

IT Project Manager II IT Project Manager II Louisville, CO Seeking position in which I can utilize my senior management leadership and technical skills to create and motivate others within a positive environment that provides an opportunity to those whom I interact with. Continuously improving a best practices structured environment to improve business performance that aligns with executive strategy.

Work Experience IT Project Manager II Staples - Broomfield, CO July 2017 to August 2018

Responsible for coordinating with over 500 external customers at one time to encourage them to migrate to most current TLS protocol. ? Communicate with customers to understand progress and to help establish timelines. Provide status to executive and senior level leadership by providing weekly updates ? Possess organizational proficiencies to multi-task and work in a fast-paced environment under limited supervision. Committed to achieving results and have a strong sense of ownership and follow-through to resolution. Interface effectively with all levels and across organizational lines. Utilize external vendors and resources throughout the organization. Demonstrated success at building team relationships and partnerships across organizational lines.

Ability to work with ambiguity Security: PCI Management and Administration IT Service Manager Stout Street Hospitality - Denver, CO June 2016 to January 2017

Development and execution of the team's business aligned roadmaps. This currently includes but is not limited to Spiceworks Web Portal, SLS implementation, and IaaS migration. ? Drive efforts to move away from custom device configurations, leveraging industry standards and auto update capabilities. ? Lead evaluations of alternative approaches to enable the business, drive operational efficiencies and ensure cost effective services. ? Accountable for IT efforts in support of new sites, site closures and transformations of sites. ? Maintain and evolve standards for site technologies; video, voice, workstation, connectivity, etc. ? Advocate cloud delivery strategies (SaaS, PaaS, IaaS). ? Tasked with delivering various regional projects. ? Provide technical guidance and assistance to staff, product groups and vendors in the creation of new services and capabilities. ? Responsible for Telecom Equipment Management relationships in relating to mobile services. ? Manages demand & service delivery with suppliers and partners for aligned services/operations so that business demand translates into resource and capacity planning. ? Accountable for refining and managing service

portfolio, aligned SLAs & KPIs. ? Creates, manages and maintains departmental policies, process and procedures relating to standards, projects and cross functional interoperability. ? Ensures solutions meet key criteria for reliability, availability, manageability, performance and security. These services and technologies must be documented. ? Process creation and refinement resulting in more predictable service delivery and support. ? Delivers standard operating procedures and assistance in moving appropriate support activities to global support organization. ? Security: PCI Management and Administration IBM Team Lead USPS - Boulder, CO September 2012 to June 2016 Service Desk and Cloud Managed Services ? Successfully attained all SLA/SLO standards by utilizing metric tools to identify and exceed team performance goals by providing training, resources, and directives at the agent level. ? Team Leader of 6 direct IBM employees and 40 contract employees. In charge of daily operations at the Tier 3 and Regional Representative level of authority for three accounts. ? Multiple enterprise upgrades supported to include Windows 7, POS operating systems, USPS security hardware and software. ? Increased critical metrics for Service Desk. Call To Ticket Ratio increased by 24% in 4Q15. First Time Fix for ticket resolution improved by 10% in 2015. ? Design, develop, deliver and oversee Corporate training program. Continual Improvement is an integral part of team development to improve consistency of information across the service desk. Tier 2 Technician CCI for IBM April 2011 to September 2012 Provided immediate high end solutions for project management including supervisory support in place of prior Team Lead when unavailable. ? Worked with account management to develop current queue management procedures. ? Provided mentorship of T2 team and trained all oncoming Tier 2 and advanced Tier 1 agents directly. Education Associates of Science in Transfer Credits Front Range Community College - Longmont, CO January 2004 to May 2006 Skills PAYMENT CARD INDUSTRY (1 year), PCI (1 year), Point of Sale (3 years), Security (1 year), Web Portal (Less than 1 year) Assessments Management & Leadership Skills: Planning & Execution Proficient August 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/aw9z1brwcj3spfyw Management & Leadership Skills: Impact & Influence Proficient August 2019 Measures a candidate's ability to

adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/2mwhehh-q1dtap4e Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information SKILLS PROFILE ? Excellent leadership values utilized in team performance and vendor management. ? Thorough knowledge of account work flow to provide world class customer service. ? Thought leader in problem determination and resolution to attain all business goals. ? Experienced account representative with proven record of continual improvement. ? AGILE, IBM, ITIL, and Lean Six Sigma Project Fundamentals utilized daily in a team environment at a global scale. ? Microsoft Windows Server 2012/2008, Office 2016, Windows 2010 administration ? Red Hat Linux 6.1 Administrative user ? Point of Sale: IBM and Aloha ? Google G-Suite Administrator ? Android and iOS Administrator ? Web Portal Administrator: Spiceworks and IBM Service Now ? Remote Desktop Support: TeamViewer and Secure CRT ? Property Management Interface: IDPMS and Starwood Galaxy Administration ? Security: PCI Management and Administration ? Active Directory User and computer administration ? Telephony: IP and analog user management

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