

IT Associate Project Manager IT Associate Project Manager IT Project Manager Mooresville, NC
Consistently deliver mission-critical projects on time/within scope/within budget/high quality
Analytical problems solver and processes improvements Productive workflow planning and
prioritization Resource Planning and Strategies Excellent Communicator/Negotiator Customer
centric New technology driven Obtaining a BA in Organizational/Industrial Psychology with an
emphasis on Project Management. Waterfall and Agile Project Management experience - Scrum
knowledge and Kanban experience Relocating to Raleigh, NC Authorized to work in the US for
any employer Work Experience IT Associate Project Manager SBS partnered with NetApp, Inc -
Panama City Beach, FL February 2018 to Present Coordinate internal resources and third
parties/vendors for execution of projects- Ensure that all projects are delivered on-time, within
scope and within budget- Assist in the definition of project scope and objectives, involving all
relevant stakeholders and ensuring technical feasibility- Ensure resource availability and allocation-
Develop a detailed project plan to monitor and track progress- Manage changes to the project
scope, project schedule and project costs using appropriate verification techniques- Measure
project performance using appropriate tools and techniques- Report and escalate to management
as needed- Manage the relationship with the client and all stakeholders- Perform risk management
to minimize project risks- Establish and maintain relationships with third parties/vendors- Meet with
clients to take detailed ordering briefs and clarify/confirm specific requirements of each project Local
Sales Assistant WJHG WECP - Panama City Beach, FL September 2017 to February 2018
Efficiently work with the team of Account Executives/Sales Management and the General Manager-
Assisting or working with other departments within the station, as necessary- Contribute/Attend
Weekly Sales Meetings- Securing and inputting traffic instructions for our advertisers- Assisted with
adding orders into Wide Orbit and processed into traffic- Created weekly Pre and Post Logs for
clients - Created PowerPoint presentations to be used by the Sales team- Created One Sheets
and packages for Sales team Assisted with reporting for Digital Sales- Service Agent Bookit.com -
Panama City Beach, FL January 2016 to August 2017 Professionally represented BookIt.com during
inbound and outbound interactions with guests, potential guests, partners, and various departments-

Provided professional guest/partner support and service recovery both internally and externally- Responded to requests and provides Guests with product and service information- Accomplished service recovery by identifying, researching, and resolving guest issues- Assisted guests with new bookings- Supported sales and marketing initiatives by attaining individual, departmental, and company goals- Responsible for accurately documenting/recording all transactions- Responsible for collection of manual fees and mitigation of cost or expense- Telecommunications Specialist Computer Science Corporation - Fort Worth, TX November 2012 to November 2014 Managed all administration including but not limited to screening calls, managing calendars, planning meetings, composing documents and organizing offices for efficiency- Facilitator between all levels of staff while maintaining the highest level of confidentiality and diplomacy while handling sensitive issues- Update database as needed with updated tracking information- Troubleshoot systems as needed- Involved in EDI systems and processes- Coordinated with vendors to verify and correct data on invoices from mailing documents- Verified and scanned invoices into the computer daily- Filed EDI analysis invoices as needed- Capable of providing high levels of technical and telecommunications engineering support- Development and support the team to provide technology information needed to continue the success of the TEM program- Escalation point between local Telcos and team to insure accurate billing and timely invoices to eliminate late payment fees- Customer Solutions Specialist Con-way Freight October 2008 to May 2012 Provided comprehensive support for senior-level staff, including managing and coordinating projects and processes in support of effective business operations. Proven track record of accurately maintaining detailed records, generating reports, coordinating meetings, and multitasking within fast-paced atmospheres- Adept at managing and streamlining administrative processes to reduce errors, improve accuracy and efficiency, and achieve organizational objectives- Outstanding interpersonal, customer service, leadership, and organizational skills; thrive within detail-oriented, deadline-driven environments- Researched error reports, this includes PRO level work- Two years of EDI experience Improved the carrier performance for accounts standards. Assigned to multiple Specialty Accounts- Education BA in Psychology in Organizational/Industrial Psychology Argosy University-Phoenix Online March

2018 to July 2019 AA in Psychology in Psychology Argosy University March 2017 to February 2018 Skills Project Coordinator IT (1 year), IT Project Management (1 year), Resource Management (1 year), Powerpoint, Microsoft Office (10+ years), Sharepoint (1 year), Pulse (Less than 1 year), EDI (6 years), Customer Solutions Specialist (5 years), Scheduling meetings (3 years), Project Life Cycles (1 year), MS Project (1 year), Leadership (1 year), CAPM (Less than 1 year), Project management methodology (1 year), Microsoft Project, Outlook, Word, budget, Scheduling, Estimating, Customer Service, Agile (Less than 1 year), Scrum (Less than 1 year), QA (Less than 1 year) Links <https://www.linkedin.com/in/traci-sloan-moore-17203329/> Certifications/Licenses CAPM January 2019 to January 2024 Groups SHRM Society of Human Resource Management Director of Merit Awards 2013 to 2014 Argosy University SHRM is an affiliate of the Society for Human Resource Management (SHRM) located in Alexandria, Virginia. National Society of Collegiate Scholars 2014 to 2015 Vice President of Membership/Public Relations Fosters awareness of NSCS and its activities among potential members, campus officials, and the community at large Responsibilities Plan and coordinate the chapter s Spirit Week and other member recruitment activities Visit Freshman Seminar, Honors Classes, Residence Halls, etc. to provide publicity for your NSCS chapter Publicize chapter meetings and events Update the NSCS chapter page Ensure campus is engaged are familiar with NSCS Panama City Beach Chive Chapter - Volunteer Work April 2015 to Present Admin for over 1k members Community support through different charity drives such as canned food drives, clothing drives, toys for kids, etc. Volunteer within the community Supported drives for Toys for Kids Foundation, PC Rescue Mission, Anchorage Children's Home, Chive Charity, Operation Supply Drop, etc Panama City Beach Chive chapter is part of theChive organization. Party with a Purpose is our theme. We are here to help make the world 10% better.... Additional Information Skills Summary CAPM certified Jan. 2019-2024 Understanding of the Project Management processes and a member of PMI Award-winning customer service Excellent communication skills and professional team player Consistently delivered mission-critical projects on time, under man-power, under budget, without compromising quality. Analytical problems solver and processes improvements. Troubleshooting multi functional

systems. Proficient with Microsoft Office Suite (Excel, Access, PowerPoint, Word, Project), Oracle, QuickBooks, Mainframe, Oracle, and PeopleSoft experience. Nominated twice for Quarterly Leader Award in 2008 and 2009. Participated in VTF Values Task Force and VVT Voices and Values to promote core values 2009-2010, 2010-2011, and 2011-2012. Co-Chair on the VVT supervising 15 employees 2011-2012. 5 plus years of volunteering in the community

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