

IT PROJECT MANAGER/ BUSINESS ANALYST

Summary

To obtain a PM/BA position within a professional environment that enables me to maximize and advance my knowledge and experience.

Skills

- Operating Systems
- Windows XP/NT/7/8/10
- Macintosh
- Server 2000,2003,2008,2012
- Novell 4.X, 5.X,
- Linux
- Hardware
- Dell, Hewlett Packard, Apple, Toshiba, Sony, E Machine
- DSL modems
- Laptops
- Wireless cards
- Assemble PC's to the component level
- Security
- Norton Anti-Virus
- McAfee
- Spyware
- Virus and Spam removal
- Firewalls
- VPN's
- Sophos
- Net Extender
- PM/Analyst Skillset
- Strong time management skills and is highly organized
- Implementing and deploying ERP software systems
- Change control and configuration management.
- Extensive client facing interactions (Target, Wal-Mart, Sally's)
- Extensive documentation skillset
- Ability to teach technical information in layman's terms
- Knowledge of agile development methodology
- Strong proficiency in MS Project/MS Office suite/MS Visio/SharePoint portal.
- Full lifecycle project management experience including hardware installation, software installation, software/hardware testing, user acceptance testing and release to production
- Networking
- Subnet Masking
- IP Addressing
- LAN/WAN Technology
- TCP/IP Protocols
- Router configuration: Cisco, Belkin, NetGear, Linksys
- GUI Applications
- Drivers Packs
- VMware
- Active Directory
- RAID Configuration
- NTBackup
- Exchange
- Sccm/MDT
- Software
- Microsoft office suite
- Siebel
- SAP (Systems Applications and Products)
- SalesForce
- Infor
- FogBugz
- MS office 365
- Quickbook Enterprise
- Concur
- SQL
- MS Access

Experience

Toro Company October 2015 to June 2016 IT Project Manager/ Business Analyst

Weatherford , TX

- Set budgets and agreeing project time scales and deadlines with Executives.
- I was the Single point of contact for all communications between the customer and all the third party vendors.
- Held monthly meetings to ensure that all milestones are achieved within the agreed timeframes.
- Responsible for identifying, analyzing, measuring and managing project risks.
- Conduct regular impact analysis in order to assess the changes needed throughout the project, making sure our budget did not exceed the amount quotes by board members.
- I maintained accurate administrative records of expenditure, accounting, costing and billing.
- Assisting the technical team in their design and development tasks.
- Wrote Documentation of customer business functions and processes.
- Analyze the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.
- Worked along side QA, provided help with testing and got the most current feedback from customers.
- Assisted the developers and the ETL group with running query's, lite code changes and data gathering.
- Track and fully documented changes for functional and business specifications; document detailed universal procedures for permanent records and for use in training.
- Found opportunities for improving business processes through information systems and/or non-system driver changes; assisted in the preparation of proposals to develop new systems and/or operational changes.
- Planned, organized and conducted business process Trainings for management.
- Maintained configuration tables in the case management system(s).
- Held weekly internal and external meetings on progress.
- Setup the deployment strategy for implementing new ERP.
- Did Data collection for the new POS system that was being developed, such as meeting with clients and gathering usage data from the old system.
- Hosted end-user acceptance testing and testing of new system functionality.
- Provided work direction to one or more technical or clerical staff or acted as team lead on designated projects or assignments.

Impellam Of North America January 2013 to October 2015 IT Business Analyst, Tech Lead City , STATE

- Gather, analyze, and document business requirements for internal and external customers.
- Ensure technology solutions align with business needs and strategic goals.
- Design, document, test and leverage solutions.
- Leading the software development phases and discussing with the team members for the better implementation of the program.
- Preparing report and submitting it to the seniors.
- Maintained the internal infrastructure.
- Monthly updates and patches.
- Migrated to from older servers to new ones (OS: Unix, Server 2008, Sever 2012).
- Deployed new equipment.
- Implemented and Maintained all cloud based applications.
- Worked with clients to develop a Better application process (i.e. Making the application process all cloud based).
- Traveled to set up offices (configuring server room with rack and cables, Servers, phone, Wi-Fi, End user equipment).
- Supervising installation process of the software programs and software testing.
- Providing technical support to the help desk technical team and providing solutions for problems.
- Documenting technical issues for future reference.
- Overseeing the software development process and suggesting changes for making it more efficient.

