

## SUMMARY OF QUALIFICATIONS

Multifaceted and technically savvy project management professional with extensive experience in business systems analysis, project management, systems integration, and technical support. Expertise in IT the design and development of IT infrastructure, systems, and solutions implementation with proven leadership and management abilities as a natural relationship builder who quickly establishes rapport and motivates teams.

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### AREAS OF EXPERTISE

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PROJECT MANAGEMENT • CONTRACT MANAGEMENT & NEGOTIATIONS • PROCESS IMPROVEMENT  
BUSINESS ANALYST • SYSTEMS ANALYST • CHANGE MANAGEMENT • RISK MANAGEMENT  
BUDGET ADMINISTRATION • TIME MANAGEMENT • VENDOR RELATIONS

- Hands-on experience in a project development and support environment with the ability to diagnose and provide immediate, cost-effective resolution to challenging technical matters.
- Project management experience in leading all stages of system development efforts, including requirements definition, design, architecture, testing and support.
- Extraordinary capacity to multitask, manage competing priorities with ease while achieving customer and organizational objectives.
- Full understanding of relational database concepts and their direct impact on achieving business goals and objectives.

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### TECHNICAL SKILLS

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C • C++ • VB • SQL • HTML • MS WINDOWS • APPLE OSX • RHEL • FEDORA • WINDOWS SERVER 2003/2008  
OSX SERVER 10.4+ • ACTIVE DIRECTORY & WORKGROUP MANAGER • HARDWARE/SOFTWARE ROLLOUT  
GHOST • NETBOOT • BUGZILLA • EXTRAVIEW • VMWARE • MS PROJECT

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### PROFESSIONAL EXPERIENCE

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#### **PROJECT MANAGER • Don Johnston, Inc., Volo, IL • 2010-Present**

Provide managerial leadership and guidance over software development projects, facilitating all phases of the project life cycle including scope definition, analysis, design, development, testing, implementation, and post implementation technical support. Controlled project timelines, deliverables, and budgets as lead project manager for all web based and mobile projects.

- Selected as a member of the management team tasked with leading process improvement initiatives within the research and development department that include the implementation of project scheduling tools and team building exercises for all levels of staff.
- Utilized exceptional communication and negotiation skills to secure and manage multiple contracts simultaneously while negotiating favorable contract terms, modifications, and extensions.

#### **TECHNOLOGY COORDINATOR • Community Unit School District 300, Carpentersville, IL • 2007-2010**

Direct oversight and responsibility for the coordination of all aspects of technology functions and operations, ensuring optimal performance of servers, clients, backup systems, and VoIP telephones throughout all schools within the district.

- Provided managerial leadership over the network operations center (NOC) for the entire district comprised up of computer labs, laptop carts, and teacher assigned laptops.
- Performed initial setup, configuration, and routine maintenance of all servers, networking, backup, and client systems including Macintosh and Windows platforms; created, installed, and maintained client system images and IP addresses on both PC and Mac platforms.
- Orchestrated the planning and coordination of technology projects from initial scope and definition to budget development and staff scheduling.
- Led the planning, implementation, and ongoing maintenance of wired and wireless access points within the facility.
- Accountable for the continued maintenance and support of all school networked video systems.

**LEAD QUALITY ASSURANCE ANALYST • Don Johnston, Inc., Volo, IL • 2004-2007**

Led the development and deployment of testing solutions for in-house and third party software products, ensuring the continued availability of industry leading educational products. Provided managerial leadership for a team of five, delegating project responsibilities, testing plans, and regression schedules.

- Deployed and maintained quality assurance testing machines (servers and client machines) and Bugzilla bug tracking database systems for all products.

**COMPUTER CONSULTANT • ICS Solutions Inc., Dundee, IL • 1998-2002**

Planned and coordinated the deployment and implementation of PC/Macintosh computers into client networks, performing initial setup and installation while providing post-implementation technical support.

- Developed and maintained Internet solution for the largest family of hunting related websites.

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**EDUCATION**

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**Bachelor of Science, Technical Management  
Concentration in Computer Information Systems**  
DeVry University, Addison, IL