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**PROFESSIONAL SUMMARY:**

* I am a goal-driven Project Management Leader that utilizes industry best practices by means of research and certification.
* Executed 1.5 million dollars in network infrastructure projects on budget with ADP as Network Infrastructure Project Manager.
* Created cost savings through escalation of fraud as First Communications Project Manager.
* Autonomous self-starter driven to perform within budgets, scheduling, resource management, and self-improvement.
* Strong communication skills for presentation, problems solving, and mentoring.
* Completed 500 Point of Sale projects valued at 5 million dollars at FTD as Implementation Specialist.
* Returned to FTD as Senior Implementation Specialist, held managerial responsibilities including; peer mentoring, peer reviews, interviewing candidates, customer surveys, and Sales Discovery meetings to establish feasibility and reasonable expectations.

**WORK EXPERIENCE:**

**Eliassen Group (Charter Communications) March 2021 to June 2021**

Englewood, CO

*Project Manager*

* Responsible for portfolio management of concurrent projects utilizing Agile, Waterfall, and ITIL frameworks.
* Performed C-Level reporting of key performance indicators, milestones, and overall portfolio health.
* Required knowledge of Microsoft Project, Jira, and Confluence.
* Demonstrated autonomy working remotely, tracking project milestones and conducting stakeholder meetings.

**First Communications December 2019 to March 2021**

Oakbrook Terrace, IL

*Hosted Trainer Implementer, Training Coordinator, and Project Manager*

* Responsible for training and implementation throughout the product lifecycle, gathering and prioritizing product and customer requirements, refining product vision, collaborating with sales, marketing, and support to achieve customer expectations.
* Performed on-site and webinar training for Metaview software based on scheduling with stakeholders.
* Delegated training based on location, skillset and availability.
* Created and maintained technical training curriculum for customers.
* Required LAN/WAN networking knowledge and customer product training for Cloud IP PBX (UCaaS).

**United States Census Bureau**  **July 2019 to August 2019**

Chicago, IL

*Information Technology Specialist*

* Completed account enable, disable, file access, and password changes via Active Directory.
* Conducted troubleshoot resolutions with knowledge base research.
* Utilized ServiceNow for ticket tracking, updating status, and closing procedures.

**Florist Transworld Delivery (FTD) Incorporated April 2017 to July 2018**

Downers Grove, IL   
*Senior Implementation Specialist*

* Responsibilities included; implementation scheduling, peer mentoring, peer reviews, travel accommodations, interviewing candidates, customer surveys, and Sales Discovery meetings to establish feasibility and reasonable expectations.
* Demonstrated appropriate level of independence and autonomy in dealing with customer issues and complaints outside of policy and procedure.  Within corporate guidelines, able to approve discretionary actions and/or escalate as necessary.
* Collaborated with FTD Top 100 customers, facilitating discussions and targeted surveys for software enhancements.
* Designed documentation for co-workers and end-users that is tailored to be simple and meet customer expectations.
* Utilized effective influencing skills and sales techniques in demonstrating software use, ease of navigation and functionality of software, intended to transition the customer away from competitor systems.
* Demonstrated solid relationship building, rapport, customer service, and support skills.
* Performed project management tasks using Jira for tracking project milestones and issues.
* Conducted feasibility studies and evaluated end-user needs as it relates to system capabilities.
* Knowledge of QuickBooks, Microsoft Office, Windows 2003 Server, Windows 2008 Server R2, Windows7, Windows8, and Windows 10 were essential in daily activities.
* Performed SQL programming, viewing and updating tables for database related issues.
* Utilized ITIL best practices for customer requested escalations and support troubleshooting.

**Pomeroy** **September 2015 – December 2016**

Chicago, IL

*Field Engineer*

* Performed repairs to NCR equipment at all Jewel Osco stores within 25-mile radius of Batavia, IL.
* Responsible for NCR OEM inventory within company vehicle.
* Used ServiceNow for ticket tracking, updating status, and closing procedures.

