Project Coordinator III Project Coordinator III Project Coordinator III - HP INC Auburn, GA Successful Project Coordinator\ Project Manager with 4 years of progressively challenging experience in infrastructure deployments. Extensive experience monitoring, tracking and evaluating global IT infrastructure cases.   Motivated to drive projects from start to finish as part of a dynamic team.   Recognized for the ability to lead teams from multiple disciplines through complex system development and implementation challenges, often exceeding desired outcomes ahead of schedule and under budget.   Focused service orientation and commitment to excellence in dynamically challenging environments.   Cited for excellent oral/written communication skills.   Skilled in the use of all MS Office tools, including MS Project and SharePoint.   Experience managing multiple project teams simultaneously ranging in size from 4 - 16 team members from various technical disciplines.

TECHNICAL EXPERIENCE   Software/Databases: MS Office, MS Project, Share point, CRM, ERP, Remedy, SAP, Siebel, Ariba, PPM, Skype Work Experience Project Coordinator III HP INC August 2017 to Present   Responsible for managing Hardware Deployments on various mid-volume to low-volume printers   Contact customers each day to coordinate a date and time to dispatch an FSE to the customer's site to complete a refresh or an UG.   Update excel spreadsheets with all customers that are scheduled for refreshes and/or UGS.   Have weekly meetings with the DSM" s to determine what refreshes and UGS will be scheduled for the upcoming week.   Work with the dispatch team to determine if we have available resources to do the refreshes and UGS.   Send out communications to the FSE that are assigned to a refresh or an UG to ensure that the job is going well and if the work has been completed.   Worked with various vendors to assist with the hardware deployments   Attend weekly meetings determine any changes in assigned resources   Send weekly reports to management on the progress of the project   Send a monthly report to management and finance on the progress of the project   Attend weekly meeting to determine how many upgrades and refreshes will be done for the week   Ship missing parts to engineers   Receive a daily report from assigned engineers on the progress of an assigned job   Enter data into computer invoicing system and file with customer information   Send invoices to appropriate recipients to inform them of payments due received or covered   Recognize the lack of PO on

invoices and documents and resolving the issue   Place investigative phone calls when there are questionable aspects of the invoice   Work with Sales manager on coordinating customers installs, refreshes and upgrades   Send emails to helpdesk to create tickets for the installs, refreshes and upgrades   Work with logistics team to ensure parts are available to be shipped to scheduled customers   Work with Business Unit to determine what customer has a contract and/or what customer will be responsible for T&M. JR. Project Manager/ Project Coordinator TELAID INDUSTRIES April 2016 to April 2017   Support Help Desk and PMO Management on project tasks.

  Manage Client with direct relationships and email, reports and phone correspondence.   Order materials as needed, including working with the Niantic office and Relaid business. Partners/vendors such as Anixter and Graybar to procure parts and track shipment.   Update customer on all planned activities and grow account through excellent service and management of service cases, MAC cases, rollouts and projects.   Address scope creep change orders and disputes. This includes invoice disputes, tech issues and client challenges.   Processed entered tracked sent and received invoices for all departments   Answered phone calls from inquiring customers and answered questions accordingly   Reported any past due invoices to appropriate channels   Manage on-site labor Close cases/capture deliverables.   Ensure proper resources are in place to provide effective and quality deployment.   Coordinate the interaction with internal teams in the areas of procurement, kick-off meetings, resource management and support.   Deliver projects on time, at/under budget and within scope.   Check technicians in and out using CRM and other systems as needed (i.e. Service Manager, SharePoint, Sales Force and Remedy ticket system, etc.).   Reset passwords for users in SharePoint.   Assisted the technicians with troubleshooting the Hardware and Software for the POS systems.   Monitor ETAs to make sure technicians are on time.   Work with Help Desk Management Team to ensure daily activities are in-line with team objectives.   Implement company policies, technical procedures and standards for preserving the integrity and security of data reports.   Manage creative projects from concept to completion while managing outside vendors.   Create and maintain SAP materials master data in the areas of the material master purchase pricing and other related areas.   Review, Analyze and

cleanse incoming master data requests in preparation for SAP record creation. IT Coordinator NCR CORPORATION December 2015 to April 2016   Assisted with software configurations for 7900 Dunkin Stores.   Assisted the Field Techs remotely with installing the mobile device in all Dunkin Stores.   Ensured that the software and hardware communicated together for a successful install. Consistently met my goals, handling an average of 10-15 daily software installs. Project Coordinator NATIONAL VISION February 2013 to November 2015   Managed day-to-day operations related to POS systems pertinent to order submission, delivery and shipment, tracking of orders, quoting, etc. Attended meetings with project manager, service manager, implementation engineers and key stakeholders.   Directly involved in the preparation of requests, bids and contracts for proposals. Tracked and analyzed the requirements of the project during all phases from start to end. Performed schedule changes.   Assigned resources to the documentation of communication for all projects.   Followed up on work orders.   Project base of skill set and availability.   Performed Audits on Software and Hardware. Senior Helpdesk Analyst IBM GLOBAL SERVICES April 1996 to January 2013   Technical support on POS Systems for various retail chains such as Macy's, Pathmark and Sears Roebuck providing remote support.   Technical liaison between the customer, Operations Support, Service Delivery Managers and Project Executives.   Performed diagnostic with end users to determine whether their problem was hardware or software related such as modems, printers, cables, peripherals and various software applications.   Initiated and terminated services in NT and Sun Solaris environments.   Determined what processes were running on UNIX and NT platforms.   Logged calls using problem management database and maintained history records and related problem documentation.   Performed system management functions such as Netview monitoring and User-id management on diverse platforms (NT, OS/2, AIX and Sun Solaris). Analyzed and evaluated incident reports and made recommendations to reduce help line incident rates. Education Morgan State University - Baltimore, MD Skills Networking, Pmi, Retail, Lan Additional Information Operating Systems: MS XP Professional   Networking: General IT, Desktop, Network/LAN/PC, Deployments   Methodologies: PMI Methodologies, Water Fall   Others: Resource Management, Health Care, Retail, IT Service, E-Commerce

Name: Melissa Rogers

Email: brandon38@example.org

Phone: 327-290-5965

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