**NEAL ANDREWS**

**555 America Drive | Chicago, IL 60601 | (000) 000-0000 | example@example.com**

**OBJECTIVE**

Talented technical Project Manager with over 8 years of demonstrated expertise completing projects on time and within budget seeking Technical Project Manager Position with [Company Name]

**SUMMARY OF QUALIFICATIONS**

* Adept at overseeing all facets of project lifecycle, including initiation and planning; change, risk, and issue management; and guiding QA teams.
* Outstanding communication skills. Able to successfully build strong working relationships with coworkers and clientele, while ensuring cooperation among company departments.
* Excellent multitasker; able to efficiently plan and prioritize projects.
* Strong technical and business management skills.

**EXPERIENCE**

**ABC Company, New York, NY**

02/06 – Current

Senior Technical Project Manager for $122M, 23-store Company with over 125 employees.

* Oversee all technical aspects of retail-store build-out, including overseeing creation of schedules, documents, and guides for contractors, vendors, and consultants.
* Act as sole point of contact for end users during router/switch/PBX and POS installation, and troubleshoot problems. Document and report findings to facilitate problem resolution.
* Coordinate all client policies and procedures specific to ABC Company Business and Retail Guidelines.
* Manage multiple vendors and coordinate with building representatives and facilities management on store-by-store basis.
* Create and maintain project schedule and database documentation, and act as liaison between all departments.

**DEF Corporation, Los Angeles, CA**

02/05 – 01/06

Technical Project Manager and Senior Business Systems Analyst for $2.2B cell phone company with over 430 employees.

* Played key role in creating documentation and technical guides for end users.
* Facilitated User Acceptance Testing (UAT), ensuring that all errors were tracked and reported to development and management teams.
* Acted as single point of contact for multiple vendors, business units, and Information Technology partners during integration of Digital Tower Application (DTA) installation, administering schedules and communicating risks.
* Assisted with SOX 404 compliance, resulting in successful post-migration audit.
* Ran weekly meetings, helping to facilitate communication and maximize productivity.

**JKL Company, New York, NY**

05/03 – 02/05

Project Manager for New York City hospital.

* Liaison among departments and managers, acting as sole point of contact to integrate managed workstation environment with minimal downtime.
* Coordinated work of multiple teams creating desktop deployment for NUHOS servers in downtown Manhattan.
* Created and reported daily status of projects, including in-house and on-site analysis and resolution of problems during deployments. Ensured maintenance of HIPPA compliance.

**MNO Company, New York, NY**

09/00 – 05/03

IT Manager for New York City-based company with 25 employees.

* Oversaw management of daily IT operations for start-up company, including all in-house hardware, software, and technical support for 25-user network.
* Responsible for telecommunications systems, setup of Local Area Network (LAN), and configuration of workstations.
* Managed implementation of hardware/software upgrades. Maintained T-1, routers, and PBX.

**TECHNICAL SKILLS**

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| Applications: | MS Office/Project/Access, Visio/Info Path, Lotus Notes, Agile, Red Hat, HP Reporter, Crystal Reports, ASP.NET |
| OS: | Windows NT/2000/XP, Linux, Solaris, UNIX, Debian |
| Databases: | Oracle 8i, MySQL |
| Tools: | NetQos, HP Openview Service Desk, Softricity, Mercury IT Governance/Quality Center/Test Director, Cisco IP Telephony Seminar, SCM tools |
| Languages: | SQL, HTML, XML |
| Networking: | SMTP/ Mail (qmail, postfix), DNS, Web Server (Apache), System and Network, SSL, TCP/IP, Network Security |

**EDUCATION**

Masters in Information Systems Management, 2000

New York University, New York, NY

Bachelors in Computer Science, American University, 1998

Washington, D.C.