IT Project Manager IT Project Manager IT Project Manager Hendersonville, TN Work Experience IT Project Manager AT&T 2009 to 2018 Managed the on-time delivery of key hardware, network and software projects. Ensure effective and efficient Implementation of final project solutions.   Led new project teams, as well as initiatives, providing project plans for each deliverable during all phases of the project to significantly improve the delivery time   Worked with cross-functional teams in order to fulfill the project requirements and better meet client needs.   Demonstrated ability to multitask, working on 30+ projects at one time, which allowed me to get projects completed on time and within budget.   Managed implementation projects with Midrange, Virtual, and Cloud using various OS Platforms including Windows, Linux, and Solaris Collaborated to significantly improve the speed of the client's servers.   Oversaw cost estimates to clients so that hardware and software equipment was ordered in a timely manner for their projects and to keep them on budget. Software Management Expert (SME) for VPMO Budget projects with a Worktype of H&AS (Hosting and Application Services), which enabled me to be a resource for other Project Managers. Balanced Project Financials. AT&T - Nashville, TN 1998 to 2018 Systems Manager AT&T 1998 to 2009 Performed Tier 1 & 2 support for clients and developers that experienced problems, trouble shoot the application, troubleshoot hardware/software, as well as resolved all issues related to the application.   Oversaw the technical support for Verity (search engine) and created collections for internal clients, which provided quicker access to files.   Provided comprehensive problem solving: answered inquiries, researched and resolved discrepancies; maintained positive client relations which improved client satisfaction.   Created support related documentation which provided a resource for teammates.   Installed and configured new releases and patches as needed which improved client's work experience. Education Masters of Information Systems in Project Management Keller Graduate School of Management - Oakbrook Terrace, IL 2004 Bachelor of Science in Operations Management and Information Systems Northern Illinois University - DeKalb, IL 1994 Links http://linkedin.com/in/jacqueline-willis

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