

GABRIELLE RAINES

IT ONBOARDING COORDINATOR



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Lansing, MI



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March 19, 2020

To whom it may concern:

I am writing to express my interest in the position you posted for your company. I am currently majoring in Advertising and will receive my degree this Spring. While I have a comprehensive advertising background, my interest lies in the project management department.

I currently am working for a start-up on Michigan State University's campus and am interning with a software company. The start-up that I am involved with is known as the Creative Center. The premise of the center is to assist students with portfolio work and provide them with a general direction for projects. In addition to being a Creative Consultant at the Center, I developed their website and various graphics. The software company that I am interning with is Michigan Health Information Shared Services. I am a project management intern and have assisted with project management activities, performed quality assurance tests, and cross-validated data for the business analyst department.

I would like the opportunity to meet with you to discuss your position and the opportunities you have available at your company. Please let me know if you have any questions or would like to see specific work examples. You can reach me by phone at 989-327-0546 or by email at rainesga@msu.edu.

Thank you for your consideration.

Kindly,

Gabrielle Raines

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EDUCATION

BACHELOR OF ARTS/ADVERTISING

Michigan State University
Lansing, MI 2016 - 2020

EXPERTISE

- Project Management
- Information Technology
- Procurement Policies
- UI/UX Design
- Health IT Services
- Content Development
- Vendor Outreach
- Data Analytics & Reporting
- Management Strategy
- Account Planning & Research

PROFILE

I'm Gabrielle Raines, a multi-disciplinary creative from Michigan, currently working as an IT Onboarding Coordinator for MiHIN where I work on innovative healthcare technology solutions. I have worked in the PMO department over the last few years, ultimately gaining experience in IT Project Management. I am proficient in both Waterfall and Agile Project Management methodologies.

EXPERIENCE

IT ONBOARDING COORDINATOR

Michigan Health Information Network (MiHIN) / Remote / May 2020 - Present

- Recommend solutions to problems of moderate scope when company policies require further detail to complete onboarding activities
- Apply relationship management principles to ensure stakeholder onboarding support is well-documented and proactive
- Manage operational risks and issues, adhering to project timelines and budget
- Pursue organizational leadership development activities like Use Case Factory internal and external outreach
- Oversee the execution of the technical onboarding process and complete all steps necessary to ensure information-sharing standards are met
- Coordinate with appropriate senior managers and directors to ensure alignment with company goals
- Direct internal and external team members to onboard to various technical products, according to established business processes
- Respond to routine requests for support by scheduling go-live appointments and responding to help desk tickets

IT PROJECT MANAGER INTERNSHIP

Michigan Health Information Network (MiHIN) / Remote / May 2019 - May 2020

- Developed wireframes and UI/UX prototypes that contributed to user-centered designs to assist Software Engineers with the creation of websites
- Provided aid to the project management department by preparing project deliverables and assisting with project initiation, planning, execution, control, and closure
- Assisted in drafting, updating, and maintaining project scope, project charter, resource budgets, and project schedule documents
- Helped manage and track the work of MiHIN approved vendors, vendor contracts, vendor statements of work, and vendor deliverables
- Attended and participated in weekly project management calls, stakeholder roll calls, staff roll calls, and related project meetings
- Aided the Security Department with HITRUST/TNAP Certification processes by reviewing policies and related documentation
- Performed Quality Assurance tests for software developed by external vendors

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IT ONBOARDING COORDINATOR

SKILLS

- Salesforce CRM
- VISIO
- JIRA
- Microsoft Project Schedule
- Adobe Creative Suite
- Microsoft Office Suite
- HTML5
- CSS
- AWS
- WINSCP

AWARDS

DEAN'S LIST

Michigan State University

DIPLOMAT TORCH AWARD

Business Professionals of America

INTERESTS

- Artificial Intelligence
- Data Analytics
- Health Information Technology
- Environmental Sustainability
- Non-profit Organizations

EXPERIENCE CONTINUED

CREATIVE CONSULTANT

Creative Center / East Lansing, MI / Dec 2019 - April 2020

- Developed the user-interface for the company's website and designed various supporting graphics/logos
- Demonstrated portfolio management techniques to assist clients with existing portfolios involving areas of design, copywriting, and video production
- Refined and developed concepts with clients to generate innovative portfolio work

PROJECT MANAGER

Wanigas Credit Union / Saginaw, MI / May 2018 - August 2018

- Improved resource allocation to promote efficiency and deadline management
- Achieved project deadlines by coordinating with vendors/contractors to manage performance
- Worked with Senior Leadership to ensure complex projects were completed on time
- Tracked overall project performance, specifically to analyze the successful completion of short and long-term goals
- Developed key messages and scripts for board meetings and presentations centered around the progress of the projects

ESERVICES INTERNSHIP

Wanigas Credit Union / Saginaw, MI / May 2016 - August 2017

- Provided assistance with the electronic filing of loan documents in a timely and efficient manner
- Demonstrated a professional versatility by assisting on the teller line in an effort best to serve Wanigas members
- Served as a point-of-contact for members seeking help regarding their account
- Entered details such as payments, account information, and call logs into the computer system

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REFERENCES

HEATHER SPRAGUE

Project Manager

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JESSICA MCNIER

Lending Manager

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ALAN GREGORY

Lead Business Analyst

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