

Name

Address

Phone/email

EDUCATION

University of California, Davis

Bachelor of Science in Psychology

Location

September 2012

- **Honors:** Dean's List for College of Letters and Science Fall 2009/Winter 2010.
- **Languages:** Conversational Proficiency in Spanish.

SKILLS

- | | | |
|-------------------------------------|---|---------------------------|
| • Analysis & Strategy | • Implementation | • Requirement Analysis |
| • Business Management | • Information Management | • Security |
| • Client Relationship Building | • Inventory Control | • SDLC |
| • Content Management System | • Maintenance | • Supply Chain Management |
| • CRM | • Operations | • System Integration |
| • Documenting Business Requirements | • Project Management & Project Management Institute Framework | • User-acceptance Testing |

EXPERIENCE

Hospital

Location

Project Manager and Support Specialist

March 2012 – September 2012

- Project Manager for X Building System Enterprise Install
 - Analyzed business and technical practices to implement optimal workstation set up of 100 new machines into environment.
 - Managed schedule, deployment, and staffing which decreased timeframe of project by 1 week.
 - Organized project learning document, which included benefits, risks and identified potential areas of improvement.
 - Researched and gathered customer requirements as part of SDLC.
 - Reduced patient hold time by 20% by implementing optimal workflow setups.
 - Decreased trouble-ticket counts by 12% by providing technical writing updates to allow customers to investigate basic concerns.
 - Assessed departmental requested purchase plan and evaluated needs, thus saving \$10K in expenditures.
 - Created master image for department, saving 2.5 hours per machine in software and network configuration time.
- PM, Windows 7 Migration/Word 2010 Enterprise Update
 - Managed project to update 2K+ machines to Windows7/Word 2010.
 - Conducted formal reviews with IT managerial team and acceptance/satisfaction tests with end users.
 - Analyzed prioritization of departments throughout hospital to address crucial areas primarily.
 - Created guideline procedure document as well as checklist to ensure optimal performance.
 - Managed testing prior and during rollout of update along with training and development.
 - Trained incoming contractors on migration method, which afforded fulltime staff to address other concerns.
- Provided support to 5K non-technical users in Windows/Mac integrated environment, including hardware/software troubleshooting, wireless access point, issues, data recovery, EMR issues, iOS, Android, WebOS and security risk scans.

University**Location***Lead IT Administrator Assistant*

March 2011-September 2011

- Project Manager for University: Computer Install Project
 - Managed budget of \$3K to provide computer lab and conference room in department with new machines.
 - Analyzed needs of department, identified requirements, ran risk analysis, and preformed testing of equipment prior to rollout.
 - Implemented 4 new machines in environment using most cost effective measure.
 - Monitored, surveyed, and maintained effectiveness of new machines for future operations.
 - Secured 5-year warranty on machines to reduce risk of further expenditures.
- PM, University: Virtual Desktop Infrastructure (VDI)
 - Assessed and developed project plan, gathered requirements to ensure project remained under budget.
 - Implemented virtualization as SaaS and managed vendor-client relationship to address all issues.
 - Constructed VDI platform that decreased department carbon footprint by 400%.
 - Applied VDI method and created 4 user stations saving department \$4500.
- Provided technical support to 600+ workstations, iOS, Android, WebOS, peripherals and users via email, phone and remote desktop to users in offsite locations.
- Facilitated upgrade of departmental website to new Content Management System.
- Conducted feasibility studies and initial risk assessment.

Market/Grocery Store**Location***Business Liaison Manager*

May 2006– Present

- Led store in 30% sales increase (exceeding monthly target of 10K by 30%) for three consecutive years by identifying supply chain and business improvement areas including: item availability, store hours and the creation of a customer service loyalty program.
 - Increased sales 60% through creation of a customer service loyalty program.
 - Created business savings of \$5K monthly through negotiations with local and national distributors (Pepsi, Frito-Lay, Johnson & Johnson) for optimal rates thus saving business \$5K monthly.
 - Improved customer wait time by an average of 15% through the implementation of a lean business process scheduling of employees and an employee-training program.
 - Directed all business related decision, consulted on all purchases and dealt with new potential clients.
-