

# TERRY CLANDERS

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## Career Summary

Solution-focused IT project manager with over 7 years of experience in leading technology projects from design through implementation and over 12 years of overall project management experience. Versatile leader who has successfully managed application, infrastructure, and cybersecurity projects.

## Skills

**Functional:** PMBOK, SDLC, Waterfall, Scrum, Time Management, Organizational Skills, Technical Writing

**Software:** Microsoft Office 365, Microsoft Project, Google Workspace, Zoom

## Experience

### IT Project Manager

*Brightpoint (formerly Children's Home & Aid of Illinois), Chicago, IL* February 2017 to present

#### Position Duties:

- Manage IT infrastructure, cybersecurity, and application deployment projects for a non-profit organization with over 900 employees.
  - Managed project to implement electronic health record (EHR) application for Foster Care program staff.
  - Directed project to replace Accounts Payable application used company-wide for invoice processing and travel & expense reimbursement.
  - Led project to upgrade Office suite from Office 2007 to Office 365 and migrate email from Exchange 2007 to Exchange Online for over 900 users agency-wide.
  - Oversaw project to upgrade network and wireless infrastructure at over 20 offices throughout the state of Illinois.
  - Coordinated multi-year project to remediate cybersecurity vulnerabilities found within Brightpoint corporate network.
  - Oversaw implementation of a cyber security awareness learning management system.
  - Organized multi-year project to replace over 500 computers used by staff, interns, and clients throughout the agency.
  - Coordinated project to move agency's administrative staff and data center equipment (servers, switches, and routers) to new headquarters in downtown Chicago.

- Manage project teams consisting of: IT staff, non-IT staff, technology consultants, and vendors.
  - Lead 4-10 member project teams.
  - Collaborate with project sponsor and project team to develop project scope and requirements.
  - Work with project team to develop testing, training, communication, and deployment plans.
  - Address technology-related project risks.
  - Schedule and facilitate kickoff meetings, status meetings, and project work sessions.
  - Manage tasks, resources, and project schedules in Microsoft Project and other project management tools.
  - Communicate project progress and key milestone details to stakeholders.
- Developed technical documents (*e.g. system tutorials and FAQs*), procedural documents (*e.g. IT Standard Operating Procedures*), cybersecurity documents (*e.g. Technology Risk Register & Incident Response Plans*), and policy documents (*e.g. Employee Technology Use Agreement*).

### **Assistant IT Project Manager at United Airlines (contract position)**

*Apex Systems, Elk Grove Village, IL*

*June 2016 to February 2017*

#### **Position Duties:**

- Managed small to medium-size IT network infrastructure projects and moves/adds/changes (MACs) at United Airlines facilities in airports worldwide.
  - Led 3-5 member implementation teams.
  - Coordinated and facilitated kickoff and status meetings.
  - Managed tasks, resources, and project schedules in Microsoft Project.
  - Created high-level and detailed technical cost estimates for entire project, including equipment, internal labor and external resources.
- Provided support to Sr. Infrastructure PMs on large scale projects such as: new station startups, end user and network equipment refreshes, and new terminal setup.
  - Coordinated provisioning of network circuits, IP subnets and addresses, hostnames, Active Directory builds, and Information Display database information.

### **IT Project Coordinator at Exelon (contract position)**

*Innovative Systems Group, Chicago, IL*

*June 2015 to January*

*2016*

#### **Position Duties:**

- Coordinated and facilitated SQL, Oracle and IIS deployments in Production and non-Production (Stage, QA, DEV, etc.) environments.
  - Led small deployment teams consisting of 2-4 engineers.
  - Scheduled and facilitated kickoff and status meetings.
  - Created, monitored, and updated project schedules, change orders, and monthly project financial reports.

### **Infrastructure Project Coordinator at Blue Cross Blue Shield of Illinois (contract position)**

*TEKSystems, Chicago, IL*

*June 2012 to*

*December 2014*

#### **Position Duties:**

- Coordinated IT infrastructure changes under BCBSIL Next Generation program including deployments of: Windows and Linux servers; SAN; VMware; and web, database, & application servers.
  - Managed change orders related to deployment projects; modified and updated project documents and team metrics.
  - Worked with Release Management team to coordinate infrastructure deployment change orders with application software releases in production environment.

### **Desktop Project Coordinator at University of Chicago Medicine (contract position)**

*TEKSystems, Chicago, IL*

*February 2012 to*

*June 2012*

#### **Position Duties:**

- Coordinated project to upgrade 400 thin client and desktop computers in the Adult Emergency Room, Intensive Care Units, patient rooms, and Administrative areas.
  - Led team of 4 IT technicians.
  - Coordinated hardware installation with hospital staff.
  - Created and maintained project schedule.
- Provided support to Sr. Desktop Project Coordinator on project to install Epic application at onsite and offsite outpatient clinics by gathering hardware, network, and electrical requirements.

### **Professional Development**

**How to Be a Better Communicator** – SkillPath Seminars

**The Business Writing Course** – udemy

### **Certifications**

CompTIA Project+

## Education

**Graduate Certificate, Project Management** – Saint Xavier University, Chicago, IL

**Bachelor's Degree, Information Systems** – Bradley University, Peoria, IL