

IT Operations Project Manager IT Operations Project Manager IT Operations Project Manager - Kobie Marketing Saint Petersburg, FL Authorized to work in the US for any employer Work Experience IT Operations Project Manager Kobie Marketing - Saint Petersburg, FL May 2015 to January 2017 Responsible for managing meeting notes, daily standup, sprint planning retrospectives, and coordinating with App Admin Manager, Director of IT Operations, and client services to determine the daily priorities Manage risks and make sure that control actions are taken and in place to minimize incidents Ensure that time estimates are met and that the team has all the required information in order to succeed during weekly sprints Identify and resolve and conduct research on operational issues and conflicts within the team Effectively communicate expectations to team members and stakeholders in a timely and clear fashion Build, develop, and grow any business relationships vital to the operational success of our business (includes both internal and external) Airline Operations- Operations Agent Allegiant Air - Saint Petersburg, FL December 2014 to May 2015 Coordinating Ramp, Operations, Provisioning and aircraft servicing to accomplish on-time performance Assuring weight and balance of the aircraft to guarantee a safe landing Ensuring efficient boarding on a day to day basis assure a timely departure and arrival Maintain organization, proper filing, and auditing of all paperwork required by our corporate headquarters, the FAA, and station to allow for auditing at a later date Customer Service Manager HSMElectronix April 2013 to January 2015 Resolve issues and complaints for an online business that specializes in refurbished cell phones and cell phone parts Increased sales from \$1,000-\$5,000 in less than 5 months through customer satisfaction by ensuring proper communication and tact when speaking to customer Communicate with the customers and then relay the information and complaints to my supervisor to prevent further complaints and cases Intern Florida NextGen Test Bed - Daytona Beach, FL May 2014 to August 2014 Tasked with writing official document regarding Unmanned Aircraft Vehicles' in the National Airspace System to be presented to FAA employees, and industry partners Worked with various companies including ATAC, Boeing, Harris Corp, Lockheed Martin and Mosaic ATM which allowed me the opportunity to gain knowledge and understanding from some of aviation's finest industry leaders Increased

knowledge of NextGen programs such as MiniGlobal, SWIM (System Wide Information Management), and ERAM (En Route Automation Modernization) allowed me to think analytically about up and coming technology in the aviation and engineering industry Education Bachelors of Science in Air Traffic Management Embry-Riddle Aeronautical University - Daytona Beach, FL

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