

IT Project Manager IT Project Manager Account Administrator / IT Project Manager - Atrium Health  
Charlotte, NC Hard working UNC graduate with experience in IT, project management, and  
customer service seeking to apply my problem-solving and communication skills to a full-time  
position in 2019 and beyond. Authorized to work in the US for any employer Work Experience IT  
Project Manager Atrium Health - Charlotte, NC November 2018 to Present Account creation and  
access management in a system with thousands of users Experience with ServiceNow, IBM  
Security Identity Manager, Active Directory, and Exchange Admin Console Experience creating,  
maintaining procedure guides and managing projects and go-lives, maintaining security of patient  
info using principle of least privilege Project management experience with small to medium  
projects affecting groups as large as 500 users. Desktop Technician MOREHEAD PLANETARIUM  
AND SCIENCE CENTER August 2015 to November 2018 Worked to repair laptops, desktops, and  
event setup in a fast-paced office environment Experience with Remedy Ticketing System,  
Windows 7/10 imaging, Active Directory/Group Policy, Microsoft Office and Exchange, and SCCM  
Heavy hardware troubleshooting and experience supporting customers face-to-face Front-End Staff  
NOODLES & COMPANY June 2015 to August 2015 Main point of contact with customers,  
maintained excellent customer service and received many customer compliments Cashier/Bagger  
HARRIS TEETER July 2013 to July 2014 Received numerous customer service compliments and  
kept a balanced till Education BA in History UNIVERSITY OF NORTH CAROLINA May 2018 Skills  
CUSTOMER SERVICE (5 years), CASHIER (2 years), PROBLEM-SOLVING (5 years),  
Troubleshooting (4 years), Active Directory, Desktop Support, Antivirus, SCCM, Windows, Technical  
Support, Networking Assessments Technical Support Highly Proficient June 2019 Measures a  
candidate's ability to apply protocols to identify errors and solutions in order to maintain system  
function. Full results: [https://share.indeedassessments.com/share\\_assignment/cmfoclza4l7u7kj](https://share.indeedassessments.com/share_assignment/cmfoclza4l7u7kj)  
Project Management Skills: Time Management Highly Proficient June 2019 Prioritizing and  
allocating time to effectively achieve project deliverables. Full results:  
[https://share.indeedassessments.com/share\\_assignment/q0ainutyr9conbbo](https://share.indeedassessments.com/share_assignment/q0ainutyr9conbbo) Management &  
Leadership Skills: Impact & Influence Highly Proficient July 2019 Measures a candidate's ability to

adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: [https://share.indeedassessments.com/share\\_assignment/mqhchxcsszm8zkbj](https://share.indeedassessments.com/share_assignment/mqhchxcsszm8zkbj) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills & Abilities

**TROUBLESHOOTING / PROBLEM-SOLVING** Found innovative solutions to tech problems faced by planetarium staff  
Used tech skills and problem-solving ability to find unique solutions to time-sensitive issues

**CUSTOMER SERVICE** Five years of cashier/customer service experience with numerous customer compliments

**POSITIVITY & COMMUNICATION** Excels at keeping a positive attitude and maintaining clear communication with coworkers and superiors

**LEADERSHIP** Volunteered for two years with the Connections Youth Leadership program, one year as a Youth Mentor

**WORKING UNDER PRESSURE** Efficiently worked many different roles on the office's busiest days  
Handled customer complaints/questions in order to relieve pressure for other employees

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