

IT Project Manager IT Project Manager IT Project Manager San Antonio, TX Authorized to work in the US for any employer Work Experience IT Project Manager Frost Bank (Y&L Consulting) - San Antonio, TX October 2017 to Present IT Business Analyst Self Employed - San Antoni May 2017 to December 2017 Junior IT Project Manager Acelity (TEKSystems) - San Antonio, TX July 2017 to September 2017 Level 2 IT Operations Manager USAA - San Antonio, TX January 2011 to March 2017 Floor Supervisor AT&T (Pace Americas) - San Antonio, TX January 2009 to January 2011 Education Bachelor of Arts in English Studies University of Texas - San Antonio, TX Skills OPERATIONS (10+ years), ACTIVE DIRECTORY (Less than 1 year), AVAYA (Less than 1 year), CITRIX (Less than 1 year), CLARIFY (Less than 1 year), CMS (Less than 1 year), CONTENT MANAGEMENT SYSTEM (Less than 1 year) Additional Information Skills Summary Operations Management Project Management Inventory/Asset Management Personnel Development SLA Monitoring KPI Monitoring Process Improvement Strategic Operations Planning Organizational Effectiveness Staffing Analysis and Projections Contract Transition Knowledge Transfer Technical Writing Process Engineering Operational Cost Analysis Time/Work Analysis SLA/SLA Analysis and Definition Contract Review Logistics and Warehousing Shipping/Receiving Asset Management Inventory Tracking Inventory Projections Equipment Refresh Technical Expertise includes: Active Directory, Avaya CMS, Citrix, CRM (Clarify), IEX TotalView, Microsoft Office Suite, SharePoint, VMware, VMware Service Manager, Service Now

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