

Ghada Abduallah

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**Project Management  
Professional Certification**

PMI, 2012

**BS IT**

River Brook University, IL  
2006–2010

PROFESSIONAL EXPERIENCE

Planview  
SQL  
MS Visio  
Jira

RESUME SUMMARY

**IT PROJECT MANAGER**

*Sevatec, Fairfax, VA / September 2015–present*

* Oversee a team of 20+ IT professionals to successfully manage 12+ major technology releases per year with projects ranging from $120,000 to over $470,000 requiring 12,000+ resource hours
* Lead all aspects of projects, including capacity planning, resource allocation, project documentation, client engagement, and change management
* Enhance project-wide efficiencies by creating 13+ filters and dashboards in Jira to monitor the progress of 350 to 400 bugs and enhancement tickets
* Address and resolve project risks, roadblocks, and obstacles while securing resources to efficiently complete deliverables

**PROJECT CONSULTANT**

*Miracle Systems, Arlington, VA / May 2010–August 2015*

* Devised project plans and engagement activities to prepare 20 call centers for major technology and process changes and new product launches
* Reduced new account opening errors over 90% by developing an effective manual to explain the approved scenarios for opening account products
* Created and executed over 500 new or updated procedures to ensure flawless implementation and adoption of new processes
* Generated $1.2 million in revenue by completing 10+ implementation projects

Project Planning

Client Relations

Team Leadership

Organizational Skills

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IT Manager

Solution-focused IT project manager with 10+ years of experience in leading large-scale technology projects from design through to implementation. Instrumental in dissecting complex problems, devising iterative processes, and leading end-to-end change management.

CONTACT

SOFT SKILLS

HARD SKILLS

EDUCATION