## *Objective: To obtain employment with a company where I can utilize my business skills, computer skills and educational background. I have over 10 years experience within the ITO and Healthcare organization.*

SUMMARY OF QUALIFICATIONS

**Core Competencies**:

* Associate Project Manager experience includes scheduling in open workbench, meeting minutes/notes, project status reports and utilization of project RAID Log (Risks, Action Items, Issues Dependencies and Decisions). Assist with MS Power Point presentations and track project milestones.
* Schedule and Facilitate project team and leadership meeting, utilization of conference phone bridge and WebEx conference tool and also interface with key business contacts and stakeholders.
* Strong skills in building productive interpersonal relationships, managing multiple projects concurrently, and applying resourcefulness to completing tasks; organized, detail-oriented, and works well in fast-paced environments.
* Participate with project deployment activities and lessons learned.
* Strong capability in prioritization and committed to meet deadlines of multiple projects.
* Employed within the Information Technology Organization (ITO) for 14 years.
* Possess IT Project technical background.
* **Computer/Technical Proficiencies**: Clarity PPM, Lotus Notes, ***Microsoft*** Office Suites: Proficient with using Word, Excel, PowerPoint, Access, Visio, SharePoint 3.0 and MS Projects. Utilization of conference bridges and WebEx tools.

professional experience

**Healthcare services Corporation via** **teksystems** February 2013 – December 2013

Sr. project coordinator Chicago, IL

* Assist with the development of program and project plans which include: Scope, schedule, Cost, Quality, Organization, Communication, Staffing, Risks, Issues and Action Items.
* Work independently and directly with the project manager and project stakeholders.
* Responsible for the Solution Delivery Mythology (SDM) process for the project/program artifacts.
* Obtain approvals, sign offs from the IT Group and Business Lead for project test cases.
* Management of project document repository in Lotus Notes for all program/project documentation.
* Process project status reports, project milestone tracker, meeting minutes and meeting facilitation.
* Assist in the ongoing management of the project schedule(s) using Clarity-Open workbench tool and Microsoft Project.
* ITO Support Specialist - ITO TSA Project Manager responsible for tracking and maintaining scheduled to the combined Data Center infrastructure.
* Monitor actual program/project hours and costs against the program/project estimates and actual.
* Assist with managing the project variance, labor burn rate and other cost metrics.
* Coordinate and monitor the mitigation and resolution of project issues, risks, decisions and action items via the RAID log.
* Support and assist with documentation and meetings minutes and supporting the project update.
* Support the project close out and lessons learned activities.

**the Institute for Learning BMO Financial Group** May 2011 – December 2012

**via Abacus services Corporation** Chicago, IL

Facilities Project coordinator

* Coordinate and provide logistic support for business training programs offered within the banking industry.
* Assist the Facilities Manager in planning, coordination and implementation of facility and project management deliverables and activities within assigned budgets and schedules.
* Provide logistical support for training by scheduling and coordinating classrooms, conference room set up and processing of AV equipment requests.
* Configuration and monitoring of production servers using various internal production environment monitoring tools.
* Perform Initial problem analysis to determine root cause of service interruption from ITO Service and Support Help Desk. Open and generate cases and established an action plan to restore service.
* Coordinate new hire orientation and training including distribution of materials and supplies.
* Coordinate with catering services to all specific needs of internal and external clients and visitors.
* Submit purchase requests and process facilities related invoices for payment.

**Gap in employment – June 2009 – May 20011 The Gap was due to company downsizing in June 2009. I Began Project Management Certification TRAINING VIA Microtrain TECHNOLOGIES FROM June 2010 through May 2011.**

**CNA insurance (Infrastructure Technology Organization)** March 1997 – June 2009

Administrative IT Project coordinatorChicago, Illinois

* Support the IT Vice President of with administrative needs as well as supporting two ITO Project Managers and two direct reports, with the project solutions delivery methodology.
* Participated in daily meetings, documented minutes, monitor tracked and updated action items, risks and issues.
* Responsible for project scheduling in open work bench and Microsoft project, update tasks, budget, itineraries, status reports, project library and calendars.
* Updated and proofed (SOW) statement of work, collaborating closely with the project manager and the stakeholder.
* Customized work flow and PowerPoint slides; documenting step by step processes enhancing operations.

**Education and Professional Training**

**Microtrain TECHNOLOGIES - (2010 – 2011)** Chicago, Illinois

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| Project Management Certification Curriculum | Microsoft Projects Training |
| Business Analyst Fundamentals | Microsoft SharePoint Training 3.0 |
| ITIL Service Management Certification Course V 3.0 | Clarity PPM Tool |

**bachelor of the arts degree – Psychology and Science** Chicago, Illinois

University of Illinois at Chicago June 1982