IT Project Manager (remote) IT Project Manager (remote) IT Project Manager Stone Mountain, GA Work Experience IT Project Manager (remote) Wells Fargo November 2018 to Present   Delivers program (projects) within defined scope, schedule and cost metrics.   Achieves a positive culture measured by team/department feedback.   Demonstrates an influential relationship measured by business and IT feedback.   Coordinates resources, inter dependencies, risks and issues among programs to achieve Program Objectives.   Coordinates planning and execution of multiple, complex work streams within the program.   Partners with business and IT stakeholders at the program Sponsor, Steering and Advisory levels.   Earns credibility by demonstrating flexibility; change advocacy, and positive motivation.   Engages in developing awareness and understanding of agile methodology to ensure synergy of plans and inter dependencies of technology deliverables.

  Possess the ability to create a culture of teamwork & collaboration, honest & open communication, and an environment of transparency & trust.   Prepares and presents clear, concise, and timely communication; a strength to right-size the message to the audience.   Coordinate internal resources and third parties/vendors for the flawless execution of projects   Ensure that all projects are delivered on-time, within scope and within budget   Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility   Ensure resource availability and allocation   Develop a detailed project plan to monitor and track progress   Manage changes to the project scope, project schedule and project costs using appropriate verification techniques   Measure project performance using appropriate tools and techniques   Report and escalate to management as needed   Manage the relationship with the client and all stakeholders   Perform risk management to minimize project risks   Establish and maintain relationships with third parties/vendors   Create and maintain comprehensive project documentation   Meet with clients to take detailed ordering briefs and clarify specific requirements of each project   Delegate project tasks based on junior staff members individual strengths, skill sets and experience levels   Track project performance, specifically to analyze the successful completion of short and long-term goals   Meet budgetary objectives and make adjustments to project constraints based on financial analysis   Develop comprehensive project plans to be shared

with clients as well as other staff members   Use and continually develop leadership skills   Attend conferences and training as required to maintain proficiency   Perform other related duties as assigned   Develop spreadsheets, diagrams and process maps to document needs Use Remedy and PAC2000 for tracking production issues, and engage Enterprise Availability Coordination Office (EACO) as necessary Jira and Work Requests (Pac2000) will be used for the tracking of non production issues and work IT Project Manager TPx Communications - Remote January 2018 to October 2018   Created Project plans and assist with monitoring and tracking of Cyber Security solution offerings with focus on external and internal stakeholder congruity and other key metrics   Configured SharePoint Lists to effectively track status and resolution   Global Solutions Delivery and support development and deployment all InfoSec metrics, including Global Solutions operations, Service Level Agreements (SLA) and Operational Level Agreements (OLA)   Developed and managed plans to address project strengths, weaknesses, opportunities and threats   Provided transparency into project and presents the portfolio of projects in a dashboard for management IT Project Manager (remote) TPx Communications January 2018 to October 2018   Ensured predictable, consistent, and successful project delivery   Provided a complete view of the overall project to all stakeholders   Exhibited proactive behavior by engaging in project planning activities, including but not limited to: Defining the overall scope of the project; Created and maintained a consolidated timeline highlighting the major milestones and associated dates for project activities; Identifying and communicating project dependencies and impacts; Putting mechanisms in place to set expectations and ensure on-going control of the project (E.g., Kick off meeting, overall Project Management Approach, Risk Management, Issues Management, Change Control, etc.);   Define project governance outlining roles and responsibilities and decision rights   Ensure success criteria defined upfront to promote alignment and actively manage to expected project outcomes   Keep all stakeholders (internal & external) engaged in the project, aligned on expected outcomes and informed about what is occurring throughout project   Proactively communicate the projects progress on an on-going basis, ensuring transparency throughout project lifecycle. Provide leadership and key stakeholders with the information and venues to make effective, timely decisions

IT Project Manager Prosys Information Systems August 2015 to September 2017   Communicated at all levels with business owners, stakeholders, subject matter expertise, super users on all matters related to project (project plan, risk Analysis, issues, scope, assumptions, gap analysis, gather Business requirements, development of test plan and test scripts)   Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.   Enter project data into corporate management systems (MS SharePoint, MS Project) Established compatibility with third party software products by developing program for modification and integration   Provided direct oversight and coordination of the security improvement program and the project activities Project Coordinator IT OPS - Alpharetta, GA February 2016 to February 2017   Developed and implemented complex Internet and Intranet applications on multiple platforms; Supported project managers in project SharePoint setup and status report creation Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work   Coordinated the Global IT Operations team of InfoSec - Systems, DevOps, and Network Engineering - in the provision of a wide range of services such as Cloud Hosting, Information Security Consulting, Risk Management & Analysis, Disaster Recovery, Change Management, Monitoring, and Data Center Management   Demonstrated creativity and skill in developed projects and programs, utilized a variety of methodologies and innovative technologies. Independently and actively managed projects (issue escalations, change requests, schedule changes, etc.)   Proactively identify risks and issues on projects - leading team to develop risk management and issues management plan ; Supported establishing (Cyber) Identity Program for Group Senior Project Coordinator SunTrust Bank - Atlanta, GA September 2013 to January 2016 Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access   Provided maintenance and development of bug fixes and patch sets for existing web applications   Developed work-flow charts and diagrams to ensure production team compliance with client deadlines   Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects Worked with management and engineers to ensure the portfolio of infrastructure projects are

