

IT Analyst / Project Manager IT Analyst / Project Manager IT Analyst / Project Manager - CISCO SYSTEMS, INC San Francisco, CA Work Experience IT Analyst / Project Manager CISCO SYSTEMS, INC - Raleigh, NC 2012 to Present Led quarter-long projects to develop mobile applications for the Cisco workforce. Was the communications, marketing, and ideation lead for our app development program. As product owner / project manager, worked with development teams to ensure delivery to detailed business specifications. Facilitated monthly Ideation events with a focus on driving app ideas into developed, value-realized apps. Oversaw development for native mobile, responsive web, and Cisco's WebEx Social platforms. Sat on the Steering Committee for the Cisco RTP Civic Council, facilitating our company's relationships with local non-profits. Focused on increasing Cisco employee volunteer engagement in the community by aggressively attacking hurdles to giving back. IT Analyst CISCO SYSTEMS, INC - Raleigh, NC 2009 to 2012 Created innovative solutions package (tools, documentation, process) that addressed long-standing new hire onboarding issues. These changes were the basis for now highly rated and recognized IT onboarding workflow. Directed Content Management team activities for Support Central, an internal support website. With them, created 6,000+ self-help documents and drove 20,000 users per month to online support. MANUFACTURING ANALYST CHRYSLER GROUP LLC - Auburn Hills, MI 2008 to 2008 Production, Programming, and Scheduling Implemented a million-dollar cost-saving software changeover, which included a transfer of factory mandated and financial restraints from previous system. Delivered daily Operations Issues Report and created factory manufacturing schedules. Aided in raising schedule accuracy toward the industry benchmark of 80% by proactively staying within constraint limits, helping Chrysler to avoid over \$20,00 in undue materials shipping costs. Education Bachelor of Business Administration in Finance, IT Strategy UNIVERSITY OF MICHIGAN - Ann Arbor, MI 2006 to 2009 Skills creative, creativity, writing, communication, community, volunteering, IT, information, technology, project management, problem, solving, comedy, citizenship, improv, public speaking, brainstorm, Links <http://www.linkedin.com/profile/view?id=11215209>

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