

**CLIENT NAME****Address****Phone Number****Email Address**

Dynamic project manager with excellent information technology acumen. Detail-oriented implementation professional adept at interacting with clients to devise and deploy customized solutions. Collaborative team player drawing upon cross-functional resources to provide complete follow-up services for end users.

*Project Management  
Business Workflow Analysis  
Document Management*

*Electronic Medical Records  
Software/Hardware  
Implementations*

*Customer Relations  
Technical Support*

**PROFESSIONAL EXPERIENCE****COMPANY A, City, State • 2005-Present****Implementation Manager (2006-Present)**

Coordinate and install clients on electronic medical record software. Innovate customized instruction for end users. Conduct technical walk-through of existing hardware and network to identify any platform requirements. Present product overviews for prospective customers. Provide Level 2 support onsite, remotely and via the telephone from New Jersey-based home office. Interact with regional implementation managers to execute additional projects.

- Achieved 95% customer satisfaction on all implementations.
- Contributed professional input on new software development of document management.
- Completed all implementations within specified time frame.
- Performed account management and implementation operations during colleague employment lapse.

**Account Manager, Northeast (2005-2006)**

Cultivated client relationships in assigned territory. Oversaw advanced client usage and efficiency adjustments post-implementation. Monitored client progress and satisfaction. Upgraded software aligning with technical advancements. Deploy follow-up guidance via Level 1 and Level 2 support including on-site visits, remote access and telephone consultations.

- Managed 40+ client accounts in New York City tri-state area.
- Reinvigorated approximately 75% of dissatisfied clients.
- Converted 3 out of 5 clients from unpaying status to engaged, paying customers.
- Promoted to Implementation Manager for the Northeast region.

**COMPANY B, City, State • 1999-2005****Project Manager/Solutions Engineer (2001-2005)**

Orchestrated document management systems, network infrastructures and computers for small- to mid-size companies within Enterprise Content Management Division. Conducted pre-sales operations including network assessments and site surveys to determine client business requirements and needs. Assisted Sales Executives with RFP requests and proposal generation. Promoted software and services via demonstrations and responded to client inquiries. Performed workflow analyses to determine technical loopholes and inefficiencies. Integrated findings into technological solutions. Fostered client relations and offered Level 2 support after implementation.

- Restructured division business processes and internal forms.
- Configured Active Directory, DHCP, DNS, Symantec Norton Antivirus, Veritas Backup Exec, Managed Switches, Routers / Firewalls, and VPN connectivity.
- Recognized with President's Club Level 1 recognition in 2002.
- Chosen to take project management courses.

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### **Sales Engineer (2000-2001)**

Generated sales leads via cold calling, warm calling, networking, and interacting with copier sales division. Assessed customer needs for network infrastructures, computer hardware requirements, software needs, and system integration services. Designed integrated network solutions and various system platforms such as Novell, Windows and MAC. Expanded existing networks with document management, fax and ARP solutions.

- Assisted Network System Engineers with network implementations.
- Gained knowledge about networking infrastructures from Network System Engineers.

### **Image Filing Sales Representative (1999-2000)**

Examined customer needs and formulated electronic document management solutions. Originated hardware and software customized to customer specifications and business requirements. Educated end users on technical applications. Fostered customer relationships utilizing business development tactics.

- Interfaced with project managers, network engineers, account representatives, and vendors to devise advanced solutions.
- Furthered knowledge of workstation design and configuration.

## EDUCATION

### **Bachelor of Science in Electrical Engineering**

The Pennsylvania State University, University Park, Pennsylvania

## TECHNICAL EXPERTISE

**Network/Server:** Windows Server OS (Active Directory, DHCP, DNS, Terminal Services), Windows Desktop OS, antivirus solutions, backup solutions, Captaris Rightfax Product, Routers/Firewalls, VPN Connectivity, Managed Switches, Wireless Access Points.

**Document Management Software:** Canon's imageWARE Product Suites, Hyland's OnBase Products, Westbrook Technologies' Fortis & File Magic Product Suites, and Canon's Canofile for Windows

**Certifications:** CompTIA CDIA+

**Other Software Products:** Chartlogic Electronic Medical Records Software, Dragon Naturally Speaking Voice Recognition Software