



JACOB TURNBILL

PROJECT MANAGEMENT

PROFILE

Project Coordinator with over 3 years of Project Management Experience. Strong background originating in IT, and evolving into project-roles including skills such as vendor relations, scheduling, billing, data-management/auditing, Excel skills, technology rollout/implementation, and day-to-day project work from start to finish.

CONTACT

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KEY SKILLS AND CHARACTERISTICS

Strong Project Management Skills -
Large, working knowledge of Excel -
Vendor Relations - IT and Deployments, including planning, running meetings, implementation, actual physical technical work(boots on the ground), part/inventory management/shipping, dispatching, invoicing, and billing -
Managing SharePoint Databases, data integrity, & auditing - Customer Service -
Time-Management

EXPERIENCE

PROJECT COORDINATOR, NEW ERA TECHNOLOGY, INDIANAPOLIS, INDIANA NOVEMBER 2019 - PRESENT

- Schedule, coordinate, and bill hardware installations
- Perform and manage client and vendor communications and relationships
- Create, audit, and maintain extensive Excel reports, spreadsheets, and datasets
 - Manage service requests for 1100+ retail locations
 - Inventory Management & Auditing for Third Party Vendors
 - Technician scheduling, dispatch, invoicing, and billing
 - Client billing
 - Part ordering & Shipping to ensure service job completion
 - Schedule and host project meetings
 - Update, maintain, and audit the internal and external SharePoint databases used to track and schedule projects; used both internally and by clients as the base dataset of project operations
 - Update and maintain financial reports
 - Manage and coordinate receipt of returned equipment from client sites and sending new equipment for project installations and upgrades
 - Create, maintain, update, and host reports for tracking equipment shipped to client sites for project installations
 - Perform regular audits on all project data and work closely with internal teams to ensure deliverables are met within established internal deadlines
 - Audit client data to ensure required information is received within established deadlines for scheduling and installation logistical purposes

REGIONAL SERVICE TECHNICIAN, GETRONICS/POMEROY, INDIANAPOLIS, IN OCTOBER 2018 - NOVEMBER 2019

I serviced and maintained point-of-sale systems and components in the Indianapolis territory. This included repairing and replacing the following:

Servers
Network Devices
Switches
PCs
Thinclients
Scales certified by the Department of Weights and Measures

My territory was approximately 100 square miles, and I would travel to sites as devices/equipment needed service. I scheduled and maintained my own workload to the satisfaction of client SLAs.

SMALL-BUSINESS OWNER MARCH 2016 - SEPTEMBER 2018

Owned and operated an e-commerce company which sold consumer electronics. Managed and ordered stock, worked with vendors, and purchased directly from manufacturers and sold on e-commerce platforms.

**ASSOCIATE SUPPORT LEAD, KROGER, CINCINNATI, OH
MAY 2016 - JUNE 2017**

- o Worked on the roll-out of the new self checkout software solution for the enterprise
- o Managed bug reports
- o Worked with stores on in-store point of sale incidents and defects to resolution
- o Tested known issues and reproduced bugs for resolution
- o Led meetings and training sessions surrounding the self-checkout project, including defect resolutions, occurrence thresholds, and vendor interactions with the software
- o Managed reports on various figures, including occurrence counts, release notes, rollout schedules, support volume, etc.
- o Participated in 24/7 on-call schedule to resolve issues outside normal business hours

**MICROSOFT SYSTEMS CONSULTANT, VARIOUS CONTRACTS, LOUISVILLE, KY
& INDIANAPOLIS, IN
MAY 2014 - FEBRUARY 2016**

Performed work for several contracts to completion, including:

- Windows OS Migration & Deployment
- Microsoft Office 365 Migration & Deployment
- Systems Vulnerability Administration
- Desktop Tech Support
- Packaging Engineering
- Data Corruption Remediation
- Server Migration
- SOW Creation & Implementation

**CUSTOMER SUPPORT ANALYST, BLACKBAUD, INDIANAPOLIS, IN
NOVEMBER 2012 - MAY 2014**

Supported SQL-based CRM software; researched bug-fixes and conveyed implementation to clients. Tested solutions for known issues and worked with QA to address them.