Senior Service Manager Senior Service Manager Senior Service Manager - Deloitte & Touche Tampa, FL Work Experience Senior Service Manager Deloitte & Touche December 2017 to Present Design and implement a scalable IT support process for over 4,000 global users of the new Deloitte Omnia accounting platform   Design a system of reporting that is interwoven into the IT support process to capture data about the platform and its users   Format the captured data to provide project leadership with a high-level overview on the health of the platform   Manage and train IT support staff in Hyderabad India   Respond to high severity issues and if necessary coordinate the firms IT resources to resolve them Quality Assurance Analyst Deloitte & Touche - Tampa, FL May 2016 to December 2017   Test product backlog items to provide feedback to developers and business analysts within Visual Studios   Responsible for final approval of user stories ensuring they satisfy the acceptance criteria   Participate in scrum team daily stand up, story sizing, and backlog refinement   Create comprehensive manual and automated test cases in MTM   Create automated test cases using Selenium IDE   Perform thorough regression testing   Identify, record, and document bugs/defects using Microsoft VSTS   Triage defects with Technical Architects and QA leads Project Coordinator Tribridge Inc - Tampa, FL May 2016 to December 2016   Coordinate and manage projects for Microsoft Dynamics teams   Resolve numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs   Articulate project goals and scope, translating business needs into technical terms, preparing detailed work breakdown structures (WBS) and instilling shared accountability for achieving project milestones IT Intern Tallahassee Memorial Hospital - Tallahassee, FL June 2015 to December 2015   Attend discussions on the implementation of IT projects   Record key information from conference calls between various departments Education Bachelor of Science in Management Information Systems in Management Information Systems Florida State University - Tallahassee, FL

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