City Of Roswell November 2012 to May 2013 PC/Application Specialist City , STATE

- Assesses malfunctions of hardware and/or software applications (server or local machine resident) for the purpose of determining appropriate actions to maintain computer and/or network operations.
- Composes technical and non-technical materials (e.g. reports, memos, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Installs computer software (e.g. operation system updates, patches, specialty application software, etc.) for the purpose of upgrading and improving school District computers.
- Maintains a variety of documents, files and electronic or paper records (e.g. user accounts (voice and email), online documentation, licensing and warranty records, system archives, etc.) for the purpose of providing up-to-date reference and audit trail.
- Repairs computers, peripherals, network equipment and software for the purpose of maintaining computers and computer network equipment in a safe and functional operating condition.
- Researches computer and network systems and equipment for the purpose of ensuring the availability and proper operation of services and systems as well as recommending improvements.

- Transports tools and testing software/equipment to site locations for the purpose of ensuring the availability of materials required to diagnose malfunctions.
- Service End Users after hours and weekend.

AstarlBrands January 2010 to September 2012 System Administrator
City , STATE

- Assist 120+ customers per day with any computer related issues.
- Resolve escalated calls from tier one agents.
- Issue internal and external written notifications in association with customers' accounts.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc.
- in accordance with standards and project/operational requirements.
- Develop and maintain installation and configuration procedures.
- Research and recommend innovative ideas and where possible automated approaches for system administration tasks.
- Identify approaches that leverage our resources and provide economies of scale.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Create, change, and delete in Active Directory user accounts per request.
- Repair and recover from hardware or software failures.
- Coordinate and communicate with impacted constituencies.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Configure CPU, memory, and disk partitions as required.

State Of Georgia January 2007 to January 2010 Microcomputer Support Specialist
City , STATE

- Install, maintain and optimize desktop /notebook configurations.
- Diagnoses and resolves product performance problems.
- Perform maintenance and repair services.
- Carry out troubleshooting, parts replacement, system upgrades, advanced deployment, and repair on desktops / notebooks.
- Uses remote tools / technical knowledge to solve customer problems and conduct scheduled installs.
- Provides technical feedback on technical process issues to improve overall service delivery.
- Service over 30000 clients and 41000 assets.
- Administer district policies regarding use of computers and data access (e.g. updating virus software, set passwords.).
- Administer Novell services to meet the District's networking requirements planning, production and delivery.
- Install and maintain MAC and PC, print drivers, scanners, and faxes.
- Maintained workstation for the purpose of ensuring availability of desktop and server functionality for all users.
- Respond to requests for help, repairs, training, and/or upgrades by telephone, in person, or remote.

Education and Training

ITT Technical Institute Associate of Science Degree : Information Technology - Computer Network Systems City , State Information Technology - Computer Network Systems

CIS A+ certification Dell certification

Skills

A+ certification, accounting, Active Directory, administrative, agile, Analyst, Apple, billing, budgets, budget, business process, business processes, cables, Call Center, case management, Cisco, clerical, oral communication, hardware upgrades, Hardware, hardware installation, network systems, configuration management, costing, CPU, client, clients, Customer Service, Data collection, delivery, Dell, desktops, diagnosis, direction, Documentation, Drivers, DSL, email, ERP, ETL, faxes, Firewalls, functional, GUI, help desk, Hewlett Packard, information systems, IP, LAN, notebooks, Laptops, team lead, Linux, MAC, Macintosh, managing, materials, McAfee, meetings, memory, access, MS Access, Exchange, MS office, Microsoft office suite, MS Office suite, MS Project, SharePoint, 2000, NT, Windows XP, modems, Enterprise, network, Networking, Norton Anti-Virus, Novell, Novell 4.X, Operating Systems, OS, optimization, PC's, peripherals, policies, POS, problem resolution, processes, progress, project management, proposals, Protocols, QA, RAID, Repairs, Research, Router, SAP, scanners, Servers, Siebel, software development, software installation, testing software, software testing, Sophos, SQL, strategy, strategic, Supervising, system administration, system design, tables, TCP/IP, technical support, telephone, phone, time management, Toshiba, troubleshooting, Unix, upgrades, upgrading, VPN, Visio, WAN, written