

Payscout - IT Manager Payscout - IT Manager Payscout - IT Manager - ITT Technical Institute - Sylmar Valley Village, CA ? SKILLS Experienced IT Manager with top-notch implementation Agile Project Management (ACP) and agile project management abilities. Responsible for Team leadership entire IT infrastructure of corporate headquarters and 4 PCI Compliance remote offices. Hands-on manager and technical lead for SaaS (SalesForce, Google, Microsoft, Ring all IT-related projects. Led special projects while ensuring Central) they met strategic business requirements and were Cost analysis and savings completed on time and within budget constraints. IT Management and delivery Change management Talented Leader offering 10 years of management Distributed Ledger Technology proficient experience across multiple disciplines. Excel in solving Policy and Procedure Creation complex problems and making accurate decisions based on sound judgment and analytical strengths. Experienced in leading large teams across multiple countries, driving delivery of technical projects on time and on budget.

Work Experience Payscout - IT Manager ITT Technical Institute - Sylmar - Sylmar, CA September 2018 to Present Associate of Science: Network & Manage company-wide networking and internal System Administration technology systems. Graduated with 4.0 GPA Lead and motivate a team of 15 Developers/Administrators/Support Representatives to promote collaboration and keep members on-task and productive. Technical Project Manager Payscout - Sherman Oaks, CA May 2016 to September 2018 Managing people in an unpredictable and stressful environment - In agile projects, project timelines are critical. Project Manager ensures timely completion of each project sprint. Motivating the team to remain focused on reaching the goal. During an agile project, challenges and issues create frustration among team members. Project manager motivates his team members to avoid any issues that degrade employees' performance. Modifying work-pressure and timelines to remain on pace - Projects are divided into several segments. The project manager assigns tasks to individual and balances the workload. Communicating changes to the stakeholders - Must establish a reliable and informative cadence to keep all stakeholders updated on the project. Developing risk management plans. Identify internal/external risks and develops risk management plans to mitigate. IT Support Administrator Payscout - Sherman Oaks,

CA July 2015 to May 2016 Maintained all company wide internal technology systems for Company Headquarters and 4 Remote Offices. Improved office operations by automating client correspondence, record tracking and data communications. Integrated logistics systems into company processes to improve operations and manage work orders and price changes. Interpreted management directives to define and document administrative staff processes. Project Management Not current - Expired 2016 to 2016 2016) improved efficiency of technological platforms. Created full-fledged implementation plans using Agile Project Management techniques, accounting for ROI, cost-benefit, acquisition costs, ideal customer profile and other analyses. Maintain good standing for Level 1 PCI-DSS. Working hand in hand with Sys Admins and QSA. Account Manager Deluxe Film Services - Van Nuys, CA June 2009 to November 2014 Managed a team of 12 Coordinators. Worked Closely with Studio Executives to ensure on time delivery and customer satisfaction. Provided extensive support in sales, technical and business areas to key accounts. Improved company systems to streamline employee workload and increase efficiency. Motivated team members to meet and/or exceed Deadlines/SLAs. Education Bachelor of Science ITT Technical Institute - Sylmar, CA 2015 Skills Customer Service, Strategic Planning Links <http://www.linkedin.com/in/jason-e-friedman-101982> <http://www.achainofblocks.com> Certifications/Licenses CompTIA Project+ Present

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