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| **EXPERIENCE** |

**Senior Information Technology Manager** 2018 – Present Time Warner Cable Enterprises Charlotte, NC

**Information Technology Project Manager** 2014 – 2018AXA Charlotte, NC

**Systems Analyst** 2010 – 2014Wells Fargo Charlotte, NC

**Systems Engineer** 2007 – 2009IBM Austin, TX

* Project manager for $1M ERP system upgrade; EBPP application processes/procedures implementation; and call center technology redesign.
* Work collaboratively with existing support team to address major hardware or software problems or defective products.
* Provided full life cycle project management for infrastructure oriented IT projects.
* Gained approval for Release Management and QA Management to schedule and resolve defects, work orders, and enhancements.
* Used project management techniques to create project plans and maintain project scope, schedule, and resources.
* Project management activities like PMR and Audit preparation.
* Direct various IT teams including Project Managers, Business Analysts, Quality
* Assurance, and architecture teams.
* Executed SQL queries to retrieve data from multiple tables and converted them into
* Stored Procedures for data analysis and verification.
* Reformatted files received from taxing authorities on UNIX platform to allow automatic payments from homeowner's escrow accounts.
* Build and load data, create extract files for reporting using SAS ETL.
* Test, document and implement new systems and file procedures.
* Generated System Status reports for all the production UNIX boxes.
* Work with storage groups on SAN configurations and problem resolution of EMC and Shark devices.
* Experienced working with MS-DOS, Microsoft applications (WINDOWS, WORD, EXCEL, NETSCAPE, LOTUS).
* Level 3) Product Support Lead for Acrobat Connect, Rob Help for FrameMaker.

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| **EDUCATION** |
| **Master's Degree Computer Science** 2009 - 2010University of Houston Houston, TX | **Bachelor's Degree Computer Science** 2004 - 2007University of Texas at Austin Austin, TX |

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| **KEY SKILLS** |

* OI
* Configuration
* Management
* Scrum
* Project Management
* Business Units
* Architecture SAN
* Key Stakeholders
* Waterfall
* Management System