Contractor Contractor Contractor - Orange Business Services Ocala, FL A professional Senior IT Project Manager with over 17 years of experience, has the proven ability to manage multiple projects while meeting challenging deadlines. Specific skills in: ? MPLS ? IPT ? VOIP ? Cisco Unified communications ? Coaching and mentoring ? Manage international projects Work Experience Contractor Orange Business Services January 2015 to Present IT Project Manager July 2009 to October 2014 Knowledge of MS Office products (Word, Excel, Outlook, Project) ? strong written and verbal communication skills ? strong organization skills with attention to detail ? strong problem solving skills ? ability to manage conflict /resolution ? Technical project management experience ? Manage multiple small (<$100k) to medium size ($100k-$1M) projects concurrently ? Manage project budgets and forecasting ? Excellent interpersonal skills ? Exceptional communication, presentation, organization and time management skills ? Strong analytical skills ? Effective conflict management skills ? Exceptional relationship and partnering skills while leveraging resources appropriately ? Ability to work multiple projects simultaneously ? Knowledge and use of MS Project ? Ability to coach and lead up to 20 resources in multi-million dollar IT projects. Meet and exceed project management revenue targets. Plan, develop and implement CISCO Unified Communications Network connectivity projects according to defined PMBOK methodology. The following is a list of Projects I had managed, the Customer Account and solution: Cirque du Soleil / IPT & data (Cisco solution) Morgan Stanley Dean Witter / back bone network upgrade to fiber ;Level3 hosting) Royal Bank of Canada - Royal Investment Services / voice & data upgrade to Cisco solution. Bell Canada / data upgrade to Cisco solution XL Global Services / data upgrade to Cisco solution GlaxoSmithKline / data & voice upgrade to Cisco solution Gate Gourmet / data upgrade to Cisco solution Mitsui OSK lines / data upgrade to Cisco solution Moodys / upgrade to Cisco security solution Alcoa / data upgrade to Cisco solution Debevoise & Plimpton / data upgrade to Cisco solution Bank of New York Mellon / upgrade voice to Cisco IPT solution Ernst & Young / data upgrade to Cisco solution. AP Moeller Maersk / upgrade voice to Cisco IPT solution Manager S.I.T.A July 1999 to July 2009 Provide Second Level IT Network Support in the set-up and maintenance of High Profile Accounts. Provide a single point of contact for the

customer to resolve IT Network and Performance issues. S.I.T.A July 1997 to July 1999 Supervisor - IT Network Operations Jul1997 - Jul1999   ? Monitoring and diagnosing system, application and network performance problems ? Troubleshooting and escalating system, application or network issues ? Managing and supporting remote systems ? Performing QA testing on large data systems to ensure data integrity ? Point of contact for network events or productions outages   Train and supervise new personnel on company policies and procedures.   Assist and coordinate with complex trouble-shooting.   Provide IT network information/trouble-shooting to company personnel. Managing Customer Care/ICS S.I.T.A July 1995 to July 1997 IT Network Control - IT Network Operations Jul 1995 - Jul 1997   ? Provide the resolution of customer problems, issues, questions and concerns, met and exceeded customer expectations.   ? Provide technical expertise and system/network knowledge supporting Network Operations personnel and Customer Service efforts in researching customer problems, issues, and concerns.   ? Monitor the Network for identifying circuit degradation or failure.   ? Report circuit problems/outages to management, documenting troubles in the trouble ticket call system. ? Support Network Operations personnel and Customer Service training and documentation activities. ? Provide application/network support training for internal operations. ? Participate on Product Teams and/or associated task forces. ? Strong understanding of UNIX/DOS/Windows in a workstation environment ? experience with Network Management Systems (Netview 6000, HP Openview)   Expertise: ? LAN Operation/Maintenance Support ? SNA/SDLC; X25; X28, IP, IPT ? CUCM ? Managing Customer Care/ICS ? Managing Total Quality ? Supervision/Management Skills ? Priority Management ? Microsoft Word, Excel, Powerpoint,   Visio,   Project.   Education   High   school   or   equivalent   Links http://www.linkedin.com/in/ITprojectmanagerbrezzi

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