

Technical Project Manager Technical Project Manager Technical Project Manager - Retail Solutions  
Brookline, MA Work Experience Technical Project Manager Retail Solutions - Providence, RI 2017  
to Present Production Capacity Planning IT Project Manager / System Engineer LiveWire Systems  
2014 to 2017 Lead a group of 10 vendors and system engineers to implement new network.  
Managed and developed company's IT infrastructure to accommodate new web-based initiatives  
saving the company over \$100k per year. Plan, implement, and maintain AMS Prime - Insurance  
Services Management System platform. Developed and implemented disaster recovery plan with  
complete documentation. Sonic-Wall Firewall and VPN implementation and maintenance. SOX  
compliance IT Project Manager CITIZENS BANK - Cranston, RI 2013 to 2013 Developed new  
project initialization process resulting in a savings of 25-100 man hrs. Per project. Managed teams  
of systems engineers Focus on Business Process service delivery improvement. Established  
project metrics which enhanced estimation accuracy by 20%. Actively contributed to day to day  
operation of PMO. Collaborated on 10,000 PC virtualization project with a \$10mm budget using  
VMware. Managed Services System Engineer/ Project Manager IT WORKS, INC - West Barnstable,  
MA 2011 to 2012 Managed client relationships reporting to C-level people. Companies included:  
Nantucket Yacht Club, Great Harbor Yacht Club, The Westmore Club, and The Mashpee  
Wampanoag Tribe. Infrastructure Project management with team of 12 systems engineers with  
project budgets over \$100k Implemented remote administration and monitoring of servers and  
server clusters. Planned and supported network and computing infrastructure including storage  
area networks (SAN storage), patch management, and fax environment solutions. Technology  
Summary Microsoft Azure, Microsoft Office 365, Microsoft Project, Windows Server 2012,  
Exchange, Power BI, Cisco Identity Services Engine, Azure Accelerated Networking, Zendesk,  
N-Able, LabTech, Kaseya, ConnectWise CRM, Veritas, VB.net

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