

Solounge Y. Bowen

Objective

I am a committed Project Manager with a strong background in technology. I'm seeking a position that will allow me to use my customer service, project management, and computer abilities while also expanding



<https://sites.google.com/soloboconsults.com/soloungebowen/home>



[linkedin.com/in/solounge-bowen-projectmanager](https://www.linkedin.com/in/solounge-bowen-projectmanager)



soloungeb@gmail.com



(347)-782-9637

EXPERIENCE

Senior Technical Operations Analyst

Kindbody; Remote, Texas (Mar 2022 - Present)

Fertility and wellness services in modern, tech-enabled clinics. Best-in-class care, accessible pricing, and a seamless patient experience.

- Identifying operational requirements and opportunities for improvement in security, technology, billing, and clinical teams
- Gathering information by observing workflows, reading company reports and conducting employee meetings.
- Determining appropriate methods to analyze operations, relevant information, and data.
- Maintaining relationships with company's vendors to assist in over 12 clinic lab launches.
- Training employees to use new systems or follow new policies.

IT Project Manager/Voice Actor (Contractor)

Robert Half Technology / Kindbody; Remote, New York (Sept 2021 – Mar 2022)

- Took the lead in implementing new technology, such Datagenix, and recorded discoveries, reports, and recommendations.
- Successfully provided \$30K worth of computers to help with the onboarding of new employees.
- Responsible for purchasing over \$40K worth of technical equipment for each clinic launch.
- Completed projects by coordinating resources and timetables with other IT technical departments, building consensus, utilizing existing resources, on an as needed basis.
- Guided technology research through analysis of organizational objectives, strategies, and user projects, confirming findings through system audits of implemented technologies.
- Accomplished financial objectives by forecasting requirements; preparing a budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintain organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing new technologies with management and staff.
- Recorded and edited the voice over for Kindbody's answer phone operator.

Project Coordinator

SUIT MAKE; Remote (Feb 2021 - Oct 2021)

- Set weekly project goals and deadlines to ensure that projects are on track.
- Managed both businesses and monitored its weekly performances.
- Stayed in frequent communication with the team to make sure they understood the task assigned.
- Arranged work for the creative, SEO, and marketing teams.
- Structured the company's G Suite drive for accessibility.

Junior System Analyst (Contractor)

Robert Half Technology/ GEICO; Long Island, New York (Aug 2020- Aug 2021)

- Completed a roll out to over 500 newly imaged laptops and ensuring McAfee encryption is installed properly.
- Orchestrated over 25 new hire training classes.
- Serviced nationwide support calls via WebEx Teams, Bomgar and used the BMC Helix software for documentation.
- Spreadsheets were made to organize inventory.
- Aided with laptop deployments to users who are working from home post-COVID.
- Assisted users with VMWare Virtualization and experienced in PC/ Mac Migrations, Software upgrades.

Solounge Y. Bowen

SKILLS

<ul style="list-style-type: none">❖ Windows 7/8/10 Server 10/16❖ Mac OS X 10.6-10.15 Catalina❖ O365 and Active Directory Administration❖ Service Now, Spiceworks, Team Dynamix, BMC Helix Remedy and JIRA ticketing system,❖ TeamViewer and Bomgar Remote Support❖ Asana and Smartsheet Management	<ul style="list-style-type: none">❖ Microsoft Deployment Toolkit❖ Cisco Meraki, Aternity, ADP, Aptible and QRadar Administration❖ Skype for Business, WebEx Teams, Slack, Ring Central and GSuite❖ Symantec and McAfee Encryption❖ WordPress, TeamPay, Confluence
---	---

EDUCATION

- ❖ **PMI CAPM Certification; Above Target** **Received September 2021**
- ❖ State University of New York College at Buffalo
Bachelor of Science in Computer Information System **Received December 2019**
Deans Honors Program; GPA 3.5/4.0

Relevant Course work:

- ❖ Database Processing
- ❖ System Analysis and Design
- ❖ Data Communication

Research Experience:

Honors Capstone Course, Fall 2019

State University of New York College at Buffalo, Computer Information Systems Department

- ❖ Conducted a research case study on the effects of internships on college undergrad students.
- ❖ Interviewed 10 college students to report a qualitative design

- ❖ CUNY Kingsborough Community College Brooklyn, New York
Associates of Arts in Liberal Arts **Received June 2017**
Phi Theta Kappa International Honor Society; GPA 3.6/4.0

- ❖ Kingsborough Early College Secondary School, Brooklyn, New York
Highschool Diploma, **Received June 2017**

- ❖ Graduated in the Deans Honors Program in Buffalo State College
- ❖ Got accepted into the sorority Phi Theta Kappa; May 2016
- ❖ Certificate of Excellence from Summer Youth Employment Program Education Workshops; August 2014
- ❖ Offered to join National Junior Honor Society; 2012
- ❖ Citation of Honor from Kings County District Attorney; June 2010
- ❖ Leadership Award by Council of School Supervisors of New York State; June 2010
- ❖ Civic Community Award by New York Office of State Comptroller; June 2010

