

# ZOE QUINLAN

[zquinlan@deloitte.com](mailto:zquinlan@deloitte.com) • (786) 856-8438 • (615) 801-4611 • Nashville, TN, 37217  
<https://www.linkedin.com/in/zoe-quinlan/> • [zoequinlan.github.io](https://zoequinlan.github.io)



## EDUCATION

### **Florida International University**

BS Information Technology – Software • Minor in Project Management

**Miami, FL**

Aug 2016 – May 2019

### **Clarence Fitzroy Bryant College**

AA Information Communication Technology

**Basseterre, St. Kitts**

Aug 2013 – May 2015

## EMPLOYMENT

### **Deloitte,**

*Associate TMO Analyst*

**Hermitage, TN**

July 2019 - Present

- Maintain Office of PMO communications, processes, and capacity planning.
- Document, monitor, and convey project information to appropriate stakeholders.
- Assist in budget analysis, drafting estimates, preparing reports, and project scheduling.

### **Florida International University,**

*Computer Support Specialist*

**Miami, FL**

Jan 2018 – May 2019

- Upgraded, reimaged, and reformatted at least 10 Windows computer systems on a weekly basis.
- Troubleshoot software, hardware, and network problems throughout the 18 departments of the Division of Student Affairs.
- Configured network printers, maintained network departmental drives, and managed access for network connected applications.

### **Deloitte,**

*ITS Project Management Office Intern*

**Hermitage, TN**

June 2018 – Aug 2018

- Supported 3 major portfolios with period end portfolio reporting, data analysis, and data presentation.
- Analyzed, coordinated, and presented a comprehensive social media plan for the Project Management Office.
- Aided research, development, and execution of the first ALPFA Innovation Challenge for 10 students across the country.

### **Florida International University,**

*Programming I Learning Assistant*

**Miami, FL**

Jan 2017 – Dec 2017

- Hosted tutoring sessions to provide additional assistance to students.
- Advised students on key concepts within Java programming such as: methods, data types, and arrays.
- Guided in the development of 8 lab exercises and weekly quizzes, as well as grading schemes for examinations.

### **Deloitte,**

*Information Technology Services Intern*

**Miami, FL**

June 2017 – Aug 2017

- Repaired LCD screens, keyboards, touchpads, system boards, and batteries on HP, Dell, and Mac systems.
- Reimaged and updated at least 50 Windows systems, and at least 5 Mac OS systems throughout the internship.
- Acted as the first line of technical support for all clients and visitors via in-person, email, or telephone requested tickets.

## LEADERSHIP AND AFFILIATIONS

### **Hermitage Well-Being Committee**

*Well-Being Wizard*

**Hermitage, TN**

Aug 2019 – Present

- Facilitated 2 Lunch-N-Learns for the Hermitage office and helped with the coordination of the office's Well-Being Week.

### **Alpha Kappa Psi, Business Fraternity**

*Recruitment Chair & General Member*

**Miami, FL**

Oct 2018 – May 2019

- Organized 5 recruitment events with 120 attendees, as well as managed the overall budget and scheduling of the events.

### **Florida Caribbean Students Association**

*Conference Director*

**Miami, FL**

Sept 2018 – April 2019

- Planned and executed logistics for a 4-day, 600 student leadership and development conference that was held in April 2019.

## SKILLS

**PROGRAMMING & CODING:** C, Java, HTML, SQL, PHP, XML, CSS

**SOFTWARE SETS:** Microsoft Office Suite, Microsoft Project, Microsoft Visio, Active Director Users & Computers, Remote Server Administration Tools, ServiceNow ITBM, System Center Configuration Manager, SharePoint, SQL Server Management Studio, WordPress, Google GSuite, Microsoft Visual Studio

**ADDITIONAL SKILLS:** Project Management, Leadership, Conflict Resolution, Communication, Teamwork, Problem-Solving