

IT Client Relations Project Manager IT Client Relations Project Manager IT Client Relations Project Manager Florida, NY Work Experience IT Client Relations Project Manager Technically Creative Inc - New Windsor, NY May 2018 to March 2019 Maintain relations with Financial Institutions specifically in Surveillance Supervision Oversee Coordination of End of Life Software to New Third-Party Vendors Manage International Projects and Third-Party Vendor Solutions Internally oversee communications between Developers, IT Support, and Management Deliver High End Customer Support via excellent communication and documentation Keep open lines of contact with numerous vendors on one project as a central point Responsible for Deliverables and maintaining a high-pressure schedule in the green Triage when necessary and involve or delegate responsibilities accordingly IT Customer Relations Pearson Education - Old Tappan, NJ May 2014 to May 2018 Improved communications between Service Desk and Hardware Support Created documentation to help streamline the hardware replacement process Oversaw product rollouts from conception to EOL Established solid client relations through strong customer service Documented new procedures and then implemented them Worked with team members to improve company practices Vet and train new employees Unprecedented permanent hire during a global reorganization Responsible for overseeing incoming and outgoing mail Tier 3 support for phone staff Asset management and ticket tracking Supported the Mobile Devices Division including iPads, iPhones, Android, etc. Supported North American Sales Force Applications: Salesforce.com, MS Office, Service Now, Propriety Software Insight - Express Scripts - Franklin Lakes, NJ October 2013 to December 2013 Tier 2 Migration (Contract Position) Specifically sought to help stalled Project and integrated within existing work structure Resolved any/all issues from result of migration on an individual user basis VIP Clients handled with the utmost of professionalism and respect Freely conducted ticket tracking, scheduling, and time management Education Bachelor's in Business Project Management Skills PM, Information Technology, Project Management

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