

Lab Engineer Lab Engineer Lab Engineer - Technical Source Work Experience Lab Engineer

Technical Source - Wake Forest, NC June 2019 to Present engineering autocad verification design Project Manager Dell - Apex, NC March 2018 to May 2019 Drive all aspects of IT Project, Program and Portfolio activity, including collaborating and coordinating across all IT and business segments Defines project value proposition, scope, work plan, resource needs, timeline and budget for IT projects Manages resources (i.e., capital requirements and human capital, etc.) to complete project/program on time and within budget Manages a broad, complex portfolio of projects as well as overall business programs that contain multiple projects that require high levels of functional integration and change management IT Mentor Western Governors University - Salt Lake City, UT January 2016 to February 2018 successfully mentored students from orientation through graduation set weekly goals with each student which promoted academic success and maintained a schedule provided professional customer service to each student including those that were experiencing personal challenges which reduced withdraws from the program travel to different states to meet graduates face to face, attends ceremony, and congratulate the achievement maintained students in two master's degree programs Masters of Science in Cybersecurity and Information Assurance and Masters of Science in Information Technology Management reviewed students written documents and tests results then guiding them to successful outcomes of passing all courses Test Engineer/ Project Manager Raytheon - Raleigh, NC November 2008 to January 2018 responsible for management of all phases of client service projects in areas of information technology and systems engineering defined and documented business requirements and business processes developed project plans identifying key dates and resource requirements for the following projects National Guard, First Energy, and others. assembled and directed project team members defined and controlled project budgets tracked key milestones and adjusted project plans accordingly prepared and delivered reports and recommendations worked with clients to coordinate project systems testing, installation and support designed the engineering lab in AutoCAD drawing. Setup a LAN/WAN, Cisco Call Manager, Channel Bank SIP system, and other interoperability equipment. The lab was then used

for demonstrations to customers, system engineering, and training. Demonstrated technical knowledge by component level troubleshooting devices to ensure on time deliver that led to customer satisfaction. created technical documents such as procedures, work breakdown structure, statements of work, and engineering change orders. Education Bachelor of Science in Cloud & System Administration Western Governors University - Salt Lake City, UT December 2020 Masters of Science in Project Management Kaplan University - Davenport, IA September 2015 Bachelor of Arts in Organizational Management Ashford University - Clinton, IA September 2013 Computer and Electronics Engineering Grantham University - Kansas City, MO March 2011 Skills Strategic Planning, Network Administration, Customer Service, Active Directory, Excel, VoIP, IT Management

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