

# ETHAN LEE

## IT Delivery Manager

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☎ (123) 456-7890

📍 Chesterbrook, PA

## WORK EXPERIENCE

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### IT Delivery Manager

#### AmerisourceBergen

📅 2019 - current 📍 Chesterbrook, PA

- Integrated Microsoft Project to manage projects, meeting deadlines and staying within a 7% margin of budget estimations.
- Oversaw the code quality and review process in GitLab, shrinking post-deployment issues by 11%.
- Automated essential project management tasks using Smartsheet, lowering human error in project tracking by 43%.
- Developed custom reports with GitLab CI/CD metrics for stakeholders, enhancing transparency which lifted stakeholder engagement by 21%.

### IT Project Coordinator

#### UPMC

📅 2016 - 2019 📍 Pittsburgh, PA

- Leveraged Google Workspace's security protocols for UPMC, slashing data breach incidents by 23%.
- Managed a remote team using Zoom, maintaining a 98% on-time project completion rate across 18 IT projects.
- Implemented ZenHub for agile project tracking and communicating the team's updates, leading to a 27% rise in stakeholder satisfaction.
- Directed the transition to a cloud-based storage solution, cutting down operational costs by approximately \$36,584.

### IT Support Specialist

#### PNC Financial Services Group

📅 2013 - 2016 📍 Pittsburgh, PA

- Prioritized and resolved 117 critical bugs in Mantis, shrinking system crash reports and downtime incidents by 36%.
- Completed 12 system upgrade projects which improved network performance by 24% as measured by data transfer speeds.
- Worked with software engineers to design comprehensive test suites in TestRail, boosting defect detection rates by 31%.
- Conducted a deep security incident analysis using Splunk, cutting down 58% of unresolved security incidents.

## EDUCATION

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Bachelor of Science

Information Systems

#### Carnegie Mellon University

📅 2009 - 2013

📍 Pittsburgh, PA

## SKILLS

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- Microsoft Project
- Zoom
- GitLab
- Mantis
- ZenHub
- Google Workspace
- Smartsheet
- GitLab CI/CD
- TestRail
- Splunk