

# [First Last Name]

[City, State] | [email@example.com] | [+1 (555) 555-5555] | [LinkedIn URL]

## PROFESSIONAL SUMMARY

Detail-oriented **IT Project Coordinator** with [X] years of experience supporting cross-functional technology initiatives in [industry/industries]. Proven ability to manage project schedules, coordinate stakeholders, and maintain comprehensive documentation across multiple concurrent efforts. Skilled in **agile/Waterfall methodologies**, requirements tracking, and risk/issue management to ensure projects are delivered on time and within scope. Adept at bridging communication between technical teams and business stakeholders to drive clarity, alignment, and successful outcomes.

## PROFESSIONAL EXPERIENCE

### [IT Project Coordinator] | [Mid-Sized Technology Company]

[MM/YYYY] – Present | [City, State]

- Coordinate [X–Y] concurrent IT projects with budgets up to [\$X] by maintaining integrated project plans, tracking milestones in [Jira/Microsoft Project/Asana], and proactively escalating schedule risks to project managers.
- Facilitate recurring status meetings with [business stakeholders, developers, QA, infrastructure teams], documenting decisions, action items, and RAID logs in [Confluence/SharePoint], resulting in a [X%] reduction in missed deliverables.
- Support end-to-end SDLC by managing requirements traceability, organizing UAT cycles, and coordinating deployment checklists, contributing to [X]% on-time release rate for application enhancements and infrastructure changes.

### [Junior IT Project Coordinator] | [Enterprise Services Organization]

[MM/YYYY] – [MM/YYYY] | [City, State]

- Assisted senior project managers in planning and tracking [network upgrades, software rollouts, and system integrations] using [MS Project/Smartsheet], ensuring accurate task assignments, dependencies, and resource allocations.
- Compiled weekly project dashboards and KPI reports from data in [Jira/ServiceNow/Excel], providing visibility into schedule variance, open issues, and change requests for leadership and steering committees.
- Managed project documentation repositories, standardized templates, and version control in [SharePoint/Confluence], improving document retrieval time by approximately [X%] and supporting audit/compliance requirements.

## EDUCATION

### [Bachelor of Science in Information Technology] | [University Name]

[MM/YYYY] – [MM/YYYY] | [City, State]

- Relevant coursework: [Project Management], [Systems Analysis & Design], [Database Fundamentals], [IT Service Management].
- Capstone: Coordinated a [semester-long] team project to design and prototype an internal ticketing system, acting as project coordinator for [X]-person team.

## SKILLS

**Project Coordination & Methodologies:** Task and milestone tracking, resource coordination, agile (Scrum/Kanban), Waterfall, RAID logs, status reporting.

**Tools & Platforms:** [Jira], [Confluence], [Microsoft Project], [Smartsheet], [Asana], [Trello], [ServiceNow], [SharePoint], [MS Office (Excel, PowerPoint, Word)].

**IT & Technical Knowledge:** Basic understanding of SDLC, APIs, databases, infrastructure components (servers, networks), cloud concepts ([AWS/Azure]), and ITIL/IT service management principles.

**Documentation & Analysis:** Requirements gathering support, meeting minutes, process documentation, user guides, test scripts, change request documentation.

**Communication & Stakeholder Management:** Cross-functional coordination, expectation setting, conflict de-escalation, presentation of project updates to non-technical audiences.

**Planning & Organization:** Multi-project prioritization, time management, risk and issue tracking, dependency identification, deadline management.

**Soft Skills:** Detail-oriented, proactive problem-solving, adaptability in fast-paced environments, collaborative team player, strong follow-through.

## SELECTED PROJECTS

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**[CRM System Enhancement Rollout – IT Project Coordination] | [Company or Academic Project]**

[MM/YYYY] – [MM/YYYY]

- Coordinated cross-functional efforts between [sales, IT, and support teams] to plan and deliver phased enhancements to a [CRM platform] impacting [X+] end users.
- Maintained detailed sprint boards and release plans in [Jira], tracked testing progress, and organized UAT sessions, helping reduce post-release defects by approximately [X%].
- Prepared training materials and quick reference guides in collaboration with business SMEs, supporting a smoother adoption and minimizing support tickets during the first [X] weeks post go-live.

**[Infrastructure Upgrade Coordination – Data Center/Network] | [Company or Academic Project]**

[MM/YYYY] – [MM/YYYY]

- Supported coordination of [server/network] upgrade across multiple sites by managing change windows, communication plans, and cutover checklists.
- Tracked dependencies with third-party vendors and internal teams in [Smartsheet/Excel], ensuring alignment on timelines and minimizing downtime during implementation.
- Documented implementation steps, rollback procedures, and post-implementation validation results to support knowledge transfer and future maintenance activities.