

JOHNNY CRAWFORD

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SUMMARY

- Previous telecommunications and engineering project coordination experience
- Background supporting diverse array of internal and external stakeholders at all organizational levels
- Experience maintaining project schedules, asset tracking, and reporting project-related metrics
- Strong knowledge of all common office software applications, including Microsoft Office
- Completed coursework in project management

RECENT PROFESSIONAL EXPERIENCE

TOWER ENGINEERING PROFESSIONALS, Raleigh, North Carolina

Project Lead, 2021-Present

- Coordinating power setup and develop power and fiber designs for macro tower sites
- Managing, training, and reviewing utility designs for team of three project coordinators and specialists
- Tracking project statuses and client priorities for hundreds of concurrent sites across multiple clients
- Developing process and performance improvements
- Promoted from Project Coordinator to Project Lead within first six months of employment

NORTH CAROLINA DEPARTMENT OF REVENUE, Raleigh, North Carolina

Administrative Associate, 2020-2021

- Contracted on administrative and taxpayer service assignments for Submissions Processing Division
- Provided outbound telephone call services to verify updated addresses for child grant check re-mails
- Keyed check and voucher remittance documents while ensuring exceeding production expectations
- Reviewed individual, corporate, withholding, sales and use, estate and partnership tax data quality
- Generated W2 spreadsheet documents for upload to Department of Revenue systems

FDH INFRASTRUCTURE SERVICES, Raleigh, North Carolina

Senior Project Coordinator, 2019

- Served as a key testing and implementation team member for FinancialForce ERP software adoption
- Coordinated project setup and closeout across all business units and divisions
- Created and maintained process documentation and training programs for team members
- Reported for metrics that included project status updates, project portfolio revenue, and backlog
- Performed quality assurance, task assignment, workload tracking, and human resources management for up to three project coordinator generalists and temporary project assistants
- Managed client expectations and vendor/subcontractor relationships for site acquisition projects
- Audited legacy project management and finance systems for data retention and collection needs
- Adhered to internal and external auditing standards for quality assurance and financial compliance

Project Coordinator, 2017-2019

- Provided project setup, status updates, and close-outs for all corporate business units and divisions
- Managed departmental project data, using Excel, project management, and accounting software
- Oversaw and managed process, work flow, and schedules for administrative support team members
- Coordinated project statuses, invoicing information, and document requirements with regional offices

- Guided process documentation teams to update departmental standard operating procedures
- Helped accounting department with payment audit research to determine ability to invoice projects

Project Coordinator, 2016-2017

- Scheduled engineering investigative services above- and below-grade field crews
- Assessed equipment, travel, and site access situation for up to eight teams per mobilization
- Coordinated deployment of cranes, lifts, and equipment with field crews, vendors, and site contacts
- Worked closely with departmental managers, project managers, and prospective new vendors
- Assisted senior consultant/logistics consultant for engineering investigative services department
- Resolved access issues with with clients, landlords, site contacts, and equipment vendors
- Researched possible replacement vendors and managed approval process of vendors

Project Analyst, 2016

- Edited and composed engineering reports for both internal and external above-grade clients
- Completed variety of reports, including tower mapping, mount mapping, and inspection reports
- Reviewed field notes, photographs and other documents provided by field technicians to determine
- Provided deliverables to clients along with requested supporting documentation in a timely fashion

Project Assistant/Project Coordinator, 2012-2016

- Provided project setup, status updates, and close-outs for structural engineering department
- Researched and resolved billing issues preventing invoicing completion
- Created and shipped sealed engineering documents for clients' permitting and engineering needs
- Trained co-workers in use of project management and billing database software
- Documented and reviewed project assistant procedures and best practices
- Managed and reviewed workload, internal processes, and task completion of permanent team members
- Maintained project tracking spreadsheet for engineering team members and managers
- Submitted deliverable reports to clients by email

VARIOUS ORGANIZATIONS, Raleigh, North Carolina

Contractor/Intern, 2010-2012

- Operated as contractor on temporary administrative, technical, support, and research projects through OfficeTeam, Robert Half Technology, Greene Resources, Veritude, and other agencies
- Worked with clients that included RTI International, Fidelity Investments, KB Home, Cisco, FMI Corporation, and companies in the membership, hospitality, medical education, mortgage training, and web services industries
- Interned during graduate school in research, business development, public affairs, and public policy

EDUCATION AND TRAINING

COURSERA, **IBM Data Science Professional Certificate**, 2020

NORTH CAROLINA STATE UNIVERSITY, Raleigh, North Carolina, **M.B.A., Marketing**, 2009

INDIANA STATE UNIVERSITY, Terre Haute, Indiana, **B.S., Psychology and Sociology**, 1999

COMPUTER SKILLS

Office productivity software: Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Google G-Suite (Gmail, Sheets, Docs, Drive), Adobe Creative Suite (Photoshop)

Business process: customer relationship management (Salesforce), enterprise resource planning

Project management: Microsoft Project, Atlassian Jira, open source Gantt chart applications

Web design and data analysis: HTML, CSS, Bootstrap, SQL, Python, Google Analytics

Remote communication tools: Microsoft Teams, Skype, Slack, Discord, Zoom