

IT Consultant/ Junior Project Manager IT Consultant/ Junior Project Manager Instructional Designer  
Pleasanton, CA Work Experience IT Consultant/ Junior Project Manager Robert Half Technology  
May 2013 to Present Dell Latitude and Microsoft Surface Pro tablet and laptop deployment/data  
migration projects, O365 and Office 2016 migration and deployment projects, Plantronics MDA  
Switch Deployment, RHI Tier 2 Helpdesk Analyst support for: Active Directory, Salesforce, Skype for  
Business, MS Office 2010-16 office suites, Service Now ticketing system, remote access and Direct  
Access VPN, and mobile devices for 15,000 plus employees, O365 admin for SPS employees  
Renovated and created a new hire training outline guide and wrote several knowledge based  
articles for new Tier 2 help desk analysts and new interns and contractors in the IT ECS support  
department Provided training for new interns and help desk analysts II on all software and  
troubleshooting techniques used in ECS support Contract Paralegal Robert Half Incorporated/  
AppleOne March 2012 to April 2015 Prepared legal drafts and filed court documents, prepared legal  
deposition preparation and summaries, prepared settlement demand letters, research of case law  
for trial attorneys and senior paralegals; conducted initial client interviews; handled interrogatories  
and requests for document production, created exhibit lists, document indexing for open and closed  
cases, calendaring, e-discovery Provided litigation support, case management, records  
management, reprographics, Electronic document review for trademark(TESS), patent(PACER),  
and copyright searches, Preparation of discovery trial binders for use in court in the Samsung v.  
Apple case of 2011-12, E-filing for California and Texas, California department of labor project  
Software Skills: IT Project Lead Consultant Peak Systems INC November 2011 to December 2014  
Jr. Project Manager Projects include: Home Cable/Videogame system/Audio setups; Wells Fargo  
Advisors Data Migration projects (Windows XP to Windows 7 migration deployment- Replace and  
upgrade HDDs, install new PCs, printers, follow up customer support), Restacking and Data  
migration, Desktop encryption, Windows 2008 server upgrades, Printer install and network mapping  
project at AIG, American Honda data migration projects- Windows XP to Windows 7, Remote  
assistance with Share point for Net App project, Upgrade PC data migration project for Cal State Bar  
Association, Morgan Stanley data migration/upgrade project management Successfully led over

10 data migration and upgrade projects for large corporations Technical Support I Analyst  
Sutherland Global Services January 2010 to June 2010 Provided tier one technical phone support of  
inquiries from nationwide customers who were subscribed to internet service from a nationwide  
cable provider - Cox Cable Contract IT Project Consultant/Project Coordinator Staffing Now  
Technology August 2009 to December 2009 Responsible for coordinating a network upgrade IT  
project at a medical facility in Newnan, Georgia: Install of Barracuda web server spam filters on  
medical network, installation of 75 new monitors and 75 new desktop PC's and added them to the  
network Electronic Security Specialist/ Investigator CDW Corporation October 2005 to July 2008  
Electronic security and surveillance of a 500,000-sq. ft. computer warehouse distribution/logistics  
center; conducted software programming and IT maintenance for a Honeywell 200+ camera/door  
alarm security system with 11 DVRs and 3 servers; conducted corporate investigations involving  
online fraud and internal theft Conducted training of new security staff on proprietary software  
applications and designed training manuals for the security staff Participated in several local and  
federal criminal investigations that led to successful arrests of employees and several theft rings  
involving international delivery companies, and served on the safety committee PC Technology  
Instructor Clark County Parks & Recreation January 2005 to October 2005 Designed and  
implemented curriculum for PC technology courses at 2 Las Vegas community centers,  
Successfully educated senior citizens on basic level one principles of Windows XP, Microsoft Office  
2003 applications, Internet and email basics, and basic computer operations Technology Program  
Coordinator Ella Hill-Hutch Community Center September 2001 to June 2004 Served as curriculum  
designer, instructor, and evaluator for the Computer Literacy Programs for youth age 5-18 years of  
age and senior citizens; IT management for a computer center, designed the center's logo and  
brochures; conducted staff development training, wrote grants for program funding Successfully  
upgraded an outdated community computer lab into a state of the art tech center Successfully  
developed and instituted a youth mentoring program serving at-risk youth attending public schools in  
the San Francisco metropolitan area with college preparation and tutoring; Successfully  
developed and instituted an after-school tutoring program and a summer recreational program for

school-age children, Directed training sessions for community residents and parolees to develop career skills via CBT courses Education Master's in Instructional Technologies and Design San Francisco State University 2004 Bachelor of Arts in Political Science San Francisco State University 2002 Skills It Project Management (3 years), Training & Development (5 years), Adobe Photoshop (4 years), Instructional Design (4 years), Project Management, Information Technology, Scrum Master, Addie, E-Learning, Articulate, Elearning, Storyline, Captivate, HTML, Instruction, Camtasia Links <http://linkedin.com/pub/ej-cohen-iii> <http://twistedplanz.com> Assessments Supervisory Skills: Directing Others Proficient July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/wogoi7xv1tdge5so](https://share.indeedassessments.com/share_assignment/wogoi7xv1tdge5so) Project Management Skills: Time Management Familiar July 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: [https://share.indeedassessments.com/share\\_assignment/nxqdb-oiymwiqmt3](https://share.indeedassessments.com/share_assignment/nxqdb-oiymwiqmt3) Project Management Skills: Budgeting Familiar July 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/gbossvsnp-ejp2pz](https://share.indeedassessments.com/share_assignment/gbossvsnp-ejp2pz) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Luis Johnson

Email: josehicks@example.net

Phone: +1-837-442-2190x5269