

Coleman Guthrie

IT Project Manager

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San Francisco, CA

[LinkedIn](#)

WORK EXPERIENCE

Genovice

IT Project Manager

San Francisco, CA | 2019 - current

- Directed project cycles to develop website and mobile applications, completing project scopes and risk assessments
- Coordinated tech team schedules with stakeholders and clients to deliver 97% of projects on time
- Communicated with junior staff to provide guidance for challenging repairs and troubleshooting cases
- Supervised projects from start to finish to implement changes and adjust as needed, increasing referral rates by 78%
- Analyzed completed projects, drafted feedback reports, and implemented suggestions for future project plans

Federal Reserve Bank of Boston

IT Project Manager

San Francisco, CA | 2014 - 2019

- Led creation of project timelines with 21 technicians to ensure deliverables were met and CRM platforms were implemented correctly, increasing customer satisfaction by 42%
- Scheduled and adjusted client appointments, installations, and implementation training sessions for 85+ companies
- Prepared project status reports, budgets, quotes, and timetables for conferences with vendors, clients, and technicians
- Traveled to work site for 13% of projects to help clients resolve unique project issues, increasing client satisfaction by 29%

NetApp

Technical Support Engineer

San Francisco, CA | 2010 - 2014

- Installed and configured networks, software, and applications for 45+ increasing referral rates by 59%
- Communicated with 14 remote clients to provide technical support, troubleshooting, and recommendations
- Inspected products monthly to address customer feedback and diagnose future issues, reducing errors by 74%
- Employed knowledge of SQL, 3 programming languages, and network configuration to support API maintenance
- Documented internal and external requests by reporting ticket details, actions taken, results, and dates, decreasing ticket resolution time by 57%

SKILLS

- Server Maintenance
- SQL
- APIs
- CRM
- Microsoft 365
- Programming Languages: C++, Java, Python
- Project Management
- Data Analysis

EDUCATION

Bachelor of Science Computer Engineering

University of California,
San Diego

2006 - 2010

San Diego, CA

- Minor: communication

CERTIFICATIONS

- PMP Certification
- CISM Certification