

IT Project Manager, Professional Services IT Project Manager, Professional Services IT Project Manager, Professional Services - LIFE CARE SERVICES Des Moines, IA Highly motivated professional who seeks to continuously improve myself and those around me. Goal driven leader who understands how to create and motivate teams to achieve highest performance levels. Successfully managed numerous IT projects using the 5 phases of project management over the past 3 years.

**Work Experience IT Project Manager, Professional Services LIFE CARE SERVICES - Des Moines, IA May 2018 to Present**

- Promoted to Project Manager role on the Professional Services team to plan, schedule, and execute all stages of IT services implementations for onboardings of new LCS managed communities
- Managed numerous projects simultaneously
- Worked closely with selected IT vendors during all stages of the IT services implementations at new LCS managed communities
- Communicated effectively and efficiently with all stakeholders of the onboarding projects
- Managed IT assessment projects for several of the 130+ LCS managed communities
- Managed IT implementation projects for LCS Development as they expanded existing & developed new communities
- Resolved numerous project issues including resource shortages, scope creep, change orders, and changing business needs
- Developed improved processes for project management within the Professional Services team
- Implemented a project cost tracking system to ensure projects are staying within budget
- Implemented a resource management system to ensure project resources are available at necessary times

**Community Account Specialist LIFE CARE SERVICES - Des Moines, IA February 2017 to May 2018**

- Executed 15 - 30 small to medium-sized IT projects simultaneously and successfully for our managed Life Plan Communities.
- Enhanced internal documentation and project management tools in SharePoint for the IT department.
- Composed detailed step-by-step project plans and distributed to clients and vendors to accurately track project statuses.
- Effectively communicated between internal departments to ensure all IT issues were resolved for our communities in a timely manner.
- Resolved resource conflicts between multiple vendors, ensuring projects were completed on time.
- Led internal project team meetings to ensure projects stayed in scope and on schedule.
- Acted as the liaison between the 130+ communities that Life Care Services manages and IT.
- Resolved IT

needs for the 130+ communities that Life Care Services manages by connecting them with the proper vendor and assisted in discussions between the communities and vendors. Conducted monthly calls with our managed Life Plan Communities to provide status updates on IT policy changes, projects, and security. Prepared and presented 2018 IT budgets for our managed Life Plan Communities. One of a select few non-managers invited to attend the LCS Leadership Summit. Technical Analyst LIFE CARE SERVICES - Des Moines, IA July 2015 to February 2017 Provided end user support via phone, email, and in person to a wide variety of employees. Regularly held the top metrics on the team in customer satisfaction, calls taken, incidents opened, and incidents resolved. Consistently motivated other team members when morale was low. Utilized a wide variety of troubleshooting techniques to solve technical problems for our users. Comfortably worked under pressure during priority 1 incidents. Recommended necessary changes in procedures as needed. Conducted technology orientations for our new employees. Coordinated with internal teams to resolve IT related issues in a timely manner. Education Master in Business Intelligence COLORADO STATE UNIVERSITY June 2018 Bachelor of Science in Management Information Systems IOWA STATE UNIVERSITY - Ames, IA May 2015 Skills SHAREPOINT, MS OFFICE, EXCEL, OUTLOOK, POWERPOINT, Scheduling, budget, Estimating, Word, Customer Service Assessments Project Management Skills: Time Management Expert July 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: [https://share.indeedassessments.com/share\\_assignment/m53hruqh7miven48](https://share.indeedassessments.com/share_assignment/m53hruqh7miven48) Organizational Skills Expert July 2019 Arranging and managing information or materials using a set of rules. Full results: [https://share.indeedassessments.com/share\\_assignment/b2uuqfotesge199n](https://share.indeedassessments.com/share_assignment/b2uuqfotesge199n) Critical Thinking Expert July 2019 Using logic to solve problems. Full results: [https://share.indeedassessments.com/share\\_assignment/vr3plxtyxaddlpop](https://share.indeedassessments.com/share_assignment/vr3plxtyxaddlpop) Project Management Skills: Budgeting Expert 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/xs8e-lnrfzjsqgd](https://share.indeedassessments.com/share_assignment/xs8e-lnrfzjsqgd) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in

any professional field.

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