

IT PROJECT/FACILITIES MANAGER IT PROJECT/FACILITIES MANAGER IT PROJECT/FACILITIES MANAGER - AECHELON TECHNOLOGY Daly City, CA Highly motivated individual with an aptitude for delivering project objectives within stipulated time, resource and budget constraints, and aligning project execution with the strategy and ethics of the organization.

Work Experience IT PROJECT/FACILITIES MANAGER AECHELON TECHNOLOGY September 2015 to Present Created the 2016-2017 Forecast for the IT/Facilities Department identifying over \$300k in company-wide expenses and operating costs. Manage the internal ticketing system for all facilities related requests/issues in a 72hr SLA to best minimize workplace impact. Maintain relationships with vendors/service providers, internal/external facilities engineers, and building management to ensure that maintenance was completed on schedule and within budget. Enforce company Security policy by processing vendor non-disclosure agreements, work access forms, and insurance paperwork; Facilitated badge creation and deactivation. Report weekly to upper management on ongoing IT/Facilities issues recognizing project deliverables, status, action plan, and associated costs.

CANCELLATIONS MANAGER DEMANDFORCE February 2015 to June 2015 Worked alongside our Success and Escalations teams to drive software adoption while maintaining a customer retention rate of 80%. Provided Business Consultations to clients by helping develop marketing strategy and implement software to create a form-fitting experience. Scheduled 50+ training and optimization calls a week to ensure customers reached business goals and received best possible ROI. Managed over 100+ in-bound calls weekly regarding service agreement disputes and software cancellation requests at a 98% pick-up rate.

Education B.A. in COMMUNICATION STUDIES San Francisco State University March 2014

Additional Information
Resource allocation/space planning Creating and managing budgets Process implementation and improvement Maintaining partner relationships Developing pricing framework Negotiating vendor contracts Proficient in Microsoft Suite, Bugzilla, Building Engines Completed ISO Internal Auditors, Emergency Action Plan, Insider Threat training

Name: Tiffany Parrish

Email: garciaeric@example.net

Phone: 557-360-3488x5281