

IT Business Consultant IT Business Consultant IT Business Consultant North Little Rock, AR Work Experience IT Business Consultant Verizon/Alltel - Little Rock, AR 2007 to December 2018 Software Development / UAT / Production Applications Managed projects for a variety of new applications, software enhancements, from development through production installation and follow-up support. *

Created project plans to identify all crucial timelines, resources attached to tasks, executed QA testing needs whether automated or manual, and anticipated outside vendor support *

Advanced knowledge of multiple end-to-end systems development life cycles as well as tracking any issues using Remedy and Jira *

Oversaw a team of testers and 3 contractors responsible for coding and coordinated with Offshore Support Teams *

Collaborated with various business units to identify potential conflicts between proposed business solutions and realized product delivery *

Led daily status meetings to inform management on the status of business-critical projects *

Generated \$20M+ in realized savings through development and implementation of simplified processes *

Acted as subject matter expert (SME) on Point of Sale, Billing, and Training Environment Applications *

Spearheaded investigative efforts to identify defects in applications and process errors *

Coordinated and Trained Offshore resources on various Applications *

Worked and managed Central Office Employees during a workforce shortage *

Received multiple awards, including individual recognition from Verizon's CIO Previous Duties Forecasting Multi Market Inventory Levels and Auditing Database Queries for Data Warehouse and Management Unix shell scripting for all Store POS Setup Evaluating new systems for replacements of Billing and POS Systems Modifying/Upgrading current systems based upon the Customer's and Business needs Traveling to Various Call Centers and stores to evaluate their processes-simplify and streamline Project Manager Daniel Utility - Little Rock, AR 2005 to 2006 Spearheaded construction for multi-million-dollar projects located across the United States. *

Conducted workforce management oversight such as hiring and retention activities, as well as public relations activities and construction and relocation plans *

Oversaw a team of 16 personnel including daily payroll and progress reports *

Collaborated with and provided troubleshooting support to subcontractors, vendors, city officials, and code inspectors *

Ensured alignment with construction and code

guidelines, while focused on acquiring needed equipment and supplies to ensure all projects completed on time and under budget * Identified and corrected conflicts with blueprints and actual onsite layouts

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