

# ZOE QUINLAN

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## EDUCATION

### **Florida International University**

BSc 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**

**Hermitage, TN**

*Associate TMO Analyst – Program Management Office (PMO)*

July 2019 – Present

- Ensure consistent delivery of PMO standards by coordinating Talent portfolio schedules, milestones, and financials.
- Drive quality through the creation and maintenance of project documentation (i.e.: project plans, SOWs, status reports)
- Lead all onboarding and offboarding across the PMO to reduce downtime and optimize resources.
- Enable a smooth transition for PMO new hires and interns via organizing training, access management and assessments.
- Improve resource management, training, and communication by identifying roadblocks and implementing efficiencies.
- Co-lead several technology projects and program initiatives successfully to completion.

*ITS Program Management Office Intern*

June 2018 – August 2018

- Provided portfolio support for period end portfolio reporting, data analysis, and data presentation of the Risk & Brand Protection and Office of General Council portfolios
- Analyzed, coordinated, and presented a comprehensive social media plan for the Project Management Office.

*ITS Technology Support Services Intern (Miami Office)*

June 2017 – August 2017

- 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.

### **Non-Deloitte Positions:**

- Computer Support Specialist | Florida International University – Jan 2018 to May 2019
  - Delivered critical technology support and customer service throughout the 18 departments of the Student Affairs Division.
- Learning Assistant | Florida International University – Jan 2017 to Dec 2017
  - Guided class participation, tutored students, and aided in research for Dr. Debra L. Davis' Programming I course.
- Teacher | Charles E. Mills Secondary School – Sept 2015 to July 2016
  - Taught dynamic lessons to students aged 12-17 in the areas of English and Information Technology.

## CERTIFICATES & SKILLS

**CERTIFICATES:** Certified SAFe 5 Agilist, Level 2 Well-being Wizard, ITCA Cybersecurity Fundamentals (*in progress*)

**SOFTWARE SETS:** Microsoft Project, Microsoft Visio, Active Director Server, Remote Server Administration Tools, ServiceNow ITBM, SCCM, SharePoint, SQL Server Management Studio, WordPress, Microsoft Visual Studio

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

**ADDITIONAL SKILLS:** Conflict Resolution, Strong Communications, Teamwork, Problem-Solving, Public Speaking

## COMMUNITY INVOLVEMENT

- Deloitte National Diversity, Equity & Inclusion Committee & Well-being Wizard
- Hermitage Well-being Committee Chair
- tnAchieves Mentor & UStrive College Mentor
- L'Evate Leadership – Class of 2022
- FIU Upsilon Pi Epsilon Alumni Association
- Alpha Kappa Psi Alumni Association
- Information Systems Audit and Control Association (ISACA)
- Deloitte Dazzlers Toastmasters Club
- Campus-hires Opportunities for Reaching Excellence (CORE) FY22 Cohort Co-lead