

I.T. Project Manager I.T. Project Manager I.T. Project Manager - Dental Partners, LLC Rockledge, FL Authorized to work in the US for any employer Work Experience I.T. Project Manager Dental Partners, LLC - Melbourne, FL July 2015 to Present Support and administration of all I.T. systems for large dental management firm, including support of specialized dental management softwares and office equipment, such as printers, computers, servers, network equipment, etc. Website content management and editing. Outlook and Active Directory administration. Equipment installation, including networking, software and hardware installation. Support and maintenance of medical hardware. Reporting, including building, maintaining, and distributing Excel reports for accounting, marketing, and management purposes. Creating training and best practices content for staff. Developing and maintaining a support website for employee use. Supervisor: Emma Hayes (I.T. Director) (321) 473-7191 I.T. Support Specialist University of South Florida - Tampa, FL February 2013 to May 2015 Assist with user interface between learning management system and faculty/students. Conduct seminars for new product training and support of user interfaces. Assist with integration aspects of multiple third-party solutions to Canvas. Course content creation and design approval. Address user issues as they were reported through a ticketing system. Training sessions with faculty/students. Supervisor: Andrew Hannah (I.T. Manager) (813) 974-9790 Legal Assistant Butler Pappas Weihmuller Katz Craig, LLC - Tampa, FL October 2012 to February 2013 October, 2012-February, 2013 Performing filing and secretarial duties for various legal groups within the firm. Inputting information and documents into both internal and court computer systems. Misc. tasks and projects as required. Supervisor: Tenille Turner-Trigg (Human Resources Manager) (813) 281-1100 ext. 413 Education B.A. in History University of South Florida - Tampa, FL May 2015 High School Diploma Rockledge High School - Rockledge, FL May 2011 Additional Information Skills I.T. troubleshooting. Project planning and management. Evaluating company needs and Written and interpersonal communication. developing/supervising projects to meet Basic language and life skills tutoring for those needs. both children and adults. Active Directory user management and Customer service. maintenance. Excellent filing, bookkeeping, recording Creating course content and designing and computational skills, including courses for end users

and employees. uploading and organizing information and    Creating and maintain Excel reports and documents into various programs and    SQL queries. systems, i.e., Word, Excel, legal data entry    Networking installation and maintenance. systems, etc.    Microsoft Server 2008 R2 management.    Ability to handle precise work.    Server maintenance.    Ability to compose effective    SQL Database management. communications.    Proficient in providing support using    Ability to synthesize, write, diagnose,    ticketing systems, phone, and email. collect, extrapolate and review data.    Experience supporting dental hardware,    Excellent troubleshooting and support    including intra-oral and panoramic X-Ray skills.    sensors and intra-oral cameras.    Ability to work in an office with data entry    Experience supporting and managing operations.    dental software, including Dentrix, MiPACS,    Ability to exercise proper telephone    XDR, CDR. protocol.    Special Projects and Community Service Recognitions    Homes for Veterans volunteer    ACIE Merit Graduate    Keep Brevard Beautiful volunteer    USF Honors College    Cocoa Beach, Beach cleanup event organizer -    USF Director's Award recipient 2009 & 2010    Florida Academic Scholars recipient    Big Brothers Big Sisters    National Society, Sons of The American    Volunteer at Ye Olde School House of Rockledge Revolution medal recipient.    caring for special needs and autistic students.

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