

IT Project Manager, Care Delivery IT Project Manager, Care Delivery IT Project Manager, Care Delivery Walnut Creek, CA Environment familiarity: Call Centers, CTI, TCP/IP, Desktop/Application Integration, VRU/IVR, Web Applications, MS Office, Excel, Word, PowerPoint, MS Project, Lotus Notes, Outlook, RPM, CDP, Remedy Work Experience IT Project Manager, Care Delivery Kaiser Permanente - Walnut Creek, CA 2006 to 2010 Portfolio of NCAL AACC clinical call centers, outpatient applications. Director of IT Operations Bank of America, WHQ SF - Concord, CA 2002 to 2003 Managed 80 technology professionals responsible for deployment and operations for the telephony, CTI, and desktop aspects of building a 300 agent Call Center. Reengineered Customer Technology Help Desk to provide 7x24 technical and application support and employee web self-service world-wide. Education Bachelor of Arts in Liberal Arts Arizona State University - Tempe, AZ Business & Professional California State University Northridge - Graduate School Computer Science

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