

IT Project Manager IT Project Manager Project / Program Management Boston, MA Work Experience IT Project Manager Provident Funding Associates - Woburn, MA September 2013 to June 2014 Managed project pipeline averaging 400 active tickets, collaborating with development team of 40 engineers and production team of over 750 employees Wrote manual for new Program Managers and instituted training program after identifying inefficient communication between business stakeholders and development team Defined project scope, requirements, deliverables, and obtained CEO approval for projects including overhaul of payment card processing systems to use PCI DSS compliant vendor Program Manager Provident Funding Associates - Woburn, MA January 2012 to August 2013 Redesigned sub-servicing web application, reducing data entry times by over 90% Developed automated loan alert system using IRS XML data, decreasing tax related errors by over 97% Migrated over 200 legacy pages from VSS to TFS and updated .NET framework from version 1.1 to 4.5 Implemented procedure to re-use IRS validation data for existing customers, saving \$100k per year Created mock-ups and wireframes using Twitter Bootstrap and Gliffy Credit Analyst Provident Funding Associates - Woburn, MA September 2010 to December 2012 Attained underwriting authority for loan amounts up to \$1M Designed income analysis tools now used company-wide to eliminate clerical errors and streamline multi-step calculations Created new metrics to track broker performance which are used daily by executive management Project Management Intern Boston University Facilities Management & Planning - Boston, MA June 2009 to May 2010 Analyzed campus energy use and constructed model for estimating potential savings Presented research findings at 2011 Association for the Advancement of Sustainability in Higher Education (AASHE) conference Proposed and implemented temperature and airflow setback program for largest laboratory building on campus, saving \$250k per year Explored additional opportunities for energy efficiency rebates and negotiated contracts with local utility companies, increasing rebate totals by over \$50k Featured in Sustainability @ BU: <http://goo.gl/JAJevH> Education Bachelor of Arts in Economics Boston University College of Arts & Sciences - Boston, MA May 2010 Skills Excel master at Smarterer.com, JIRA, SQLite, Python, WEKA (machine learning & data mining), basic German Links <http://goo.gl/JAJevH>

Name: Sabrina Moore

Email: cruzchloe@example.org

Phone: +1-739-541-2412x1305