

IT Project Manager IT Project Manager IT Project Manager - NTT Data Buford, GA Authorized to work in the US for any employer Work Experience IT Project Manager NTT Data - Atlanta, GA 2017 to Present A global consulting company providing application, cloud, digital and managed services.

As a member of the IT PMO, managed multiple projects in a hybrid waterfall/agile environment.

Enterprise Projects: o Managing the rollout of the MS OneDrive Cloud application and storage consolidation project as a subproject of the Office 365 rollout. Data Center Infrastructure Projects:

o Managed multiple data center infrastructure projects for customers from server build through deployment to include new systems, server refreshes, and DR planning and testing. Server

Decommissions: o Improved the server decommission process by implementing new processes to reduce the amount of time a server is decommissioned from several weeks to four weeks enhancing data center security. Process Improvement: o Provided team visibility to project lessons learned

by developing a SharePoint list as a centralized lessons learned database. o Enhanced project efficiency by revising the deployment and project plan templates ensuring all tasks are listed in the most efficient order. Mentorship: o Mentored the new project manager reducing the learning curve

from several months to several weeks. Project Manager Oldcastle Materials - Atlanta, GA 2017 to 2017 The leading vertically integrated supplier of aggregates, asphalt, ready-mix concrete, and construction and paving services in the United States. As a member of the IT PMO, managed

small development projects and large infrastructure projects in a hybrid waterfall/agile environment.

Assisted the Program Manager and PMO with developing policy and procedures to support IT project management efforts. Enterprise Infrastructure Projects: o Joined the SDWAN project

after the pilot phase to implement SDWAN in 1,500+ locations with data and voice constraints by adding project management structure and creating tracking mechanisms for action items and network test results to improve project efficiency. Software Projects: o Utilized Scrum to develop

and implement application reports. o Managed a custom software enhancement project that added software functionality and modified user processes. Implemented Program Dashboards: o Utilized

Clarizen to build program dashboards to facilitate clear and transparent program communications with IT and business stakeholders. Product Coordination Manager McKinsey & Company - Atlanta,

GA 2016 to 2017 A global management consulting firm that serves private and public companies, governments, not-for-profits and non-governmental organizations. Product Coordination: o Facilitated the flow of information among product managers and senior leadership by administering workstream and onboarding tasks common to five product lines. o Managed the contract process by creating and updating statements of work then working with legal teams to obtain consensus on contract language. Software Projects: o Implemented Salesforce Sales Cloud as a solution for centralized sales, financial and project management enhancing client engagement by centralizing communication, task management and reporting. o Served as onsite Salesforce Administrator by evaluating and approving changes. Streamlined Contract Process: o Streamlined statement of work templates ensuring contractual needs are met reducing the time needed for preparation, legal review and contract execution. Project Manager McKinsey & Company - Atlanta, GA 2016 to 2016 The bank offers standard retail and commercial services, as well as mortgage, wealth and investment management, insurance, investment banking, equipment leasing, and brokerage services. Resource Management: o Procured and scheduled infrastructure resources for large, complex, enterprise wide projects for two business portfolios. Enterprise Portfolio Management: o Managed infrastructure initiatives within two portfolios, ie. VPN moves, server migrations, software configuration changes, etc. Process Improvement: o Produced a SharePoint site utilized by Delivery Managers and the PMO to consolidate multiple excel documents enhancing collaboration on the annual project selection and budget process. o Recrafted the resource procurement process to enhance resource utilization planning, monitor work performed and provide timely communication with project stakeholders. o Migrated the technology expense request process to SharePoint consolidating multiple Excel documents providing a single source of data and easier collaboration. o Created standardized documentation that provided a uniform format and prompt creation. Created the server migration project plan to streamline the process ensuring timely and accurate migrations. Project Manager/Subject Matter Expert McKesson - Alpharetta, GA 2010 to 2016 A healthcare services and information technology company dedicated to making the business of healthcare run better, currently ranked 12th on the FORTUNE 500. Service Contract

Management: o Managed project activities with offshore technical analysts for multiple concurrent infrastructure service contracts for patient critical 24 x 7 data center environments. o Directed onboarding activities with cross functional team members for application service contracts (AMS) for patient critical 24 x 7 help desk environments. o Consulted with hospital senior leadership and staff to analyze current and pending services, determine requirements, assess contract issues and establish solutions. Drove Revenue Goals: o Consistently met or exceeded monthly revenue goal of \$400,000 even after the team was downsized from three team members to one. Initiated Process Improvement: o Led and mentored a team of analysts to streamline and continuously improve BMC's Patrol install process facilitating faster ticket closure due to fewer issues. o Created the upgrade/migration process to simplify activities for upgrade / migration project managers ensuring collaborative efforts between multiple business units and avoiding suspension of service for clients. o Redesigned the AMS project plan and restructured activities for a predictable, repeatable process. o Overhauled the project tracker into SharePoint and increased productivity by allowing multiple users simultaneous updates and then created the project tracker dashboard as a synopsis of all projects and due dates. Services Coordinator/ Project Manager I.B.I.S., Inc - Norcross, GA 2007 to 2009 A Sonata Software Company that provides digital transformation for distributors, manufacturers and retailers. Resource Management: o Maintained the master project schedule for Microsoft Dynamics implementation projects and custom development projects for 40 developers, project managers, and consultants. o Ensure client satisfaction by monitoring resource activities during and after project completion. o Performed project implementation reviews and managed the biannual client survey process exceeding goal of 85% response rate per survey period. Process Improvement: o Created and utilized SharePoint sites tracking SOW's, legal documents, and training events centralizing information and enhancing productivity. Education High school or equivalent Skills Certified Scrum Master, PMP Links <http://www.linkedin.com/in/ChristineLee18> Certifications/Licenses PMP March 2018 to March 2021 PSM Present

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