

# GABRIELLE RAINES

## IT ONBOARDING COORDINATOR



1989 327 0546



rainesga@msu.edu



Lansing, Michigan



Gabbyraines.squarespace.com

## 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
- Pursue organizational leadership development activities like Use Case Factory internal and external outreach
- Manage onboardings and subsequent requests for support after go-lives are completed
- Coordinate with appropriate senior managers and directors to ensure alignment with company goals
- 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

# GABRIELLE RAINES

IT ONBOARDING COORDINATOR

## SKILLS

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

## 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