

Sequellah Gilmore, MBA

(973) 801-7534 (cell)

Sequellah.Gilmore@gmail.com

LinkedIn:

www.linkedin.com/in/sequellah-gilmore-mba-6719b77

SUMMARY

A diverse career spanning over 14 years of technical and project management experience in the IT arena with emphasis on project controls leading to increased profitability. Successful in vendor/client relationship management and strategic planning geared to match business strategy.

TECHNICAL SKILLS

Operating Systems include Windows 7/10. Software Technologies include MS-Office/Office 365 and SharePoint

PROFESSIONAL EXPERIENCE

T-Mobile; Parsippany, NJ

12/2009 – 5/2018

Technical Project Coordinator II

Tier 2 Coverage Solutions Team – 2016 – 2018

Tier 2 Ericsson RAN Access – 2010 - 2016

Tier 2 Alcatel Lucent – 2010 - 2014

- Employed PIER tool to create, track and change records daily.
- Managed vendor work schedules while tracking maintenance window activities (Ericsson, Alcatel-Lucent and Nokia).
- Generated and maintained mechanism for tracking project status and processes on SharePoint.
- Directly accountable for cross-functional software patch and upgrades on projects and initiatives.
- Composed and delivered reports on project KPI metrics to PMO/Management.
- Conducted post-implementation review of projects to identify areas of improvement to incorporate into future projects.
- Demonstrated ability to function efficiently and solve problems effectively in a highly complex/matrixed environment.
- Consistently exhibited strong teamwork and capability to operate/manage and influence cross functional teams.
- Displayed ability to think strategically and analyze accordingly to deliver strong execution of projects and results.
- Communicated effectively at all levels and used innovative and effective techniques to lead teams.
- Provided project progress reports to internal stakeholders.
- Assisted with forecasting Annual Software Deployment.
- Ensured compliance with standards, policies, procedures, and other requirements with Tech Change Management Team.
- Identified and suggested recommendations for improvement to existing processes and procedures.
- Applied previous knowledge and experience of general accounting practices, related to project management - including budgeting, invoicing, purchase orders, and accounts payable.

T-Mobile; Parsippany, NJ

6/2004 – 12/2009

NOC Technical Support II

- Conducted routine surveillance and maintenance activities for regional grouping of network nodes in accordance with established incident management practices.
- Created, tracked and managed support ticket queue using Remedy; escalated relevant incident tickets to 3rd party vendors.
- Collaborated with cross-functional teams on support, maintenance, upgrades, etc.
- Identified, documented and submitted service support process improvements to leadership team.
- Participated in project activities including vendor support projects related to network growth and development.
- Provided excellent inbound customer service from a wide variety of client organizations and external groups.
- On-boarded new employees and trained junior technicians on routine incident management and support workflow.

Volt Services Group; Piscataway, NJ

9/2003 – 6/2004

AT&T Technical Support Manager

- Implemented and managed automated testing workflow.
- Managed activities of internal and external suppliers to ensure timely incident resolution.
- Proactively planned project activities/initiatives using real time data to ensure prompt service.
- Identified and resolved infrastructure errors that could have led to supplier or On-Site Workforce maintenance repair delays.
- Created and delivered customer satisfaction reports to leadership team weekly for internal tracking and strategic planning.

EDUCATION / CERTIFICATIONS

PEOPLECERT-AXELOS-ITIL Foundation Certification

IT Service Management (Completed 10/20/2017)

Commissioned Notary Public Officer

Membership 10/15/2018 – 10/15/2023

Project Management Certification: *In Progress*

PMI-New Jersey Chapter Association

Membership 10/27/2018 – 10/27/2019

Project Management Certification Training for PMP:

- *T-Mobile Skill Soft Training: TMO PMP® Exam Preparatory training REP Course No. 2702 - PEPIL 1* (Completed 6/14/2017)
- *Vision Training Systems {online}: Project Management Professional (PMP)* (Completed 2/12/2016)
- **Global Knowledge PMP Training:** Project Management Fundamentals (Completed 4/8/2013); Risk Management (Completed 12/8/2014)
- *The George Washington University: Project Leadership, Management and Communications* (Completed 11/04/2013)

Keller Graduate School of Management, Oakbrook, IL; Master – Business Administration	2004 – 2007
DeVry University, North Brunswick, NJ; Associate – Telecommunications Management	
B.S. – Network Communications & Management	1999 – 2003
Borough of Manhattan Community College, NYC, NY; Associate – Computer Info Systems	1996 – 1998