TRUE ARAHILL

RANDOLPH, NJ | 646. 830. 7900 | truea89@gmail.com

Agile-minded IT Project Manager with expertise in POS Systems, Tech Support, Retail Operations and Audiovisual

PROFESSIONAL EXPERIENCE

US LBM - NEW JERSEY   **Jan 2021-Jun 2021**
IT PROJECT MANAGER
PROJECT: GREENFIELDS – 6 MONTHS
OBJECTIVE: Facilitate opening of new company locations and provide/execute project plan for all associated IT needs within budget.

- PM tasked with opening simultaneous new store locations and store closures for 44 operating companies under USLBM while meeting project deadlines
- Established IT budget for my specific projects so company could improve financial visibility and identify spending inefficiencies
- Coordinated meetings to present project status updates to IT leadership and stakeholders
- Dispatched low-voltage technicians to site survey/wire locations and install networking equipment per floor plans and office layout diagrams
- Worked with various departments and SMEs to order/install and configure IT hardware for new store locations
- Vendor relations and management
- Worked with finance department to create profit centers and establish new locations across various ERP systems (Bistrack/Catalyst)

SITEHANDS – NORTH CAROLINA   **Nov 2020-Dec 2020**
IT PROJECT MANAGER
PROJECT: CORPORATE SITE SURVEY – 12 MONTHS (COMPANY FILED FOR BANKRUPTCY)
OBJECTIVE: Site survey 400 JP Morgan & Co locations to upgrade existing infrastructure and track/manage IT inventory.

- Assisting with IT project-related tasks for Fortune 500 companies such as JP Morgan Chase & Co.
- Dispatched low-voltage technicians and field engineers to install hardware/configure network devices and compile crucial data/assets during site survey
- Coordinated meetings to present project status updates to IT leadership and stakeholders
- Budget-tracking

ATLANTIS PARTNERS - NEW JERSEY   **Jan 2020-Sep 2020**
PROJECT COORDINATOR/HEAD OF HUMAN RESOURCES

- Tech scheduling and vendor relations for AV integrators and Fortune 500 companies such as MetLife and Bank of America
- Provided internal IT Support, quality assurance and mobile application design for proprietary scheduling app
- Payroll processing, employee onboarding and administrative assistance

PARTY CITY - NEW JERSEY   **Feb 2018-Dec 2019**
IT PROJECT COORDINATOR

- Support all IT hardware needs for Party City's 900+ stores nationwide
- Facilitate opening of 30+ new store locations and acquisitions annually with various company departments while meeting project deadlines
- Purchasing, procurement and invoice processing for all IT hardware orders using Oracle iProcurement
- Project, inventory and asset management using Microsoft Excel, Salesforce, Sitetracker and Jira
- Vendor relations and management with companies such as Apple, Toshiba and Level 10
- Worked with subcontractors and SMEs to dispatch low-voltage technicians and install network wiring as well as IT and POS hardware
- Develop user training documents, process flow charts, and procedure manuals using Microsoft Excel, Word and PowerPoint
- Attended company-wide meetings and delegated to all team members necessary tasks and expected deliverables
- Remote IT and POS support using Salesforce ticketing system
- Budgeting, reporting and data analysis to improve costs and processes
- POS migration from legacy IBM systems to Windows 10 tablet solution for all stores
- Mobile device management for all company-owned mobile devices using Mobile Iron

VILLA RESTAURANT GROUP - NEW JERSEY   **Aug 2017-Feb 2018**
IT PROJECT COORDINATOR
PROJECT: SIMPHONY POS MIGRATION – 6 MONTHS
OBJECTIVE: Consolidate three legacy on-prem POS systems into one new, cloud-based solution supported by Oracle for 250 locations.

- ♦ Planned and executed POS migration from three legacy systems to a cloud-based solution (Symphony) supported by Oracle/Micros for 250+ stores while meeting project deadlines
- ♦ Trained store employees and management how to use new system
- ♦ Created user accounts in new system for all company employees
- ♦ Worked with low-voltage subcontractors to dispatch technicians and install network wiring/POS hardware and upgrade existing infrastructure
- ♦ Remote IT and POS support using Kaseya ticketing system
- ♦ Invoice processing

SMART SOURCE RENTALS – NEW JERSEY   **Mar 2016-Aug 2017**
FIELD SERVICE TECHNICIAN

- ♦ On-site IT and AV setups, troubleshooting and support for Fortune 500 companies such as Facebook, Microsoft and Google

DIVERSIFIED – NEW JERSEY   **Feb 2017- Jul 2017**
NETWORK SUPPORT ANALYST

- ♦ Remote IT & AV troubleshooting and support using Connect Wise ticketing system for Fortune 500 companies such as Bank of America and TD Bank.
- ♦ Inventory and asset Management

FEARLESS RECORDS - CALIFORNIA   **Mar 2014-Oct 2016**
PROFESSIONAL SINGER/SONGWRITER

- ♦ Singer/Songwriter for heavy metal/rock band, Youth in Revolt
- ♦ Youth in Revolt was a popular rock band signed to Outerloop/Fearless Records and toured the country performing at various well-known festivals such as The Vans Warped Tour 2015 and Skate and Surf 2014

EDUCATION

Lincoln Technical Institute | Paramus, NJ   **Graduated 2013**
Course: Information Technology (Computer Networking)
Certifications: CompTia A+; InfoComm AV Technologist

SKILLS

CompTia A+ Certified • InfoComm AV Certified • Desktop Support • Microsoft Office Suite • SoHo and Enterprise Networking • POS Systems • System Implementation • Retail Operations • Project Management • Agile Methodology • Asset Management •