Jay ██████████

Project Manager | Technical Support

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Professional Summary

Dynamic and results-driven professional with 11+ years of experience in Project Management and Technical Support. Eager to contribute my expertise as a Project Management Officer or IT Services Officer, while also sharing my knowledge as an IT Instructor. Passionate about fostering innovation and collaboration within a team. I am excited to join your organization and drive impactful technology solutions that enhance learning and operational efficiency.

Skills

- Project Management
- Project planning and development
- Risk management
- Network installation & troubleshooting
- Technical Support

Experience

Project Management Officer

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September 2022 – April 2024

- Led cross-functional teams to deliver projects on time and under budget.
- Streamlined project processes, increasing efficiency by 30% across teams.
- Implemented risk management strategies, reducing project delays by 25%.
- Facilitated stakeholder communication, enhancing project transparency and trust.
- Developed project plans that improved resource allocation by 20%.
- Monitored project performance metrics, driving continuous improvement.

Information Technology Services Officer

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November 2012 – August 2022

- Demonstrated creativity and resourcefulness through the development of innovative solutions.
- Cultivated interpersonal skills by building positive relationships with others.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Resolved problems, improved operations and provided exceptional service.
- Proved successful working within tight deadlines and a fast-paced environment.
- Identified issues, analyzed information and provided solutions to problems.
- Strengthened communication skills through regular interactions with others.

Part-time Information Technology Instructor

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June 2012 – October 2012

- Incorporated multiple types of teaching strategies into classroom.

- Worked cooperatively with other teachers, administrators, and parents to help students reach learning objectives.
- Created and developed lesson plans to meet students' academic needs.
- Shifted between formal and informal methods of teaching to keep students engaged.
- Subjects handled: Introduction to Information Technology, Computer Organization.

Information Technology Instructor

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November 2009 – March 2012

- Composed course syllabus to clearly outline curriculum, expectations and deadlines at beginning of Information Technology course.
- Delivered engaging curriculum through diverse methods of classroom instruction, computer lab activities and online learning systems.
- Met with students outside of class to answer questions, explain difficult concepts and address individual concerns.
- Attended professional development technology courses to increase knowledge base and learn new information.
- Subjects handled: CCNA Exploration 1-4, Oracle, Turbo C Programming, Office Productivity Tools, Basic Networking, Network Security, Basic Java, Relational Database Management System (SQL).

Education

Bachelor of Science, Information Technology, Manila, 2005 – 2009

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High School Diploma, Quezon City, 2001 – 2005

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