

### PROFILE

- Associate Project Manager with hands-on experience supporting IT infrastructure projects in regulated environments. 15+ years in IT operations and leadership, including 10 years in the U.S. Air Force. Skilled in documentation, coordination, and issue tracking across cross-functional teams. Bachelor of Science in Project Management in progress (Dec 2025). Actively pursuing PMI-CAPM certification (expected 2025), with plans to pursue PMI-PMP.

### SKILLS

- Project Planning, Scheduling, and Task Coordination
- Stakeholder Communication and Requirements Gathering
- Scope, Change Request, and Risk Management
- Issue Tracking, Escalation, and Resolution Support
- Meeting Facilitation and Status Reporting
- Cross-Functional Team Collaboration and Mentorship
- Time Management and Prioritization

### CERTIFICATIONS

- Studying for PMI-CAPM (Expected 2025)
- Certified Agile Professional (SSGI-CAP)
- CompTIA A+
- CompTIA Network+
- CompTIA Security+

### WORK EXPERIENCE

---

#### **BankOnIT | Associate Project Manager (Assistant PM equivalent)**

Oklahoma City, OK | 06/2023 – Present

- Lead planning and delivery of IT infrastructure projects for banking clients, including implementations, upgrades, and internal improvements.
- Coordinate with internal engineering, field technicians, and client stakeholders to develop project scopes, timelines, and resource allocations aligned to contract requirements.
- Monitor project budgets and labor hours to maintain profitability and positive cash flow; support billing processes, identify scope changes, and coordinate change order documentation.
- Evaluate project scope against client expectations and lead mid-project adjustments based on field conditions, updated requirements, or vendor limitations.
- Maintain detailed project documentation, status updates, and risk registers to support audit compliance and internal reporting standards.
- Facilitate meetings with clients, third-party vendors, and internal teams to ensure alignment on deliverables, project risks, and milestone outcomes.
- Manage vendor and subcontractor coordination for specialized installs; escalate supply, delivery, or scope issues as needed.
- Guide and mentor junior technical staff on project communications, process adherence, and task tracking.
- Apply knowledge of networking, systems administration, and equipment lifecycle to ensure appropriate system architecture and technical integration.

- Support alignment with security best practices and IT infrastructure standards across deployments.

### **BankOnIT | Help Desk Technical Specialist I, II**

Oklahoma City, OK | 12/2019 – 06/2023

- Provided enterprise-level support to 300+ banking clients across hardware, software, and network systems.
- Specialized in VPN (Fortinet) configurations, Active Directory management, Exchange troubleshooting, and server and network administration.
- Diagnosed and resolved technical issues, driving a first-call resolution rate above team average.

### **United States Air Force | HVAC/R Technician**

Various Locations | 05/2005 – 11/2014

- Hands-on experience with mechanical systems, HVAC operations, and safety compliance in mission-critical environments; strong foundation in technical project planning and equipment lifecycle management.
- Led technical teams, managed logistics and safety compliance, and trained junior airmen.
- Managed equipment maintenance, safety documentation, and scheduling.
- Honorably discharged with strong leadership and operations background.

## **Education**

---

### **Arizona State University**

Bachelor of Science, Project Management

*Expected Graduation: December 2025*

### **Tulsa Community College**

Associate of Science, Computer Information Systems

Associate of Applied Science, Information Technology – Networking and Cloud Computing

## **Technical Skills**

- Project Tools: Microsoft Project, Jira, Google Sheets
- Collaboration Tools: Slack, Output Messenger, Google Workspace, OneNote
- Systems/Administration: Office 365 Suite, Network Administration, Active Directory, Exchange/O365
- Networking/Security: Fortinet VPN, DNS, DHCP, Network Administration
- Programming: HTML, CSS, Python