**Robin Gonzales**

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**IT Project Manager/Coordinator**

Experienced professional with proven success with large international companies. Strong ability to oversee tasks from concept to completion and finish them on time and within budget. Demonstrated skills in developing and implementing processes and procedures that improve business efficiencies. Background in working with staff and management at all levels. Well-versed in accurately documenting work flow. Knowledgeable in creating innovative sourcing strategies.

**CORE COMPETENCIES**

Project Management ⧫ Vendor Management ⧫ Technical Support ⧫ Disaster Recovery ⧫ Oracle ⧫

Team Leadership ⧫ Business Analysis ⧫ Telecommunications ⧫ Cisco Technology ⧫ WAN ⧫ VMware ⧫

SharePoint ⧫ Oral and Written Communications ⧫ Social Media ⧫ Service Delivery ⧫ Communication

ITIL ⧫ Process Improvement ⧫ Software Documentation ⧫ MPLS ⧫ TCP/IP ⧫ VoIP ⧫ Data Center ⧫

Network Administration ⧫ Computer Hardware ⧫ Visio ⧫ Integration ⧫ IT Asset Management ⧫

Database Management ⧫ SDLC ⧫ Customer Service ⧫ Training/Mentoring ⧫ PMO ⧫ Routers ⧫

Help Desk Support ⧫ Requirement Analysis ⧫ CRM ⧫ Novell ⧫ Avaya ⧫ ServiceNow ⧫

**EXPERIENCES AND ACHIEVEMENTS**

**JOHNSON CONTROLS, Milwaukee, WI 2015**

**EPMO IT Project Coordinator**

Assisted information technology leadership improve quality of IT offering delivery services. Helped identify and promote execution and support of IT process standards, policies, and best practices. Aided in improving collaboration, planning, and execution of IT projects and assist in monitoring quality metrics to ensure consistently successful outcomes.

* Tracked all 10 BE-SSNA projects on task, in scope and in budget.
* Conducted weekly status meeting and crystal reports provided with financial reports and Gnatt charts.

**FIDELITY INFORMATION SERVICES/METAVANTE 2002-2015**

**Project Manager II - Service Coordinator • 2014-2015**

Served as main contact in daily management and coordination of assigned projects. Collaborated with clients, project teams, and other FIS functional/department managers to analyze and complete project tasks. Tracked project progress, and assisted in identifying and resolving obstacles. Liaised with other team members to identify and categorize project risks and issues related to cost/estimates, schedule, quality, and employee retention. Created and distributed reports and updates to project schedule. Logged issues and recorded meeting minutes and promptly distributed to project team members. Arranged meetings and/or conference calls, developed agendas, answered

* Cut project time by 10% by capturing training documents to aid in successful project execution for engineers.

**Project Analyst - Network Telecommunications • 2010-2014**

Oversaw process for project managers, engineers, customers, and vendors to procure and install network services and/or equipment from designated vendors. Prepared documents and updated databases relating to circuit quotes, service order justifications, and circuit/equipment order requests. Tested network/telecommunications circuit or equipment with various vendors and remote data and voice circuit acceptance. Coordinated circuit and equipment provisioning and remote testing activities with engineers, vendors, business partners, and customers. Managed appropriate maintenance service for network equipment. Attended weekly status calls with vendors to track order status. Helped implement after-hour hot cuts to meet customer critical dates and maintenance window policies. Inspected and extracted pertinent order details from TEMS, job aids, emails, and memorandums. Maintained inventory of procured and customer provided network services/equipment.

* Ordered 80% of customer equipment for 10-12 project managers on time orders for project implementation.
* Managed 85% of licenses and contracts.

**Project Analyst – Enterprise Network Services • 2006-2010**

Directed monthly customer billing process for Enterprise Network Services customers. Verified and completed billings, entered cost spreadsheet, and processed special invoices. Communicated with accounting and project management teams about billing inquiries. Documented telecom and network invoices. Recorded invoice items in billing databases and maintained database information. Tracked invoice approvals and maintained updated vendor and invoice files. Researched and interacted with third party vendors to resolve invoice discrepancies. Produced various tracking reports and revenue numbers to ENS and product management teams. Obtained network hardware including circuits, routers, PC equipment, pagers, and cell phones. Updated network analyst, technicians and M&I customers on purchase order status. Completed vendor scorecards and represented network administration team at scorecard meetings. Recommended improvements to streamline the billing and procurement process.

* Vending billings rated 100% accurate with Ingram Micro, AT&T, Centrylink, Level 3, Qwest, Verizon, TWTelecom and many other small vendors companies.
* Improved dispute billing rate by 75% by recovering more than $470K of wrong charges.

**Service Desk Analyst • 2004-2006**

First call Network Support/ Single Point of Contact for Reruns. Worked ATM Issues. Resolved remote service and batch processing Issues. Negotiated initial severity issues with customers. Utilized support Tools & Resources Available to Enhance Client Satisfaction. Coached and mentored team members. Performed escalation procedures for tickets with extended communication service level objectives.

* Improved first-call resolutions by 30%.
* Helped train and boost team morale by leading FISH initiative.

**Technical Support Associate I • 2002-2004**

Consulted with and trained clients and e-banking agents about online banking. Solved hardware, software, and browser and password issues for e-banking products. Assisted with Money, Quicken, Business Express, CeB and Online bill payment tickets.

* Achieved 98% first-call resolution rate for more than 150 calls taken daily.
* Trained co-worker and assisted with difficult calls typically requiring manager assistance.

**U.S. BANK/FIRSTAR, Milw**a**ukee, WI 2000-2002**

**Help Desk Analyst**

Responsible for troubleshooting hardware and software issues for internal customers. Monitored and answered tickets and service request assigned to LAN, RLC and PRC techs. Maintained service level agreement to give outstanding customer service. Facilitated calls regarding technical and informational assistance. Installed new software products. Reset Omni print servers.

* Successfully trained three teller branches during conversion to new platform.

**EDUCATION**

**Associate of Arts in Business Administration**

American Intercontinental University, Online, 2013

**Bachelor of Science, General Business Administration and Management**

University of Phoenix, Online, 2006

**CERTIFICATIONS**

Computer and Information Sciences, Support Services and Microcomputer Hardware Technology,

MBTI Business Training Institute, Milwaukee, WI, 1999-2000