

# MIRANDA NEWBURY

## IT Project Coordinator

804-893-3361

miranda-newbury@email.com

Centerville, VA



### PROFESSIONAL SUMMARY

Experienced IT Project Coordinator with a proven track record of successfully managing complex projects spanning 6+ years. Transitioning back to the workforce after dedicating 1.5 years as a stay-at-home mom, bringing valuable life experiences to the role. Proficient in orchestrating cross-functional teams to fulfill client requirements and organizational objectives. Skilled in implementing project management methodologies to optimize efficiency and mitigate risks.

### EDUCATION

2012 - 2016

#### BS in Information Technology

Strayer University / Alexandria, VA

Graduated with honors

### SKILLS

- Stakeholder Communication Expert
- Technical Troubleshooting Expert
- Risk Management Expert
- Documentation and Reporting Expert
- IT System Analysis Expert
- Resource Allocation Expert

### COURSES

2023

#### CompTIA A+ Certification

IBM

2023

#### ITIL Foundation Certification

Axelos

### EXPERIENCE

2023 - 2024

#### Career Break

#### Stay at Home Mom / Centerville, VA

2018 - 2022

#### IT Project Coordinator

#### Craft Technologies / Centerville, VA

- Led coordination efforts for 10+ IT projects using project management software like Microsoft Project, resulting in 95% of projects delivered on time and within budget.
- Streamlined stakeholder communication via tools such as Slack and Zoom, reducing misunderstandings by 20% and enhancing project clarity.
- Maintained detailed project documentation using Atlassian Jira, resulting in a 30% increase in project transparency and facilitating smoother handovers between teams.

2016 - 2018

#### IT Support Specialist

#### Bright Path Corporation / Alexandria, VA

- Delivered comprehensive technical support to end-users, resolving hardware and software issues using tools like ServiceNow, resulting in a 25% increase in system performance.
- Conducted 20+ user training sessions on software applications such as Microsoft Office 365, leading to a 15% improvement in IT resource utilization and a 10% increase in user productivity.
- Collaborated with cross-functional teams to develop and implement IT policies and procedures, utilizing platforms like Confluence, resulting in a 20% enhancement in system reliability and security posture.