

# FRANK M. RENZO

1851 Staunton Ave Winter Park, FL 32789 | [frank.m.renzo@gmail.com](mailto:frank.m.renzo@gmail.com) | 219.718.3635

## EXPERIENCE

**IT PLANNING AND PROCUREMENT – CONTRACT** BNY MELLON PITTSBURGH, PA  
06/2019 – 07/2021

- Supported a global team, charged with purchasing all company end user laptop, desktop, and peripheral hardware
- Expertise with ServiceNow and Remedy, and additional experience as a team lead performing ServiceNow UAT testing
- Responsible for purchasing and cataloging executive approved corporate cellular and mobile WIFI devices
- Knowledge of PeopleSoft requisition, purchase order, and modification processes, as well as application testing of Ivalua and Coupa procurement software
- Global acquisition of end user software licenses, and ongoing coordination with internal software asset management team
- Assistance with outside process development to expand supported business units

**RECEIVING MANAGER** INVENTABLES CHICAGO, IL  
05/2015 – 03/2019

- Primary duty of validating accuracy and quality for all vendor shipments
- Responsible for input, maintenance, and correction of inventory database
- Close coordination with our purchasing department, as an essential point of contact to monitor all stock replenishment levels
- Tasked with interviewing, training, and managing new department hires
- Required to correct any inventory inaccuracies, as responsible for control, removal, and processing of all damaged product
- Production team lead, Shipping team lead, and Return process manager

**TECHNICAL AND SALES SUPPORT** MERCHANTS ADVOCATE CHICAGO, IL  
10/2012 – 05/2015

- Functioned in a technical role, programming and deploying equipment to facilitate merchant's ability to accept credit and debit card payment
- Provided analytic reporting against company database, chiefly to generate new sales leads
- Proficiency with Microsoft Office Suite

**ONSITE TECHNICIAN** COMPUTER BAY SCHERERVILLE, IN  
06/2009 – 12/2011

- Contracted for direct support of a large equipment deployment, assisting a local hospital during an Epic rollout
- Customer service and help desk support
- Desktop configuration and bench technician duties

## EDUCATION

**PURDUE UNIVERSITY – NORTHWEST**  
B.S. INFORMATION TECHNOLOGY 2015–2019

**DEPAUL UNIVERSITY**  
B.A. PSYCHOLOGY 2008–2012