Kelsey L Trusty
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OBJECTIVE: Dedicated and hardworking individual with exceptional leadership, communication, organizational and planning skills seeking an opportunity in Project Management and Consulting.

WORK EXPERIENCE:

ViaTech Publishing Solutions Dallas, TX   **September 2019 – Present**
Implementation Analyst II
Responsible for the overall project management and tracking of client driven changes and new job setup from initiation through execution, by gathering requirements, assisting in the analysis, design, development, testing, and implementation of client changes. Duties include creating, managing, and tracking project plans associated with delivery of the client change orders. Prepared project documentation; organized and conducted internal and external project meetings; managed project delivery through lifecycle stages from project initiation through closure and tightly manage scope through the change control process. Demonstrates ability to stand for the overall external client implementation process. Key activities include planning, gather requirements, managing issues to resolution, scheduling testing, and leading technical walk-through with client. Identify, research, analyze and write business requirements to ensure client needs are met. Demonstrates knowledge in technical writing and/or business documentation, utilization of project management, business, functional and/or technical expertise to effectively consult with clients, effectively gathers project requirements to plan, organize, manage and execute the plan for clients.

RealPage, Inc Richardson, TX   **September 2017 – September 2019**
Implementation Analyst II
Responsible for working with internal and external customers to analyze requirements, gather deliverables to successfully complete the implementation, and assist the customer with completing required questionnaires. Gathers data, selects appropriate templates or centers for activation, and coordinates with other departments while maintaining knowledge of departmental processes and procedures. Provides project coordination as required for more complicated account setups to ensure successful completion all while ensuring appropriate hand-offs and communication with Engagement Managers, Consultants and Account Managers. Forecast activation dates and manage implementation to meet release dates. Perform system setup/configuration to ensure accuracy of complex data/multi-system integrations. Manage defect or problem resolution to drive implementations to completion. Identify, assist and test development with resolution and enhancements to workflow, scripts, or system defects.

RealPage, Inc Richardson, TX   **February 2016 – September 2017**
Implementation Specialist
Responsible for converting client data into RealPage products and systems by parsing client reports, analyzing data, and taking appropriate actions to implement all requested products. Meet strict deadlines and manage multiple projects within a short time frame. Utilize Salesforce to record and track work orders. Work with files in a variety of formats, including Excel, PDF, and hardcopies of files. Perform QA and peer review of the work produced by teammates to ensure it meets department quality standards. Communicate with clients to resolve complex issues with their submitted conversion materials.

Transplace Frisco, TX   **March 2015 – December 2015**
Support Analyst
Technical liaison for internal and external Transportation Management System (TMS) users. Ability to understand issues and translate technical aspects into common end user language. Accurately determine source of issues, reproduce the issues in a non-production environment and document known issues in the JIRA ticketing systems.   Research and ensure that account-specific requirements are in place to define the proper protocols. Escalate incidents to appropriate departments for resolution. Supported 150+ external accounts as well as the on-boarding of mergers and acquisitions. Used prescribed tools

for monitoring and alerting of system or database issues. Determined impact and escalated accordingly. Grant appropriate security access to internal and external users by using PL/SQL, Active Directory and an in-house security tool while following prescribed authorization processes. Instrumental in the creation and implementation of an updated and more user-friendly security tool for a Green Belt Project. Participated in the creation of various Quick Wins for the Lean Six Sigma program. Performed minor desktop troubleshooting for internal users for MS Office, Mimecast, Java, Lync and in-house applications. Acted as procurement and liaison for all mobile services to include cell phones, tablets and hot spots. Negotiated contracts, established and continued relationships with vendors and delivered final product to internal customers.

Junior Achievement of Dallas Richardson, TX   **September 2014 – February 2015**
Education Assistant
Provides administrative support to Education team. Update and maintain accurate records. Presents positive customer service environment as receptionist for organization. Provides administrative support to entire office staff as needed. Enters constituent data accurately into relational database. Develops and run queries and reports from database as requested by staff. Manages mailings (mail or electronic) to various constituencies. Documents customer interactions in database. Enters information regarding classes including teacher requests and volunteer assignments. Prepares documents for education events such as JA in a Day and volunteer training.

Hall Office Park   Frisco, TX   **January 2012 - September 2014**
Administrative Assistant
Volt Workforce Solutions Frisco, TX *(Contract/Temp to Hire   January 2012 – June 2012)*
Duties include receiving and organizing tenant maintenance requests. Creating work orders for engineers, grounds men, and day porters. Contacting vendors such as pest control, vending machine restocks, service elevators, compactor company to be emptied, etc. Creating a "Daily Security Notice" for security officers so they are aware of the activity that will be going on throughout the evening on the premises. Contacting security for any suspicious activity that is going on or vehicles that need to be towed or cited. Using Microsoft programs such as Outlook, Excel, and Word daily.

EDUCATION:
Richland Community College Dallas, TX   Jan 2013 – Dec 2015