

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

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.