Mea M. Hampton, PMP

Senior Manager, End User Services

8915 Scottdale Avenue | St. Louis, MO 63136 | meahampton@gmail.com | 314.443.3902

TEAM BUILDER | DEDICATED | PROFESSIONAL

January 13, 2018

Human Resources Employment Office
Washington University - St. Louis
4444 Forest Park Ave
St. Louis, MO 63108

Dear HR Recruiter:

With a passion for optimizing business operations and performance results, I am delighted to submit my resume for your kind consideration of the "Project Manager III" position available. Upon review of my resume, you will observe that I have technical and strategic abilities that will prove to be an asset to your organization. Notably, my strengths are a suitable match with your company's objective to obtain maximum results and achievement;

- ✓ *Adaptability*
  - *I have the ability to quickly adapt to my surroundings while learning new vital skills.*
- ✓ *Communication*
  - *I have excellent written and oral communication skills that have proven to be beneficial in many of my employment and educational experience.*
- ✓ *Diversity*
  - *I have the ability to be excellent team player while effectively interacting with team members and or higher positions.*
- ✓ *Leadership*
  - *I have the ability to undertake, guide, and motivate others to accomplish the set assignment.*
- ✓ *Results-oriented*
  - *I have the ability to deliver objectives and achieve goals.*

Washington University emerges as an organization that values its employees and seeks individuals who offer positive contributions, in which I believe, is accurate with my career aspirations. When both are combined, I believe that success would be easily obtained.

I welcome the opportunity to discuss my resume in more detail as well as learn more about your organizations goals and expectations. Thank you for your kind consideration and I look forward to meeting you!

Sincerely,

Mea Hampton, MIS, PMP
Enclosure

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PROFESSIONAL PROFILE

TEAM BUILDER, exceptionally skilled in motivating and communicating with others to achieve high performance levels. Strong drive to help others grow professionally, coupled with a personal conviction of life-long learning. *DEDICATED PROFESSIONAL*, Dedicated professional with 7+ years of proven leadership experience. *CERTIFIED*, in various Microsoft applications, project management, and operating systems. *DIVERSE*, project management experience; facilitation, recordkeeping, data gathering, sorting, verification, and analysis, quality assurance, surveying, presentation development and performance, planning and organizing, interviewing, and risk analysis and solution implementation, and virtual teams.

TECHNICAL SKILLS

Capable of Implementing Skills in:

- Adobe Acrobat X
- Microsoft Access
- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Publisher
- Microsoft Visio
- Microsoft Word
- Windows Operating Systems

CURRENT CERTIFICATIONS

CERTIFIED BUSINESS ANALYST PROFESSIONAL, Project Management Institute, **In Progress**
ITIL FOUNDATIONS CERTIFICATION, Pearson Vue, **March 2016**
CERTIFIED PROJECT MANAGEMENT PROFESSIONAL, Project Management Institute, **March 2016**
MICROSOFT TECHNOLOGY ASSIOCIATE CERTIFICATION, Microsoft Corporation/ Certiport, **Aug. 2015**
MICROSOFT OFFICE MASTER CERTIFICATION, Microsoft Corporation/ Certiport, **Aug. 2011 - 2015**

EDUCATION | PROFESSIONAL DEVELOPMENT

PROJECT MANAGEMENT TRAINING & CERTIFICATION PREP, St. Louis University, St. Louis, MO, **Oct. 2015**
MASTER OF SCIENCE IN INFORMATION SYSTEMS, University of Phoenix, St. Louis, MO, **Dec. 2013**
MICROSOFT CERTIFIED PROFESSIONAL, St. Louis Community College, St. Louis MO, **Aug. 2011**
BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, University of Phoenix, St. Louis MO, **May 2011**

PROFESSIONAL EXPERIENCE

ADJUNCT PROFESSOR, INFORMATION SYSTEMS (STEM-B)   **August 2017 – Present**
St. Louis Community College   Saint Louis, MO
Key Contributions:

- Teach courses such as keyboarding and formatting, computer literacy, computer applications, windows, hardware and software concepts, programming, and office technology.
- Teach assigned course as specified in the schedule and course contract.
- Proctor Certiport Exams for Microsoft Office and IC3 courses.
- Prepare essential learning objectives, lesson plans, and assignments.
- Develop course syllabus.

