

Program Manager Program Manager Program Manager - Washington State Las Vegas, NV A solutions-driven program management and IT project development professional with 15+ years of proven excellence in technology and business program management, strategy development, project cycle management, and process improvement. Excels in handling project planning, supervising program execution, and overseeing communications operations to ensure program schedules are respected. Adept at leading cross-functional teams, and well-versed in Microsoft Office Suite, SAP, Clarity, Quip, Excel, and SharePoint Modules Authorized to work in the US for any employer Work Experience Program Manager Washington State - Las Vegas, NV June 2018 to Present International Game Technology PLC (IGT), Las Vegas, NV A global leader in the gaming industry, specializing in enabling players to experience their favorite games across all channels and regulated segments, from Gaming Machines and Lotteries to Interactive (including web and mobile). Certification technical project agile product launches operating systems MS project project plan information technology windows TFS Program Manager - Washington State June 2018 to Present Responsible for developing collaborative relationships with Compliance, Customer Success Manager, Product Management, Technical Account Manager, Sales Support, System Engineering, and Solutions Architect personnel. Identified and resolved issues, including eliminating obstacles by providing direction, supporting effective communication between teams, and improving operational deficiencies. Developed and executed effective change management processes, and performed change impact analysis to highlight the associated risks to the scope, schedule, cost, and quality of project parameters. Supervised the approval and deployment of new products and applications, and coordinated multiple communication activities, including reviewing progress, identifying roadblocks, and updating project plans. Technical Project Manager - Client Services IGT Gaming - Las Vegas, NV January 2017 to Present Accountable for providing coordination for complex software applications and system installations from sales handoff to the final go-live, and for handling the transitioning to support services with multi-faceted requirements. Managed internal stakeholders to complete project scope, goals, deliverables, required resources, budget, and timing, while communicating product integration capabilities and estimates, and tracking

customer decisions. Headed all aspects of systems installation projects, including the organization and monitoring of resource planning, meeting schedules, budgeting, project documentation, and tracking of audits. Built strong client relationships by serving as the primary contact for system installation projects, scheduled testing and dry runs, and provided project status updates via internal distribution standards. Program Manager/ IT Project Manager/Operations Manager United States Air Force (USAF) - Nellis Air Force Base - Las Vegas, NV November 2013 to March 2016 Las Vegas, NV A United States Air Force installation in southern Nevada with military schools and more squadrons than any other USAF base, hosting advanced air combat exercises and close air support exercises. JIRA Documenting budget judgment reporting to management point of contact manage multiple projects good judgement proficient Program Manager/ IT Project Manager/Operations Manager November 2013 to March 2016 In charge of administering the operations of 57 employees, performing strategic analysis of training and procedures to identify strengths/weaknesses, and developing solutions based on multiple constraints. Developed and managed the project plan which supported business goals and procedures by collaborating with senior management and stakeholders, and built business relationships vital to the success of the project. Established project baselines, metrics and parameters, executed the Critical Path for successful project delivery while managing budgets, and led cross-functional teams to complete projects under strict time constraints. Project Manager/Assistant Operations Manager United States Air Force (USAF) - Cannon Air Force Base - Clovis, NM September 2012 to November 2013 Clovis, NM A United States Air Force Base in southwest New Mexico, focused on planning and executing specialized and contingency operations using advanced aircraft/tactics to infiltrate, exfiltrate, and resupply special operations forces. Proactively Project Manager/Assistant Operations Manager September 2012 to November 2013 Responsible for leading the professional and operational development of 36 staff members, conducting weekly/monthly status meetings, and authoring status reports outlining the plan development progress. Performed SWOT analysis of training and operations to identify requirements, and conceptualized, designed, and executed a management-level training program

which created 12 new management qualifications. Program Manager/ IT Project Manager/Operations Manager United States Air Force (USAF) - Spangdahlem Air Base - Spangdahlem, DE September 2008 to September 2012 Spangdahlem, Germany A NATO air base with USAF tenant constructed between 1951 and 1953, and the home of the 52d Fighter Wing that maintains, deploys, and employs 4800 US military personnel, 840 German nationals, and 200 US contractors. Program Manager/ IT Project Manager/Operations Manager September 2008 to September 2012 Accountable for overseeing 18 employees and managing \$4M worth of radar and communications equipment in a \$13M radar facility while chairing a multi-nation IT and Telecommunications signal disturbance monitoring program. Education Bachelor of Arts in Leadership Management American Military University - Charles Town, WV Skills Project planning, Team management, Change management, Budgeting, Business process improvement Links <http://linkedin.com/in/alan-turner-a23b0929> Military Service Branch: United States Air Force Rank: Master Sergeant Certifications/Licenses ITIL October 2016 to Present Certified ScrumMaster (CSM) October 2016 to October 2020 Six Sigma Green Belt November 2015 to Present Additional Information AREAS OF EXPERTISE Executive Leadership Business Management Project Planning Marketing Operations Process Improvement Project Management Program Evaluation Budgeting and Financial Reporting Change Management Training and Development Relationship Management Client Relations Training Management Strategic Planning Business Process Improvement Risk Management Team Management

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