



Michelle Lewis

Project Coordinator

Senior Project Coordinator with 9 years across IT infrastructure, ERP rollouts, and PMO operations. Run portfolios up to \$4.7M in annual spend and have stood up two PMOs from scratch. Bridge the gap between PMs, vendors, and finance so projects close clean.

CONTACT INFORMATION

 (612) 555-0192

 d.okafor@example.com

 Minneapolis, MN 12345

KEY SKILLS

- Portfolio reporting
- MS Project
- Smartsheet
- ServiceNow PPM
- Jira
- SharePoint
- Vendor and SOW management
- Steering committee facilitation
- RAID and change control
- Mentoring junior coordinators
- Power BI dashboards

PROFESSIONAL EXPERIENCE

2021 - Present

Senior Project Coordinator, IT PMO | Linden Mercer Insurance, Minneapolis, MN

- Coordinate a 27-project IT portfolio with \$4.7M in combined annual budget, reporting to the VP of PMO.
- Own the monthly steering committee deck: portfolio health, burn rate, top 5 risks, and decisions needed.
- Cut the average project close-out time from 6 weeks to 11 days by rewriting the closure checklist and chasing sign-offs directly.
- Manage vendor SOWs and change orders with 14 active vendors; reconcile against PO balances each month.
- Mentor three junior coordinators on RAID logs, status writing, and how to run a useful standup.

2018 - 2021

Project Coordinator | Northbridge Quayle Health, Saint Paul, MN

- Supported the EHR upgrade program across 4 clinic sites and roughly 380 end users.
- Built the master schedule in MS Project linking clinical training, cutover, and go-live support windows.
- Coordinated nightly status calls during go-live and tracked 240+ tickets from open to resolution.
- Wrote the post-implementation review that informed scope on the next phase of the rollout.
- Maintained sponsor confidence with weekly one-page summaries instead of long status reports.

2016 - 2018

Project Coordinator | Eastvale Plate Manufacturing, Eagan, MN

- Coordinated 8 to 10 capital projects per year on the plant floor, from conveyor upgrades to safety retrofits.
- Tracked engineering hours, contractor invoices, and equipment lead times in a shared SharePoint workbook.
- Ran weekly construction coordination meetings with engineering, EHS, and the plant manager.
- Closed out 22 capital projects with documentation accepted by internal audit on the first pass.

2015 - 2016

Project Assistant | Cargill Reardon Consulting, Bloomington, MN

- Supported two principals on process improvement engagements at mid-market manufacturing clients.
- Built status decks, meeting agendas, and travel logistics for engagements averaging 14 weeks.

- Took on the client-facing weekly status email starting in month four of the role.

EDUCATION

B.A. in Communications, University of Minnesota, 2015

PMP (Project Management Professional), PMI, 2020

ITIL 4 Foundation, 2022