

Jr Program Manager Jr Program Manager Jr Program Manager Lomita, CA Authorized to work in the US for any employer Work Experience Jr Program Manager Hulu - Santa Monica, CA February 2019 to June 2019 Responsibilities Included: Performed end-to-end testing/validation of system enhancements for the contracting management tool Apttus Provided first line of triage and troubleshooting expertise to the legal and business teams Distilling system requirements into actionable detailed specifications for the engineering teams Assisted with the documentation of system/workflow changes for the contracting management tool Apttus Utilized Google Sheets to track/provide system issues and resolutions Led daily status meetings to capture goals, identify next steps, and solutions Utilized the agile tracking tool Jira to track the statuses of current/past projects Created/reviewed user guides for the legal department Utilized PowerPoint to review/manage meeting decks Coordinated and attended meetings responsible for project planning and status updates IT Project Coordinator/Jr Business Analyst Sony Pictures Entertainment August 2017 to July 2018 Responsibilities Included: Utilized Excel to complete Fieldglass testing using a cloud-based vendor management system to manage services procurement and external workforce management programs Utilized Excel to complete Legal Fee report testing using the report creating tool BusinessObjects Utilized Excel to track inventory for employee distributed devices Utilized Excel to track purchase orders created in the procurement process tool Ariba Utilized Microsoft Visio to complete data cleansing for IP tracking documents Utilized Microsoft Visio to complete organizational charts Utilized PowerPoint to complete meeting decks Utilized PowerPoint to complete workstream slides to track currently active project statuses Utilized Service Now, a software tool that provides service management, to complete portal request for new hires which include requesting badge ID, email account, SPE user ID request, phone, laptop, VPN, and software Utilized the agile tracking tool Jira for the statuses of current/past projects Created and managed expense reports through Concur Created purchase orders and vendor maintenance request using Ariba a cloud-based tool to facilitate and improve procurement process Managed/updated reports to track the status of current projects using the software publishing data source tool Tableau Managed/updated the project log to track

past/current statuses of projects      Coordinated and attended meetings responsible for project planning, status updates, and the taking/distribution of notes Help Desk IT California State University Dominguez Hills - Carson, CA August 2015 to August 2017 Responsibilities Included: Helpdesk front office support including cellphone/computer equipment diagnostic via phone/or walk-in      Data Entry including log in tickets from phone support/walk-in      Assisted faculty, staff, and students reset/retrieve account information and passwords      Cellphone/computer WI-FI diagnostic for faculty, staff, and students to access campus services IT Analyst Intern California State University Dominguez Hills - Glendale, CA June 2016 to July 2016 Responsibilities Included: Utilized Excel to input coordinates from multiple headquarters & defined which applications are acceptable to download from the Google Chrome application store      Utilized Microsoft Word to analyze, update, and compare privacy policies      Updated the contact method documentation using the analytical visualization data generating program Splunk IT Business Continuity Intern Lionsgate - Santa Monica, CA June 2015 to August 2015 Responsibilities Included:      Utilized Microsoft Word to complete the Business Continuity Plan      Work with other team members to include crucial information to the Business Continuity Plan      Coordinated and attended meetings responsible for project planning, status updates, and the taking/distribution of notes Education Bachelor of Arts in Computer Technology California State University Dominguez Hills - Carson, CA August 2012 to December 2016 Skills Ariba (Less than 1 year), Jira (1 year), Microsoft visio (Less than 1 year), Powerpoint (1 year), Visio (Less than 1 year) Additional Information COMPUTER SKILLS Software Platforms: Windows 7, 8, and 10      Microsoft Word, Microsoft PowerPoint, Microsoft Visio, Microsoft Outlook, Concur, Tableau, Ariba, ServiceNow, Jira, Google Drive, Apttus

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