

IT Project Manager IT Project Manager IT Project Manager - Ankrom Moisan Architects Vancouver, WA Work Experience IT Project Manager Ankrom Moisan Architects - Portland, OR December 2015 to Present Leads financial objectives; manages IT budget and controls all purchasing; completes live reconciliation of IT budget; ensures timely renewals for cashflow purposes; researches alternative product sources to ensure competitive pricing ? Ensures licensing and contract compliance; manages all software licensing for 360 users; reallocates licensing based on usage to minimize cost; saved \$30,000 in 2017 by live license tracking ? Saved company \$60,000 in 2016 by careful purchasing, negotiations, and software management; experience with a multitude of software used within AEC IT and project management ? Verifies results by conducting system audits of technologies implemented; preserves investments by regularly auditing inventory of company assets; assists with data collection for external audits ? Operates as SharePoint administrator; collaborated with developer to build site based on mock-up design with HTML/CSS/JS knowledge ? Assists with IT staff recruiting, selecting, and training employees ? Maintains efficiency by documenting and tracking the department's strategic plans ? Assists with execution of test disaster recovery plans and backup procedures ? Maintains quality of service by helping to enforce organization technology standards ? Assists with setting project expectations; planning, monitoring, and control; manages the operations of 8 IT staff; prioritizes tasks for staff based on project requirements Residential Account Manager Alpha Ecological Pest Control - Vancouver, WA February 2013 to December 2015 Receive and place up to 130 customer calls daily ? Strategically schedule appointments to fit routes with optimum efficiency ? Quickly and accurately enter data for up to 300 accounts daily ? Communicate solutions, deescalate customer calls, negotiate on write-offs and refunds ? Market desirable company characteristics to potential customers; suggest alternatives to canceling customers and conserve their business with the company ? Modified new-customer call scripts to accumulate the maximum customer base Education Certification in Project Management Portland State University - Portland, OR August 2017 Bachelor of Science in Biology Washington State University Vancouver - Vancouver, WA December 2015 Associate of Arts Clark College - Vancouver, WA June 2012 Skills SOLUTIONS (2 years), MULTITASKING (Less

than 1 year) Additional Information Highlights of Qualifications: ? Work well independently and has outstanding people skills; successfully works in a team or with diverse groups; fulfills responsibilities under minimal supervision; self-motivated ? Interacts effectively with staff and vendors; able to recognize needs and meet them while remaining friendly and professional ? Researches effective solutions to problems to reduce operational risk ? Demonstrates high performance standards, including attention to schedules, details, understanding of protocol, and overall punctuality, reliability, and perfect attendance ? Exceptional written and oral communication, analytical, organizational, and multitasking skills

Name: Justin Mercado

Email: kathrynpratt@example.com

Phone: +1-445-381-5049x9277