

IT Project Manager IT Project Manager IT Project Manager Naperville, IL Project management professional poised in constructing dynamic, top-producing customer service and product support through proven success in leadership and management; dynamic in delivering exceptional results in mitigation, relationship and team building, solutions implementation, timely service delivery, product positioning, excellent analytical and strategic thinker. Work Experience IT Project Manager United Airlines - Elk Grove Village, IL 2018 to 2019 Signature Consultants) Knowledge of project metrics, including gathering, reporting, trend analysis, creation, and metrics. Ability to identify issues and problems, generate solutions and choose appropriate alternatives using basic root cause analysis. Proficient in all of MS Office applications, MS Project and/or Visio. Highly organized with good time management skills. Customer service oriented and strong interpersonal skills. Analytical thinker with creative problem-solving skills and attention to detail Develop integrated baseline project plans applying estimating models, identify resources and skills required, document estimating assumptions, refine plans and manage performance against them. Experience in Cloud and IT transition, transformation, and migration management Managed multiple projects to assess existing hosting security controls and planned for the migration of existing applications Identified, documented, and escalated any performance issues and skills deficiencies of members of the project team to the appropriate management team. Prepared high-level project plans to satisfy Customer requirements to identify potential implementation options and provide recommendations on implementation approaches. Established change management procedures should project plans or schedules be used. Ensured project designs and specifications provide a reliable blue print for implementation. Collaborated with senior management to incorporate new trends and practices in current and future solutions. Responsible for developing detailed project plans, ensuring resource availability and allocation and delivering every project on time within budgets as much as \$2 million.

Develop a detailed estimate of the level of effort, schedule and budget necessary to successfully develop and deliver the solution meeting the requirements and quality expectations. Developed & executed complex effective projects throughout the project development lifecycle of the project. Served as a mentor and shared expertise with project managers and project team members.

Created and managed all the accepted project management deliverables including the project charter, project plan, budget, resource plan, risk plan, support plan, implementation plan and other deliverables as required. Provide regular status reports to stakeholders, sponsors, the enterprise, and others involved in the project. Enhanced organizational initiatives by positively influencing and supporting change management initiatives within assigned areas of responsibility. Effectively coordinate with the various technology, business, and vendor teams to ensure the project's success.

**Project Manager Comcast Business Services - Naperville, IL 2011 to 2017**

Successfully manage the installation of Comcast products, generating revenue of \$250K in 2017; significantly generated connects reaching up to 92% of the 2017 budget fiscal year, continuing significant progression and growth. Successfully manage the installation of Comcast products, generating revenue of \$150K in 2016; Significantly generated connects reaching up to 83% of the 2016 budget fiscal year, continuing significant progression and growth. Continually seek solutions when obstacles were presented; delivered on all commitments; and a champion of positive, results-oriented culture that achieved greater results.

**Experience with Salesforce.** Serve as the primary interface with identified customer IT liaison between technical personnel, vendor, and VAR; Create and process installs for various products such as BVE/VOIP, SIP, PRI coax and fiber customers. Establish dates required for on time completion of network activations and evaluates impact of change to the overall installation timeline. Identify risks, issues, and gaps that could impact timelines, goals, and installation of services.

**Experience in Cloud and IT transition, transformation, and migration management.** Managed multiple projects to assess existing hosting security controls and planned for the migration of existing applications. Facilitate required meetings; prioritizes cross-functional activities as related to the installations being managed, and develop communications, summary reports, and status for various audiences; provides accurate installation status information in the form of formal briefings, program/ project coordination meetings, and written/graphical reports.

Serve as a lead/liaison for field escalation and the quota team. Maximize the success of Comcast kick-offs through recognized collaborative leadership and cross-communication and support for other regions.

**Quota Specialist/ Interim Trainer Wide Open West Cable, Phone and Internet -**

Naperville, IL 2008 to 2011 Served as Main point of contact for 250 Field Technicians Trained dispatchers on how to monitor the technicians in the field Ensured dispatchers knew the critical points of contact to all departments. Proactively influenced peers on how to analyze statistical data

Provided solutions for internal customers, which led to higher external customer satisfaction.

Dispatcher SM&P Utility Resources, Inc - Naperville, IL 2006 to 2008 Coordinated drivers, equipment, and crews across various field locations. Advising personnel about route or traffic problems. Maintaining records of mileage, fuel use, repairs and other expenses. Resolving all

matters relating to Drivers in a fair and expedient manner Education PMP Certification Western

Governors University - Salt Lake City, UT Present Links

<https://www.linkedin.com/in/tarina-deshazier-24a4b165>

Name: Angela Newman

Email: hudsonmark@example.com

Phone: 615-370-2660