IT Project Manager IT Project Manager IT Project Manager - Carlow University   Experienced working in fast paced, deadline driven environments managing and coordinating high-level projects   Manage multiple CRM implementations   Created company literature and other forms of communications   Hands-on experience with MS Project, which includes creating/tracking project hours and creating dashboards to track project process   Extensive SharePoint experience, including coordinating changes/adding new postings to sites, managing permissions, analyzing/reporting usage and activity, monitoring trends, creating new lists, moving/copying sites, etc.   Hands on experience determining project requirements, creating project plans, work breakdown structures (WBS) and project communications. She assisted in the preparation and tracking of program/ project costs and helped with project initiation and execution documentation   Experience defining and documenting requirements, including customer timelines, budgets, etc. Has coordinated weekly meetings and collected/analyzed data gathered during the meetings   Technical background includes MS Project, SharePoint, Excel, Access, Word, PowerPoint, Clarity, CRMs Sales Force, NetSuite, Click-to-Call   Holds a Master Degree in Corporate Communication and a Bachelor Degree in Organizational Communication   Possesses excellent organizational, analytical, and communication skills Work Experience IT Project Manager Carlow University August 2014 to Present Simultaneously manage the implementation of two CRM implementations totaling over $1 million   Manage implementation of new initiatives, including requirements, process definition, evaluation, scoping, design, configuration oversight, testing, training, communications, activation, and post-install review   Schedule and track application upgrades and patching, ensuring that software is kept up-to-date   Oversee network and system upgrade and maintenance to ensure up time and reliability   Communicate with key stakeholders regarding technology upgrades, plans, processes   Designed and implemented communication plan for both internal and external communications on campus regarding ongoing and upcoming IT initiatives o Responsible for providing the necessary content for each communication through the appropriate communication channel: * Social media * SharePoint portal feed * Corporate communications email account   Develop training curriculum materials and deliver training with stakeholders on effective use of

services   Participate in research, analysis, proposals and implementations of solutions to improve business processes and functions   Created and maintain program plan which consists of 50+ projects   Created IT Division SharePoint group sharing space improving the organization of shared documents amongst the team   Integrated One Note on SharePoint to better organize notes from Help Desk meetings, and staff directory   Manage site permissions   Created and organize: Documents Calendars Workflows Logs Etc. Raiser's Edge CRM Implementation: Primary point of contact for the project team members   Liaison between IT division, advancement department and BlackBaud   Develop detailed Project Plan   Ensure the successful and timely execution of project tasks   Manage project scope and tasks   Review and approve project deliverables   Conduct project status reporting   Responsible for issues management   Participated and represented IT department in appropriate design agendas   Direct resource for data mapping sessions   Target X CRM Implementation: Facilitated mapping sessions   Created and facilitated business process review sessions   Gathered requirements for the inquiry and application forms   Reviewed and tracked project plan   Facilitated data mapping sessions   Managed completion of mapping workbooks   Attended virtual trainings   Tracked the implementation of informatica   Provided sample files to map future batches   Aided in the development of the external communication plan   Created original list of CRM community users   Facilitated TargetX demo with Sage College   Took part in Business Process Review   Took part in the inquiry form review/finalization ERP Member   The ERP Subcommittee is made up of decision makers in the departments that enter, maintain, and utilize the data that makes up all the information about Carlow students, classes, finances etc.   Update the subcommittee on major projects that I am managing that align directly with the University initiatives. IE. TargetX, Raiser's Edge, Idea Software IT Consultant o Track resources July 2013 to July 2014 Lead Project Coordinator   Responsible for maintaining project plan via MS Project for system integration testing for Oracle implementation o Track resources for the project and allocations   Create test scenarios   Organize and host weekly program leadership status meetings and support OPS/ELT meetings   Actively engage in project team discussions, document, and publish meeting minutes   Track project changes and update

projected milestones within SharePoint   Gather all project information: schedules, data requests, assignments, action items   Coordinate and schedule all meetings   Initiate workflows for business approval process documents and functional enhancement specifications   Support the Point of Sales stream and aid in the reconstruction of the project plan   Delegate tasks assigned to business analysts within project logs   Aid in DTC testing and daily status reporting of testing errors   Provide statistics used in China Hong Kong PMO status report as a guide to aid in Release testing meeting   Monitor issues logged by project management, and business analysts: open issues and risks that directly affect the life of the project   Effectively use Bugzilla to track bugs and code changes, submit and review patches, and communicate with teammates.   Champion the North America Oracle SharePoint site: o Coordinate changes to the SharePoint site and add new postings to the sites o Managing SharePoint permissions o Analyzing and reporting upon SharePoint usage and activity o Regularly analyzing SharePoint content o Monitor SharePoint trends (e.g. site usage) o Set up alerts and enforce policies o Creating new lists; Move/copy sites o Created and distribute information to educate users on functionality of the site Account Coordinator, Client-Base Automatic Data Processing (ADP) - Pittsburgh, PA June 2011 to June 2013 Ensured complex implementation of ADP products to new and existing clients by defining, organizing, and documenting requirements, including customers' timeline, budget, and desired process efficiency improvements   Utilized SharePoint on a weekly basis to share documents with team members, and assist in the implementation of our product for a client   Coordinated weekly meetings on both effective and non-effective strategies currently being used within the team; led discussion when necessary Monitored the changes and progress made; compiled the details and information gathered, and sent summary to management and co-workers   Collected and analyzed data gathered during weekly implementation meetings, and utilized data to report implementation issues to management Reviewed previous meeting notes with management, and provided data to illustrate the process of agreed strategy   Managed the budget, reservations, guest speakers, and documented expense account for company events   Utilized project logs and meeting notes to communicate with management to ensure life cycle of event preparations were on schedule   Responsible for

scheduling the timely preparation of quotes packages for new and existing clients   Recommended services based on evaluating clients' current trends to improve internal business processes in order to decrease their costs and improve efficiencies   Collaborated with internal team members to identify and manage customer issues to resolution that could potentially compromise client's satisfaction   Set follow-up appointments with clients to answer additional questions while ensuring the process stays on time   Developed, implemented and executed corporate marketing strategies for insurance services within several territories. This increased ADP's market share while working with current payroll clients and new prospects Education Master in Corporate Communication Duquesne University December 2011 Bachelor in Organizational Communications University of Pittsburgh May 2010 Additional Information SPECIALIZED SKILLS & TRAINING: LearnSmart: Registered Education Provider by Project Management Institute   Project Management (PMP) Training   TECHNICAL SKILLS: Clarity, MS Project, SharePoint, Excel, RMS, ORPOS, Access, Word, PowerPoint, CRMs SalesForce, NetSuite, Click-to-Call, ZOHO

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