

IT Project Manager IT Project Manager Gum Spring, VA Work Experience IT Project Manager
SyCom Technologies September 2016 to Present Plan and adhere to a budget of up to \$420K;
including equipment and services. ? Provide technology strategy planning ? Understand current
and future business goals and ongoing IT issues to ensure business success ? Direct the
installation and maintenance of a 45-workstation system. ? Prepare project team reports for the
project status, issue tracking, and risks. ? Maintain project plan, schedule, risk register, and budget.
? Manage, document, and execute all project change orders. ? Obtain client approval of all project
milestones, project completion, and design documentation. ? Perform project kickoff, status, and
closeout meetings with project team and client. ? Coordinate internal resources and third party
vendors. ? Successfully manage the relationship with the client and all stakeholders. ? Manage
and resolve day to day engineering, operational, and tactical aspects of multiple projects; average
project load is 65 projects. ? Develop project plans that identify key issues, approaches, and
performance metrics ? Developed team standard for Risk management Register and Weekly Status
Reports ? Work with multiple practice teams to assemble and coordinate successful project teams
? Track and review project reports on progress, project deliverables, and client documentation ?
Control project variances through root cause analysis and correction ? Maintain communication with
all project stakeholders and manage expectations. ? Ensure a high level of fiscal control and
accountability for project budget by performing weekly or bi-weekly hours and budget review, as
needed ? Set and manage client expectations and satisfaction through responsive follow-up and
communication. ? Assist in developing, reviewing, and tracking project documentation ?
Understanding of Windows Servers including Domain Controllers, Exchange servers and SQL
servers, MS Exchange, Office 365, MS Dynamics CRM, SharePoint, and System Center. ? Work
with clients (City of Virginia Beach and City of Richmond) for Windows 10 migration ? Work with
clients (City of Danville and Schwans) for Office 365 new migration and migration acquisition
projects SyCom Technologies, Inc - Richmond, VA May 2013 to Present IT Project Coordinator/ Jr.
Project Manager May 2013 to September 2016 Acted as decision maker in Project Manager's
absence. ? Created and maintain projects in AutoTask; perform weekly review of billable and

non-billable time. ? Created new training documentation for the Project Management department. ? Trained new project coordinators on AutoTask and Project Management departmental procedures. ? Monitored the PMO ticket queue within AutoTask for client requests and issues; responding within SLA's. ? Maintained project and engineer's calendars; coordinated schedule for engineering team and Project Managers. ? Prepared meeting minutes, agenda, presentations, and reports; conducted project staff meetings. Education Masters of Business Administration in Project Management Liberty University - Lynchburg, VA December 2016 Bachelor of Science in Business Management Information Systems in Business Management Information Systems Liberty University - Lynchburg, VA May 2013 Bachelor of Arts in Accounting in Computer Science Lynchburg College - Lynchburg, VA August 2005 Associates Degree in Business Administration in Business Administration Central Virginia Community College - Lynchburg, VA May 1993 Skills Project planning, Budget, Personnel management, Problem-solving, Scheduling, Outlook, Word, Microsoft Project, Word, Scheduling, Outlook, Customer Service Certifications/Licenses ITIL PMP Additional Information PROFESSIONAL SKILLS PROFILE Over 9 years' experience in project management with a strong background in overseeing information technology projects. Skilled in vendor relations, personnel management, revenue growth, and project planning. Track record of completing projects within budget constraints and consistently meeting or exceeding deadlines and client expectations. Resourceful and innovative in problem-solving; proficient in troubleshooting and resolving disputes. Strong prioritization, delegation, and planning skills, leading projects through to completion. Gifted communicator with proven ability to interact and form lasting relationships with, and gain trust of, colleagues, and clients at all levels.

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