

DAMEN R. STILLMAN

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PROFESSIONAL PROFILE:

- More than seven years of Information Technology experience with more than two years of Project Management experience in the area of healthcare client management.
- Excellent communication and interpersonal skills that effectively create a dynamic partnership and trust relationship with internal and external clients, utilizing conflict resolution and team building skills
- Analytical thinker and persuasive consensus builder with the leadership to work well in a team environment.

SUMMARY OF QUALIFICATIONS:

- Over Two years of Project Management experience (3 full project life cycles)
- Client training and management
- Cross functional team building and leadership
- Staff training and development
- Project team coaching, mentoring and development
- SAP CRM and SD knowledge
- Member of Project Management Institute, 2011
- Actively pursuing PMP Certification

PROFESSIONAL EXPERIENCE:

Project Coordinator (Contractor) July 2011 – Present

Sharp Business Systems of Georgia, Alpharetta, GA

- Provide guidance to the senior leadership team in designing, implementing and maintaining department-wide key performance indicators and metrics.
- Support the advancement of project portfolio management through process and tool enhancements; create, maintain, and monitor detailed implementation timelines for new digital signage projects.
- Conduct regular meetings with management, project teams, and functional team leaders to review status, advise the team regarding impending issues and resolve problems; provide coaching/consulting on best practices and process improvement for the department.

Regional Team Lead, (Project Implementation Coordinator Group) April 2009 – February 2011

Regis Diagnostics, Tucker, GA

Project Management Focus

- Performed in various roles from Project Lead and Supervisor for a total of eight projects (often concurrently) throughout tenure as Team Lead.
- Led three projects through the complete project life cycle; maintained resource budget for all projects.
- Hired and trained project team members; provided project leadership to seven project team members (local and remote) in projects ranging from software upgrades to regional hardware roll-outs.
- Held status meetings with the project teams reporting any risks to the Senior Project Manager; monitored project risks throughout each project by communicating with project members to ensure risk management plan was followed.

Key Project Successes:

- Drove local electronic prescribing initiative, resulting in new business with large independent physician associations and over \$80,000 in new monthly revenue.
- Managed multiple projects that successfully increased efficiency and decreased annual telecom cost of the company by over \$100,000;
- Increased electronic orders 32% thereby decreasing costs through reduction of errors and produced an annual company profit of \$9.3M in revenue;
- Developed and led IT team charged with implementing healthcare IT solutions, laboratory software and services, across a multi-state geography, with 60% exceeding targets and achieving Circle of Excellence nominations in 2009.

Staff Management Focus

- Coached and motivated IT team of 16 laboratory IT professionals across Kansas, Missouri, Illinois, Michigan and Georgia on successful strategies and techniques for promoting and communicating the company's Connectivity Portfolio.
- Executed key management activities including the tracking and reporting of employee performance metrics, delivery of mid-year and annual one-on-one performance reviews, and interviewing and hiring of employees; Coached and mentored IT employees by identifying strengths, weaknesses and opportunities for career advancement.
- Collaborated with peers on a national level to drive improvement of standard processes and procedures to enhance productivity. Assisted in the development of the proprietary software eForm by running performance testing and participating in troubleshooting and planning meetings.

Client Systems Analyst (Project Implementation Coordinator)

May 2006 – March 2009

Regis Diagnostics, Tucker, GA

- Fostered a successful partnership with Internal Customers by coordinating efforts with the sales team and At-Risk clients to resolve issues and maintain the client's business for the company as it relates to IT issues as well as by serving as escalation point of contact for client and Sales team for status of installation and service.
- Worked directly with internal staff, clients and vendors to identify, monitor, track and resolve support issues associated with new and embedded connectivity opportunities.
- Administered training to new and existing Quest sales representatives on IT processes (i.e. provide demonstrations and hands-on training of the proper use of the ordering tools)
- Performed as a Steering Team member of the Six Sigma initiated 5S implementation project for the IT department.

EDUCATION:

Master of Project Management program, EDG: December 2012

Keller Graduate School of Management, Alpharetta, GA

Bachelor of Science in Information Technology, June 2002

DeVry University, Alpharetta, GA

Bachelor of Science in Mathematics, May 1999

Tougaloo College, Tougaloo, MS

Professional Development: SAP Customer Relationship Management (CRM) Training, 2009

SAP Sales and Distribution (ERP/ECC) Training, 2010

TECHNICAL SKILLS:

Tools and Applications: Microsoft Office Suite including Project, PowerPoint, Visio, Access, Excel, etc; Clarity, Clarify, SharePoint

ERP Applications: ECC Sales and Distribution 6.0, mySAP CRM 7.0

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