IT Project Manager IT Project Manager Project Manager (PMP/CSM) Bowie, MD IT professional specializing in management of programs, projects, and cross-functional teams. Proven track record of successfully delivering results in dynamic government and commercial organizations. Authorized to work in the US for any employer Work Experience IT Project Manager Auctor Corporation - Indianapolis, IN 2018 to January 2019   Managed project development and enhancements through all phases the software development life cycle (SDLC)   Worked with the PMO and cross-functional teams to establish new Agile processes and procedures   Tracked key project milestones and adjusted project plans, schedules and resources   Collaborated with product owner to transform requirements into software configuration and business process   Analyzed and distributed statistical data and reports to stakeholders Project Manager Government of the District of Columbia - Washington, DC 2013 to September 2017   Directed IT asset management project implemented across 12 departments, saving over $500K in 12 months   Developed business process improvement (BPI), policy and procedures for distribution, processing and collection of government IT equipment   Managed access control project for On-boarding and Off-boarding of resources, including authentication, authorization and audits   Managed the project management selection tool project designed to overhaul large-scale IT projects   Re-engineered online IT technical services catalog consisting of over 100 support services; collaborated with 25 perspective IT managers Director, Program Management Government of the District of Columbia - Washington, DC 2008 to May 2013   Directed the Districts IT Call Center and Service Desk, supporting over 54 government agencies   Managed and controlled a $12 million dollar annual budget and supervised over 90+ technical staff   Managed the support of multiple enterprise applications; Remedy Salesforce, McAfee, Microsoft, PASS, PeopleSoft   Developed and lead the overall customer experience strategy in collaboration with relevant internal stakeholders   Implemented real-time workforce management system for 40+ desktop technicians Education Bachelor of Science in Business Management and Computer Science St. Peter's University - Jersey City, NJ Skills Sharepoint, Agile, ITIL, Waterfall, SDLC, Scrum Master, Information Technology, CSM, Project Management, Software Development   Links   http://www.linkedin.com/in/sylviasjones   Certifications/Licenses   Project

Management Professional (PMP) Certified ScrumMaster (CSM) ICAgile Certified Professional (ICPAPM) ITIL v3 Foundation Certification Procore Project Manager Certification Master Project Manager (MPM)

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