

MIRANDA NEWBURY

IT Project Coordinator

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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.