delivered on time and budget IT Project Coordinator Fulton County Schoolboard of Education - Atlanta, GA October 2012 to September 2013   Worked on projects of varying scope, using adult learning theories to develop and design solutions. Able to align learning to business strategies. Manages multiple projects through project plans and prioritization. Provided periodic progress reports on assignments to key stakeholders within established timelines   Planned, developed, and deployed change management initiatives for technical implementation including productivity software, systems, technical application, and hardware release   Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access   Designed SharePoint master page and page layouts, serving as company's main SharePoint support for all technical complications   Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff IT Project Coordinator Turner Broadcasting System, Inc - Atlanta, GA June 2012 to November 2012   Created consultant skill database on SharePoint, enabling qualified consultant and client requirement alignment   Drove organizational change to implement data frameworks, processes, and controls across the organization or within a given business unit.   Directed changes to the project scope and cost and implemented appropriate change management processes to keep the project on track   Proficient designed, developed, delivered, and evaluated learning content utilizing accepted content development approaches for large scale projects and modules. Evaluated course effectiveness through end of course evaluations, participant comprehension, and operational metrics, making necessary content revisions   Developed and maintained presentations and supporting materials for educational events and ongoing learning initiatives Coordinator/ helpdesk LMS - Duluth, GA June 2009 to June 2012   Provided customer technical assistance and administrative support received via phone, email, and personnel requests in a fast-paced environment with minimal supervision Account management and Tier I troubleshooting.   Kept projects on schedule by managing deadlines and adjusting workflow as needed.   Used diagnostic tools to troubleshoot problems associated with network connectivity and workstation hardware/software.   Assured the efficient and effective operation of the learning management system to meet clients' needs and performs all aspects of

LMS administration Supervisor Honeybaked Ham - Stone Mountain, GA October 2005 to October 2011   Directed calls to appropriate individuals and departments.   Developed and enforced safety standards and procedures for food quality and sanitation purposes.   Marked clearance items down and moved the merchandise to its pros.   Effectively communicated with and supported sales, marketing and administrative teams on a daily basis. Contract Administrator Outcome Health Information Solutions - Alpharetta, GA February 2005 to August 2009   Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.   Conducted monthly patient case conferences, in-services and staff meetings to educate staff and facilitate good communication.   Developed and implemented improvements to billing system to maximize efficiency, reduce delinquency and increase accuracy.   Facilitated an on-going assessment of patient/family needs and implementation of interdisciplinary team care plan. Supervisor Outcome Health Information Solutions - Atlanta, GA October 2006 to June 2009   Cleaned and organized the store, including the checkout desk and displays.   Championed the insurance claims process by providing expert knowledge and building a positive, trusting relationship to support clients during challenging times. Handled all customer relations issues in a gracious manner and in accordance with company policies.   Investigated and resolved customer inquiries and complaints in a timely and empathetic manner. Education Master of Business Administration in Cybersecurity Saint Leo University - Duluth, GA November 2018 to Present Bachelor of Science in Technical Management DeVry University - Alpharetta, GA 2013 Skills SECURITY (5 years), PROJECT COORDINATOR (4 years), SOLUTIONS (4 years), MICROSOFT SHAREPOINT (3 years), SHAREPOINT (3 years), PM, Waterfall, SDLC, PMP, Scrum Master Links http://www.linkedin.com/pub/tiana-conner/36/61a/470 Additional Information IT professional that supports the translation of the client's complex business requirements into formal agreements establishing specific solutions, applications or processes ultimately culminating in customer acceptance of the results. Has a passion and talent with aligning plans, controls, processes, policies and procedures with both security and infrastructure standards and operational goals.   Project leader with proven experience directing all phases of complex

projects while managing, motivating and mentoring global team members. Core Strengths Strategic Planning, Team Leadership, Communications, Risk Management, Corporate Governance, Reporting, Budgeting, Process Improvement, Operations Skills JIRA, Kronos, Office 365, SQL, Oracle, QuickBase, MS Project, MS Suite MS Visio, MS Suite, Lotus Notes, MS SharePoint, Access, Agile, Clarity, waterfall, CRM, Salesforce, Citrix, ServiceNow, Excel (PivotTables, VLOOKUP), Visio, HP PPM, Budget/ Financials, Learning Management Systems, infrastructure applications such as SCCM, active directory, VPN, networking, project coordinator, solutions, flow charts, L&D, change management, maintenance, feasibility, security, risk management, intranet

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