

IT Project Administrator/Logistics Manager (Temp Position) IT Project Administrator/Logistics Manager (Temp Position) Supervisor (Temp Position) - Florida Department of Children and Families Miami, FL To join an organization that will offer me both personal and professional growth Work Experience IT Project Administrator/Logistics Manager (Temp Position) Royal Caribbean Cruises Ltd. - Miramar, FL November 2018 to May 2019 Defined and maintained control of both the project scope and work plan Responsible for creating buy/purchase lists for multiple ships Involved in all facets of the procurement process Ensured freight was delivered efficiently and on time via various tracking methods Managed relationships between contractors, employees, managers, and vendors Developed and maintained successful client relationships for repeat business Considered risk management by monitoring both client and technical issues to minimize liability Communicated with all levels of management on a daily basis Designed floor plans/layouts for multiple company spreadsheets Displayed strong management skills Logistics Analyst and Entertainment Coordinator Norwegian Cruise Lines Ltd. - Doral, FL February 2018 to March 2018 Book travel for guest entertainers Review and update contracts, ship schedules, and in-house system for performers Used strong decision-making, problem solving, reporting, and researching techniques on a daily basis Supervisor (Temp Position) Florida Department of Children and Families - Miami, FL November 2017 to November 2017 Supervised staff of 10 employees for Food For Florida Program Conducted daily debriefing meetings with customer service representatives, eligibility workers, and pos employees Resolved customer complaints and service issues Provided assistance, information, instruction, and training as needed Maintained line organization and control Global Security Planning & Situation Management Analyst (Temp Position) Royal Caribbean Cruise Lines Ltd - Miami, FL August 2017 to October 2017 Analyzed the RCCL WatchList and provided data to leadership for decision making purposes Reviewed and updated daily reports for both the WatchList Database and Sex Offender Alert Programs (SOAP) Invented and tested new procedures to improve the on and offboard security process Developed and documented standards for measuring efficiency and effectiveness of security operations Project Coordinator United Health Group - Doral, FL June 2002 to August 2016 Served as Project

Manager for various assignments (knowledge of initiation, planning, budget, and market analysis)
Worked extensively on multiple excel reports (extensive knowledge of the v-lookup function, pivot tables, charts, etc.) Experience assisting C-level executives Helped streamline work processes to increase employee productivity Responsible for training new employees on departmental functions and procedures Used strong analytical and critical thinking skills Led team discussions and meetings Produced reports and gave presentations Researched, loaded, and updated provider health information into all databases Account Manager (Temp Position) ADP Total Source - Kendall, FL April 2002 to May 2002 Researched payroll databases for check validity Inputted bank account information for outstanding checks Downloaded, sorted, matched, filed, and updated all client files Account Manager Xerox - Coral Gables, FL July 2001 to March 2002 Improved relationships with current Xerox customers and acquired new business accounts In charge of selling and increasing sales quota Trained new employees on various products Education MBA in Marketing and Management University of Miami - Coral Gables, FL 2000 BBA in Marketing in Marketing University of Miami - Coral Gables, FL 1999 Skills Adobe Acrobat (10+ years), Excel (10+ years), Facets (10+ years), Microsoft Office (10+ years), maintenance, Estimating, budget, Scheduling, Outlook, Sales, Microsoft Project, Customer Service, Word, PM, Project Management, Microsoft Word, Microsoft Powerpoint, English, Project / Program Management, Leadership Experience, Time Management, Administrative Experience Additional Information COMPUTER SKILLS Multiple programs including Access, Adobe Acrobat Reader, Colonial, Epic, Excel, Facets, JD Edwards, Omega, Outlook, Microsoft Office 365, Payplus, Photoshop, PowerPoint, Riskconnect, SharePoint, Siebel, SharePoint, Valuequix, WatchList, Word, etc.

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