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# ITSM PROGRAM MANAGER RESUME

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## Career Goal:

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To contribute my technical expertise in ITSM, BMC Remedy, Oracle, MS Access, SEI CMM Level 5 and help in Organizational growth as an ITSM Program Manager.

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## Technical Skills:

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High proficiency with Desktop tools:

- MS Visio, MS Office
- Primavera
- MS Project

Adept with Project Management Body of Knowledge:

- ITSM
- ITILv3

Strong technical knowledge of DB tools:

- MS Access
- Oracle ERP v11.5.8

Solid understanding of software development methodologies:

- Waterfall
- Spiral
- Iterative

Immense potential to utilize software techniques:

- SEI CMM
- DOD 5000 2
- MIL-HDBK-881

Quick and brilliant with operating systems:

- Unix, VM
- Windows 2000/ 98/ XP/7

Superb IT service management skills:

- Negotiation
- Project Management

Vast capabilities to:

- Manage project budgets efficiently
- Demonstrate strong leadership dexterity

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## Relevant Experience:

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ITSM Program Manager  
Northern Trust Corp.  
January 2012 – Present  
Elizabethton, TN

- Supported technical team members in improvement of IT processes and project management tasks.
- Conducted reviews for project proposals and phases for determination of timeframe and funding limitations.
- Implemented procedures for understanding staffing requirements and resource allocation to project tasks.
- Participated in all phases of project development lifecycle including recruitment of project personnel.
- Coordinated with project teams for development of agile and waterfall as per project requirements.
- Evaluated status reports in coordination with project personnel to suggest suitable modifications.
- Prepared documentation for agendas and minutes of all status meetings to include all action items.
- Provided assistance for technical assessments, review and documentation of business process workflows.

ITSM Program Manager

Maden Technologies  
November 2010 – January 2012  
Baltimore, MD

- Assisted in gathering and documentation of project requirements and success criteria.
- Evaluated project progress by development of metrics, procedures and methods.
- Participated in all project status meetings on daily and weekly basis.
- Resolved technical issues and risks by proper recording, tracking and status reporting.
- Communicated with executive management teams regarding updated portfolio status reports.
- Provided technical assistance to PMs for development and maintenance of project schedules and work plans.
- Coordinated with project sponsors and external vendors regarding project status and further improvements.
- Supported technical teams in post project reviews for understanding performance and critical project areas.

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### **Educational Background:**

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Master's Degree in Information Technology  
Central Kentucky Technical College  
August 2008 – May 2010  
Lexington, KY

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### **Professional Certification:**

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IBM Certified Deployment Professional – Maximo. V6 ITSM July 2010

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