Phyllisia Taylor, PMP, LSSGB, ITIL

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(312) 998-7998

CREDENTIALS

Professional Memberships
- Project Management Institute (PMI)
- American Society for Quality (ASQ)

Servers
- Unix/PeopleSoft
- Linux/QSI
- Windows 2003/2008
- Active Directory
- MS Exchange
- VMware

Process Improvement
- Value stream mapping
- KPIs
- Root Cause Analysis (RCA)
- FMEA (Risk Management)
- TPM
- SPC
- SIPOC diagrams

Software
- Dynatrace
- PagerDuty
- Service Now
- Minitab
- Office 365
- Microsoft Office Project
- Active Directory
- Spiceworks
- PDQ
- WSUS
- Solarwinds

EXPERIENCE

9/2019 - Present   Carnival Cruise Lines   Doral, FL

Technical Incident Manager
- Collaborated at the forefront of innovation with Carnival Corporation (CCL) for experience business solutions of the OCEAN™ Medallion
- Assisted with system performance monitoring and root cause analysis (RCA)
- Maintained records and provide project solutioning support onboard and onshore
- Responsible for the oversight of critical incident and major system escalations from initiation to resolution
- Conducted workflow analysis and business process analysis while identifying root causes with different business modeling tools
- Provided assistance to leadership and development teams regarding system defects, demo presentations, and management operations
- Contributed to long-term operational strategy and technical road maps
- Acted as point-of-contact for the front-end and back-end development teams

2/2019   Chicago Board of Election   Chicago, IL

Election Coordinator
- Ensured set up of polling location and its accessibility to all voters with disabilities
- Served all precincts in a polling place
- Oversee voter registration on electronic poll book in the precinct
- Troubleshoot problems with equipment and makes minor repairs
- Closed the assigned precinct
- Monitored votes being consolidated
- Responsible for 3-11 Election Judges/direct reports

1/2017 – Present   Iconic Staff Solutions, Inc.   Chicago, IL

Business Training Consultant, Founder
- Computer Training Source, Chicago, IL

- o Six Sigma and ITIL Instructor, June 2017 – February 2018
- ▪ Our Lady of Grace Catholic School, Chicago, IL
  - o Computer Technology Instructor, August 2018 – March 2019
- ▪ Grey Campus, Chicago, IL
  - o PMP Instructor, December 2018
- ▪ eConsulting Group, Chicago, IL
  - o Six Sigma and PMP Instructor, Program Manager – GI Bill, January 2019
- ▪ Certification Planner, Chicago, IL
  - o Lead Instructor, January 2019

| 06/2016-12/2016 | Premier Staff Services | Naperville, IL |

Business Development Manager
- ▪ Generated new business for the firm via cold calls, in person visits, referrals from contacts and networking on social media.
- ▪ Generated $25,000 in new accounts.
- ▪ Built customer acquisition strategy that generated consistent monthly growth of at least 10%

| 09/2014- 05/2016 | Cardinal Intellectual Property | Evanston, IL |

ITIL Service Supervisor
- ▪ Developed currently used new hire onboarding program to create a consistent and scalable process
- ▪ Created new hire product training plan that reduced total onboarding time from over 12 weeks down to 8 weeks
- ▪ Supervised a group of 10 team members, provided training, coaching and overall development of trainers within the Service Center.

| 03/2014-08/2014 | Goodwill SEW | Lombard, IL |

IT Field Technician
- ▪ Provided technical support for 200+ users throughout the Greater Chicago area.
- ▪ Implemented monthly maintenance plan for POS equipment
- ▪ Reduced service calls for POS equipment 22.3%

| 07/2012-09/2013 | Great Expressions Dental Centers, Inc. | Norcross, GA |

IT Project Manager
- ▪ Provided technical support for 500+ users regionally
- ▪ Lead 4-member IT team in acquisition and merger of 13 dental offices in the southeast region of USA
- ▪ Acted as liaison between Corporate and Business Operations partners.

EDUCATION

| 2009 – 2011 | DeVry University | Decatur, GA |

Completed Bachelor of Science in Network and Communications Management
Graduation Date: October 2011
- ▪ Member of Zeta Phi Beta Sorority, Inc. Delta Xi Chapter

| 1990 | US Army | Fort Jackson, SC |

Completed United States Army Military Occupational Specialty Training-Administrative Specialist
Graduation Date: August 1990
- ▪ Super Soldier of the Cycle