

Help Desk Specialist | Help Desk Specialist | IT Project Manager - IT Project Management, Software Development Project Management, Project Coordinator Roanoke, VA As an experienced project manager, I have built expertise in streamlined, front-loaded, and Agile projects engineered with repeatable processes and incorporating lessons learned and project management best practices. I have a demonstrated history of project leadership and project management: Awarded Top Project Closer for December 2018 within my team. Won four formal customer references while maintaining an 85% customer satisfaction rating. Commended for satisfying even the most difficult stakeholders while maintaining scope. Revamped team's quality assurance control system, cutting turnaround time in half while checking 25% more features. For these and other reasons, I can create value for your organization as a Project Manager, Project Coordinator, or Project Specialist. Authorized to work in the US for any employer Work Experience Help Desk Specialist | Carilion Clinic - Roanoke, VA June 2019 to Present Resolves hardware, software and access issues for all Carilion Clinic employees and affiliated personnel. Delivers service with a high degree of customer satisfaction, technical expertise and timeliness Provides second level support to representatives and works through complex tickets to find resolutions to improve first call resolution. Communicates with third level teams to test, document and work through known issues or bugs. Provides information as requested for tickets, projects, access requests or other areas as directed by management. Deployment Project Manager (IT Project Manager) Powerschool - Roanoke, VA May 2017 to March 2019 Excelled at technical project management with an average project length 30% shorter than the team average and a completion rate of 97%. Solved hundreds of complex problems with business analysis techniques and consultation. Controlled project risks and scope with integrated change control while building expertise in rapid service recovery and de-escalation. Developed and updated project plans and project schedules based on project status reports. Impressed stakeholders and colleagues with quickly and professionally written emails, meeting agendas, meeting notes, presentations / slide decks, user stories, and other project documentation; developed over 30 templates and macros. Led team's QA process, sharing best practices knowledge through 100 quality assurance checks. AmeriCorps VISTA (Project Specialist) Reach,

Inc. - Roanoke, VA May 2016 to May 2017 Recruited and managed over 315 volunteers performing 8,500 hours of service. Tripled social media engagement; employer was featured in the media 10 times. Cultivated 22 new community and school partnerships. Won \$6,000 in grant awards and donations. Increased capacity with a custom database of 1,500 potential volunteer and revenue sources. Communications Intern DMS Network, Inc. - New York, NY October 2011 to May 2013 Collaborated to plan and launch digital marketing initiatives. Brainstormed communication and branding ideas in a team setting. Represented brand with print, display, web, and banner advertisements created with Adobe Creative Suite. Education M.Ed in Learning Systems Design and Development (i.e. Instructional Design) University of Missouri - Columbia - Columbia, MO June 2015 to July 2016 BA cum laude in English / Professional Writing George Mason University - Fairfax, VA January 2013 to May 2015 Skills Stakeholder Management (3 years), Project Management (3 years), Waterfall (2 years), Scrum (1 year), Project Planning (3 years), Project Coordination (3 years), Project Development (2 years), Microsoft Office (10+ years), Microsoft Excel / MS Excel (5 years), Microsoft Word / MS Word (10+ years), Microsoft PowerPoint / MS PowerPoint / slide decks (3 years), Microsoft Outlook / MS Outlook (4 years), Smartsheet (1 year), Salesforce (1 year), Negotiation (2 years), Conflict Resolution (2 years), Kanban (3 years), Help Desk, Active Directory, Tech Support, Service Desk, Desktop Support Links <http://www.linkedin.com/in/phil-hobrla> Assessments CRM Skills with Salesforce Expert March 2019 Measures a candidate's ability to demonstrate a knowledge of Salesforce objects, fields, and processes. Full results:

https://share.indeedassessments.com/share_assignment/u4weoondp-pxmlzu Data Analysis Highly Proficient March 2019 Measures a candidate's skill in interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data. Full results:

https://share.indeedassessments.com/share_assignment/pkw6vcoj2bshgdco Verbal Communication Expert March 2019 Measures a candidate's ability to effectively convey information when speaking.

Full results: https://share.indeedassessments.com/share_assignment/s8jprryet3amipgq Critical Thinking Skills Highly Proficient March 2019 Measures a candidate's ability to use logical

approaches when solving problems. Full results:
https://share.indeedassessments.com/share_assignment/q3cbodfidv0o83tl Project Management Skills: Time Management Proficient March 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results:
https://share.indeedassessments.com/share_assignment/ucv3v27ktjr-rm4y Technical Support Highly Proficient June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:
https://share.indeedassessments.com/share_assignment/2murbsfhutqw7lqq Proficiency with Microsoft Office: Mail & Calendar (PC) Expert June 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results:
https://share.indeedassessments.com/share_assignment/ytwzn2ofhihkygxi Electronic Medical Records Knowledge Highly Proficient June 2019 Measures a candidate s knowledge of EMR data and associated privacy regulations, as well as best practices for EMR use. Full results:
https://share.indeedassessments.com/share_assignment/zpjso-wnjzznhl2c Written Communication Expert June 2019 Measures a candidate's ability to convey written information using proper grammar rules. Full results:
https://share.indeedassessments.com/share_assignment/7ooedozrtreplewo Research Expert June 2019 Measures a candidate s ability to follow protocols, interpret statistics and graphs, identify errors, and choose research methodology. Full results:
https://share.indeedassessments.com/share_assignment/kvbnpsfijjujyibk Basic Computer Skills: PC Expert June 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results:
https://share.indeedassessments.com/share_assignment/k-z8ibwocmf0p0-b Basic Word Processing with Microsoft Word Highly Proficient June 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: https://share.indeedassessments.com/share_assignment/nazoaowyxuogdyb9 Email Highly Proficient June 2019 Measures a candidate s ability to effectively compose and organize email

messages. Full results: https://share.indeedassessments.com/share_assignment/htlpekzwe8qcahov

Intermediate Word Processing with Microsoft Word Expert June 2019 Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments. Full results:

https://share.indeedassessments.com/share_assignment/v1acmackimi51owt Proofreading Highly Proficient June 2019 Proofreading written texts. Full results:

https://share.indeedassessments.com/share_assignment/esrmi9vmpdfwkl6n Medical Terminology Proficient June 2019 Measures a candidate's ability to understand and appropriately use medical terminology. Full results:

https://share.indeedassessments.com/share_assignment/oyqu75-1em1rla8s Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Groups Project Management International October 2015 to Present

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