IT Project Manager IT Project Manager IT Project Manager Wauwatosa, WI Project Manager & Business Analyst with 5 years of IT experience in Infrastructure and Service Delivery with a 2 year focus on Infrastructure Project Management. History of successful implementation of Infrastructure and Application projects to meet IT/Business/Store needs while protecting the production IT environment. Authorized to work in the US for any employer Work Experience IT Project Manager Kohl's Department Stores - Menomonee Falls, WI February 2016 to August 2018   Experienced in both agile and waterfall methodologies   Served as a project lead on numerous security remediation efforts   Involved in many non- project related activities   Administering IT Standards and Documentation in ServiceNow for all of Infrastructure   Assisting in rolling out JIRA and Confluence to Infrastructure, and training in using JIRA   Creating reports in ServiceNow or JIRA for Infrastructure uses   Maintaining the Infrastructure Google Site   Managed a large portfolio of projects, ensuring that all the proper Infrastructure procedures were being followed   Robotics Process Automation 2017 & 2018   Blue Prism   Application Infrastructure Operations 2017 & 2018   Hive Center   UI Path   Ayehu   Infrastructure Enhancements 2016, 2017 & 2018   Consisted of a large number of small projects that, on their own could not be capitalized/depreciated Engineered Infrastructure and PaaS project 2016   Splunk Expansion 2016   Network Refresh 2017 & 2018   Switch Refresh   Wireless AP Refresh   Upgrading internet connections all 1200 stores   Store Server Transformation 2016, 2017 & 2018 (Active Directory)   Automation of store server builds   Automation of store domain controller promotions & demotions   Moving the file shares from Windows to Linux   Engineered EUC 2017 & 2018   Windows 10 as a service   VDI enhancements   Chrome enhancements   Mac/iOS enhancements IT Business Analyst Kohl's Department Stores March 2015 to February 2016 projects from proposal phase to Gate 0 ? Completed Business Analyst functions on various Infrastructure Projects ? Administered standards and documentation for all of Infrastructure   ? Maintained the Infrastructure Google Site   ? Responsible for managing project budgets ? Instrumental in requirement gathering responsibilities ? Provide assistance to the Strategy Managers and Technology Managers as requested IT Programmer Analyst Kohl's Department Stores June 2014 to February 2015 Monitored and

supported multiple Hadoop clusters ? Assisted in implementing new functionality to the Hadoop clusters ? Documented the standard procedures for Hadoop administration tasks ? Provided L3 Incident support for all of Infrastructure ? ServiceNow Application ? Developed Service Catalog items in ServiceNow using JavaScript ? Performed testing in lower level environments and brought the product to production ? Collaborated with various departments to gather requirements for the Service Catalog ? Implemented improvements to ServiceNow form and functionality Business Analyst Intern Kohl's Department Stores June 2013 to August 2013 Use Case documentation for the RFID 2013 Project ? Documented Business Requirements for the RFID 2013 Project ? Collaborated with a fellow intern on combining RFID technology with clearance items in order to increase sales ? Systems Requirements documentation Merrick, Inc - Vadnais Heights, MN December 2012 to January 2013 IT Intern Merrick, Inc December 2012 to January 2013 software packaging, and software deployment for Windows systems ? Computer hardware setup & troubleshooting ? Prepared old computers for disposal by wiping hard drives and collecting useful hardware components ? Administrative Systems Management support Education Bachelor of Business in Information Systems University of Wisconsin - Eau Claire, WI September 2008 to December 2013 Skills IOS (1 year), LINUX (1 year), ACTIVE DIRECTORY (1 year), ANDROID (Less than 1 year), CISCO (Less than 1 year), Waterfall, PM, Agile (2 years), Kanban (1 year), Scrum (2 years), JIRA (2 years), Confluence (1 year) Certifications/Licenses Lean Six Sigma Yellow Belt Additional Information PROFESSIONAL SKILLS: Applications Skills ? Planview ? Google Drive ? Google Sites ? Google Hangouts ? ADDM ? ServiceNow ? Beeline ? Webex ? Microsoft Office ? Lucid Chart ? VMware ? Cisco Spark ? JIRA ? Confluence ? Active Directory   ? Agile/Scrum/Kanban and Waterfall ? SQL ? JQL ? Google Script ? Java Script ? Unix/Linux, Windows, iOS, Android ? Lean Yellow Belt

Name: Alyssa Sanders

Email: vhorton@example.com

Phone: +1-793-915-1857x91667