer Service Authorized to work in the US for any employer Work Experience IT AIM Support Provisioning Project Manager Brillio - Richmond, VA November 2011 to Present Manage Laptop Ordering Process by determining software needs and proper configuration based on specified criteria Document Owner - Create and Maintain & Audit Documentation for Department Processes Intranet Web page for LOB Maintenance - help plan and create LOB's Web page and created all documentation Metrics Reporting Process Management Track laptops submitted and provide numbers of laptops coming to class on weekly report to Management Track issues and run analyst on tracking reports via pivot tables, queries, Incident reports Use VB to create and modified spreadsheets with custom profiles, Command Buttons Manage Off Shore Access Provisioning Team Manage Onboarding Class Laptop Provisioning Process Conduct in Class Provisioning by walking them through the setup of software tools such as VPN, Entrust, Office Suite Department mailbox Owner Created and maintained tracking tool for mailbox which was used to determine which mailbox templates to create Created mailbox templates, auto replies and process for auto filling templates Created mailbox intake forms in order to gather good information for faster processing and record keeping Conduct weekly meetings to solicit feedback on the process and opportunities for improvement Create Excel sheets to track issues that prevent laptops from being available in class such as missing eID's

Create a detailed report before each class to go out to HR class facilitators, shareholders and Team Review previous submission data to look for trends to aid conflict resolution and issues management Process Mapping to drive process understanding & improvement in line with LOB Projections Meet with other departments to identify opportunities to expand department services throughout the Company Keep Vender site leads in all location aligned on the process and informed of the process and expectations Member of the Agile team, attend daily sprint meetings add backlog items and close out task assigned to me Backlog Grooming for Agile Team Risk Analysis and Issues Resolution PP Decks for Process Task Risk Education A.S. in Database

Programming ECPI College of Technology - Glen Allen, VA 2010 Skills Process Improvement (5 years), Project Management (5 years), Bookkeeping (4 years), IT (5 years), Documentation (5 years), Agile (5 years), Excel (10+ years) Additional Information SKILLS Oracle XHTML, C# & C++ programming language VBA scripting Excel Processes Automation Power Director, Final Cut Pro, After Effects Video Editing, Wave Editor, Audacity Microsoft Word Advanced, Access Very Proficient, Power Point Advanced, and Excel Advanced. Computer systems: Midas, ACATS, BETA, ALS, MLS, Media Bank, Fidelity Bookkeepers Certification Agile

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