**Automatic Data Processing (ADP) March 2014 to July 2015**

Hoffman Estates, IL

*Installation Specialist III, Network Infrastructure Project Manager*

* Coordinated projects within set budgets between $1,000 and $100,000 based on scope, schedules, and deliverables.
* Performed technical reviews of Visio network diagrams versus contracted BOM and inventory to create project scope.
* Articulated project scope with variations including; firewall modifications, Cisco ASA (remote access), UTM (Unified Threat Management), Cisco router and / or switch installations, and server migrations (i.e. on-site to cloud).
* Identified installation schedule conflicts and implemented an appropriate solution or escalated each conflict.
* Executed approximately 1.5 million dollars in projects.
* Used Microsoft Project for tracking project status including milestones and deliverables.
* Allocated installation resources (20 network engineers and 20 field engineers) to meet project objectives, each project required at least 1 Network Engineer and 1 Field Engineer per each site using Salesforce for Sarbanes Oxley compliance.
* Coordinated integration documentation and delivery to staging centers and installation teams using SharePoint.
* Demonstrated analytical, organizational, and problem-solving skills as a member of a team.
* Conducted WebEx meetings with clients, Third Party Vendors, and internal engineers to develop network installation feasibility and engagement management.
* Demonstrated autonomy and set priorities with minimal supervision.
* Managed backlog of 60 projects simultaneously using Microsoft Project
* Knowledge of VOIP, Networking (LAN/WAN, TCP/IP, and Devices), Transport Services (MPLS), Client/Server Architecture (Wintel, DNS, UNIX, and Databases), Microsoft Office Suite (Word, Excel, and Outlook), and Salesforce were essential for daily activities.
* Served as Senior Network Infrastructure Project Manager for training new hires on service, performance, and documentation.

**Walgreens** (contract) **October 2013 to March 2014**

Bannockburn, IL

*Business Analyst*

* Reported hourly milestone activity via Excel spreadsheet to Executive Management.
* Tracked Field Engineer milestone activity via email-to-text correspondence.
* Provided assistance to Field Engineers to ensure HIPAA compliance for analog to digital phone system transitions.
* Monitored weather patterns for Bill of Materials deployment and Field Engineer scheduling.

**Florist Transworld Delivery (FTD) Incorporated, April 2007 to October 2013**

Downers Grove, IL   
*Implementation Specialist*

* Demonstrated appropriate level of independence and autonomy in dealing with customer issues and complaints outside of policy and procedure.  Within corporate guidelines, able to approve discretionary actions and/or escalate as necessary.
* Utilized effective influencing skills and sales techniques in demonstrating software use, ease of navigation and functionality of software, intended to transition the customer away from competitor systems.
* Knowledge of QuickBooks, Microsoft Office, Windows 2003 Server, Windows 2008 Server R2, Windows7, and Windows8 were essential in daily activities.
* Performed SQL programming, viewing and updating tables for database related issues.

**Vonage June 2005 to May 2006**

Holmdel, NJ

*Customer Care Representative*

* Provided in-bound call customer support related to phone and internet service inquiries.
* Knowledge of Voice of Internet Protocol and packet transmission structure was required (SIP, SDP, RTP, and UDP).
* Utilized OSI model for established troubleshoot framework.
* Served as Subject Matter Expert and trained new hires in various responsibilities including; call flow, procedures, and escalation process.

**EDUCATION & CERTIFICATIONS:**

Rutgers University, New Brunswick, NJ **2006**  
*Bachelors of Arts, Economics*

Project Management Professional (PMP) *Project Management Institute* 2021

Certified Scrum Project Owner (CSPO) *Scrum Alliance* 2021

Information Technology Infrastructure Library (ITIL) Foundations Version 4 *Axelos* 2020

Certified Six Sigma Green Belt (CSSGB) *International Six Sigma Institute* 2020

Certified ScrumMaster (CSM) *Scrum Alliance* 2019