- Clearly communicate course objectives and learning outcomes teaching methodology, and assignments and deadlines.
- Encourage active learning through discussion topics, class assignments, group projects, etc.
- Provide feedback and grade assignments in a timely and thorough manner.
- Additional duties as assigned.

SENIOR MANAGER, END USER TECHNOLOGY

June 2016 - Present

St. Louis Community College   Saint Louis, MO
Key Contributions:

- Plans, implements, and manages the technology support services district wide.
- Manages the Information Technology Department and supervises 12 staff located on multiple campuses.
- Oversees the development of computer planning, acquisition insulation, and maintenance for all computer equipment and infrastructure technology needs at the campus.
- Assisted with implementing campus-computing plan.
- Developed operational procedure, annual goals, and budgets for the department.
- Serves as the campus representative on governance committees.
- Provides professional expertise and comprehensive technology information to staff and stakeholders.
- Administers maintenance, service, and support agreements for college computer technology.
- Manage an annual operating budget of $150,000 to $200,000.

TECHNOLOGY INSTRUCTOR

April 2015 – January 2017

St. Louis Community College – MET Center   Saint Louis, MO
Key Contributions:

- Assessed training needs of participants and instructor evaluations by gathering and analyzing data provided on surveys.
- Assigned to BOAT/Project Excel programs to develop and implement class work plan, curriculum, and course outlines for participating adult students between ages 18 to 54.
- Collaborate with program director to established program policies, procedures, schedule and timelines.
- Collaborate with project team members to develop, facilitate, and instruct course material related to accelerated training programs in the areas of Microsoft Technology Associate (MTA) (Windows Operating Systems), Microsoft Office Suite, and Confidence and Assertiveness in the Workplace.
- Collaborated with Certiport and college to proctor MTA and Microsoft exams.
- Liaise with program manager and other subject matter experts regarding instructional design.

IT PROJECT MANAGER

January 2011 – June 2016

New Generation Diverse Business Solutions   Saint Louis, MO
Key Contributions:

- Review and apply for project opportunities through direct company contact, bids, and request for proposals.
- Manage resources and processes required to design, plan, and support all information products and services.
- Research and evaluate new technologies to be used as enhancements or upgrades to existing systems.
- Prepare, maintain and keep updated IT procedures and documentation related to our processes and platforms operations.
- Supervise, hire, and train IT employees
- Responsible for delivering projects against agreed scope of work, budget, schedule, and customer expectations.
- Supervised, directed, and motivated teams of contractors and employees. Immediately addressed any issues that may impact scope of work.
- Provided leadership, consulting, coaching, and training services to business owners or individuals placed in and management.

PROGRAM MANAGER/ IT INSTRUCTOR

July 2012 – July 2014

St. Louis Community Association of Community Organizations

Key Contributions:

- Collaborated with SLACO board (sponsors) to determine project requirements, deliverables, change management, and project approval.
- Cultivated existing relationships with vendors with the goal of ensuring sufficient space, time, resources, and access to services.
- Developed and implemented strategies that maximized synergies among all program areas.
- Developed and modified center programs.
- Monitored costs and prepared budget reports to justify expenses for organizational and grant based funds.
- Obtained final project completion, evaluation, and approval. Archived project files.
- Performed data gathering, validation, and analysis with Center Director to gain insight from stakeholder's thorough focus groups, interviews, surveys, and workshops.
- Provided periodic status reports and documented any issues or changes in issues log.
- Supervised tutoring program for youth between ages 6 – 12.
- Taught and supervised computer classes for adults ages 18 and up.