

MORGAN RIVERS

Senior IT Project Manager

✉ m.rivers@email.com

☎ (123) 456-7890

📍 McLean, VA

🌐 [LinkedIn](#)

🐙 [Github](#)

WORK EXPERIENCE

Senior IT Project Manager

Hilton Worldwide Holdings Inc.

📅 2016 - current 📍 McLean, VA

- Delivered a complex ERP implementation project, **achieving user adoption of 97% through effective change management strategies**
- Oversaw the execution of an RStudio data analytics project, resulting in a 41% increase in data accuracy
- Implemented Agile practices that led to a 24% increase in project delivery speed and a 16% reduction in defects
- Achieved zero unplanned downtime and maintained 99.99% system availability throughout the migration to Hybrid Cloud

IT Director

Freddie Mac

📅 2013 - 2016 📍 McLean, VA

- Attained a 32% reduction in IT operational costs through vendor negotiation and process optimization
- Adopted a cloud-first strategy, resulting in a **47% increase in system scalability and a 29% decrease in infrastructure maintenance expenses**
- Spearheaded the implementation of Malwarebytes program, which led to a 63% decrease in security incidents
- Collaborated with cross-functional stakeholders using Nifty to enhance business continuity plans, reducing downtime by 78% during critical system outages

IT Operations Manager

Capital One

📅 2010 - 2013 📍 McLean, VA

- Enhanced network speed by 44% by implementing SolarWinds Network Performance Monitor
- **Maintained a server uptime of 99.99% through meticulous server maintenance** and regular patch management using NinjaOne
- Negotiated vendor contracts resulting in a cost reduction of 15% while maintaining service quality
- Reduced incident response time by 33% by establishing and refining incident management protocols

SKILLS

- Nifty
- RStudio
- Malwarebytes
- GitHub
- Scrum
- SolarWinds Network Performance Monitor
- Amazon Web Services
- Risk Register Software
- SAP
- NinjaOne
- Cumulative Flow Diagrams

EDUCATION

Bachelor of Science

Business Information Technology

Virginia Tech

📅 2010 - 2014

📍 Blacksburg, VA

CERTIFICATIONS

- Project Management Professional (PMP)