

Project Manager Project Manager Project Manager Oakdale, PA Work Experience Project Manager
Sierra Experts March 2018 to Present Manage all open customer projects. Collaborate with
Management / Development / Engineers / Sales / Business partners on future projects, application
releases, etc. Work closely with Customers and outside Vendors. Maintain Engineer offsite
scheduling to ensure adequate 24/7 support coverage. Engages appropriate teams to resolve
system wide problems, quickly and efficiently. Creating Daily / Weekly / Monthly reports.
Establishing meetings to review progress, with client / management / team members. Responsible
for Interviews, Onboarding paperwork for new employees and training. Create support and training
documentation for staff and customers. Employee time entry Billing Project Lead - Field
Applications Wipro Limited - FedEx Services October 2013 to December 2017 Manage
onshore/offshore Tier 2 support teams for field applications. Collaborate with Management /
Development and Business partners on future software releases. Maintain onshore / offshore shift
scheduling to ensure adequate 24/7 support coverage. Engages fellow IT teams to resolve system
wide problems. Responsible for training / coaching for onshore / offshore team members. Create
support and training documentation. Creating Daily / Weekly / Monthly reports Establishing
meetings to review progress, with client / management / team members Team Lead Innosource -
FedEx Services August 2012 to October 2013 Supports Vehicle Route Planning Software for
FedEx Home Delivery. Managed team members. Maintained shift schedules Coordinated
Meetings and Trainings Resolution of Help tickets Collaborated with Development / Business
areas on software rollouts Managed and configured/setup for new facilities events. IT
Administrator Advacare Home Services Inc January 2010 to August 2012 Facilitated all support for
Hardware / Software and Network equipment. Provided onsite/remote after hour support for
hardware/software issues. Kept staff updated on new technologies and enhancements.
Collaborated with Management to create monthly technology reports. IT Assistant United Cerebral
Palsy March 2007 to January 2010 Assistant to the IT Administrator. Resolution of Help tickets
Server software upgrades Worked to upgrade the servers and application maintenance. Kept
staff updated on new technologies and enhancements. Collaborated with Management to create

monthly technology reports. Education Associate in Information Technology in Network Security,
High Pittsburgh Technical Institute - Oakdale, PA 2007 Associate Degree in Medical Western
School of Heath & Business - Pittsburgh, PA 2000 Skills budget, Outlook, Scheduling, budget,
Outlook, Word, Estimating, Customer Service, Microsoft Project Certifications/Licenses Driver's
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