

John Shin

IT Project Manager

Professional IT Project Manager with "Whatever it takes" attitude. Highly skilled in project management from inception to completion. Driven and passionate about technology and delivering success to empower organizations.

Work History

**2016-09 -
Current**

IT Project Manager

714 Technologies , Fairfax, VA

- Managed to oversee 2 clients (400+ Users) and provided IT managed service
- Managed team of engineers, developers and technicians to ensure expected project delivery time, cost and milestones are being accomplished
- Created action items for numerous IT implantation projects and executed the plan from start to finish with a low risk and highest customer satisfaction
- Coordinated with project engineers, developers and technician to ensure strong communication among the team and staying focused on the work plan
- Led developing and executing action plans for 2 successful company merger projects
- Provided weekly project status report to the executives, stakeholders and senior project managers
- Performed and prepared for project status report through presentations and slide shows
- Facilitated in person meetings with executives, stakeholders and senior project managers to and resolved client's concerns regards to cost estimation, milestones and delivery time

**2014-01 -
2016-08**

IT Desktop Support (Contractor)

NRC (Nuclear Regulatory Commission) , Rockville, MD

- Provided IT and Network infrastructure support to end users (Tier 2 & 3 Support)

Contact

Address

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Phone

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E-mail

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Skills

Project Lifecycle
Management

Risk Management

Communication

Teamwork

Client Relations

Project Tracking

Project Planning/Delivery

Microsoft Office 365

Agile Development

- Provided timely and accurate response to incoming IT request and tickets
- Documented weekly report and delivered to the project manager
- Successfully deployed new hardware, software and operating system (Windows 7&10)
- Performed troubleshooting with system performance, running OS and software repair, ran diagnostic and remote into user's machine to provide solution to the problem
- Developed technical actions plans on complex issues and assisted implementing the plan to the end users

**2013-07 -
2014-01**

Insurance Verification Specialist

Lash Group, Rockville, MD

- Achieved being recognized as the highest performer of the month (3 times)
- Analyzed client's current medical coverage, billing and history to ensure that client has proper care and coverage
- Led and organized meetings with patients, insurance provider and medical staff to resolve conflict regards to coverage or cost difference
- Successfully implemented 100+ client data and files into the Lash Group data system
- Coordinated with project managers to resolve specialized client cases
- Maintained strong client relationship through calls, emails and in person meetings

**2010-11 -
2012-05**

Customer Service Representative

Statefarm Insurance Company, Silver Spring, MD

- Provided client service by answering incoming calls, emails and in person meeting
- Ensured that client data and information is up to date on the computer system by updating, correcting and creating new data entry when requested
- Conducted in person meetings including answering questions, negotiating price rates and consulting client's need and concerns

- Performed administrative task including organizing client files and documents

Education

2008-09 -
2013-12

Bachelor of Arts: Biblical Studies

Lancaster Bible College - Pennsylvania Furnace, PA

Certifications

PMP Certification in Process