

Joseph Lackey

Project Manager – Information Technology

ADDRESS

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Carmel, IN 46032



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EDUCATION

KENNESAW STATE UNIVERSITY

2010 - 2020
Kennesaw, GA

Bachelor of Science, Information Technology

Programming, Computer Systems, and Security Knowledge and Application
3.67/4.00 GPA, Expected Spring 2020

CompTIA A+ Certification

Verification Code: 6TKP95EHNGVQ1FSW

EXPERIENCE

COMM-WORKS, LLC

2019 - PRESENT
Carmel, IN

IT PROJECT MANAGER

- Successfully implemented IT infrastructures for Fortune 500 companies.
- Drove project growth, resulting in revenue gains of 116% within first 3 months.
- Developed tools for tracking project components and metrics, directly improving team performance.
- Gathered and analyzed requirements for numerous projects, assuring satisfactory deliverables.
- Performed risk assessment and management, developing a plan and solution for possible issues.
- Analyzed internal processes for accuracy and efficiency gain opportunities, then developed and implemented strategies to achieve those gains.
- Point of escalation and trained others on best practices and project tools.

SYNERGISTIC SOFTWARE INC

2018 - 2019
Temple, GA

TECHNICAL SUPPORT ENGINEER

- Partnered with law enforcement officials, providing .NET software support to over 370 agencies.
- Lead team in ticket input and resolution, providing timely and quality customer service.
- Resolved problems by identifying the issue through analysis of end user data.
- Installed and Maintained SQL Databases, including troubleshooting triggers and stored procedures, and critical database functions, and generating queries for sensitive cases and metrics.
- Developed and Implemented security and procedural strategies for systems across the enterprise.
- Interfaced with other vendors, utilizing ODBC, FTP, and shell scripting.
- Built, implemented, and maintained servers, ensuring availability, confidentiality and integrity.
- Managed network services, including: Active Directory and DNS.

BEST BUY

2017 - 2018
Hiram, GA

APPLE MASTER

- Led district in sales KPI (Key Performance Indicators) in Q3, and Q4 of FY 17.
- Built district level partnerships and training surrounding FY 17 priorities.
- Trained employees on Apple systems and services.
- Provided configuration, troubleshooting, and security analysis for WAN connected devices.
- Resolved client technical issues, including with hardware/software repair and maintenance.

SKILLS

- | | | |
|----------------------------------|--------------------|----------------------------|
| • REACTJS, HTML5, CSS, SQL, ETC. | • CUSTOMER SERVICE | • EXCELLENT VERBAL AND |
| • TRAINING AND DEVELOPING | • NETWORKING (IT) | WRITTEN COMMUNICATION |
| • PROBLEM SOLVING | • DETAIL ORIENTED | • MICROSOFT SOFTWARE SUITE |

ACHIEVEMENTS

THREE-TIME "ROCKSTAR" AWARD WINNER

- Award for performing at high standards for KPI (Key Performance Indicators), set by district staff.
- Achieved three times in Q3 and Q4 of FY 17.

Q3 "JEDI KNIGHT" OF DISTRICT 18

- District level award for meeting revenue goals and leading the district in NPS (Customer Feedback), branded payments, accessories and services throughout an entire quarter.
- Invited to award event with district level staff.

TICKET RESOLUTION LEADER

- Acknowledgement of providing quality and quick resolution to issues.
- Achieved within first two months of hire
- Maintained over 90% of time in position

DOUBLED PROJECT GROWTH FOR LEADING ELECTRIC CAR MANUFACTURER

- Efficient and consistent implementation of IT infrastructure drove customer loyalty.
- Project revenue grew 116% within first 3 months of start date.