Chad R. Brommer 570.573.7159

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#### **Summary of Qualifications**

* Project Leadership Experience
* Strong Organizational Skills
* Goal and Deadline Oriented
* Solid Technical and Process Documentation Skills
* Self-Driven with Solid Work Ethic
* High-Level Problem-Solving Ability
* Infrastructure and Software Troubleshooting Experience
* Experience Working with Vendors (Adobe, Microsoft, Thales, EMC, IBM, HP, DELL, Cisco, Etc.)
* Eagerness to Learn and Continue Education

#### **Previous Work Experience**

*Associate Project Manager Lead*  Progressive Casualty Insurance  
June 2017 to Present

* Successfully lead enterprise-level projects.
* Focused on organizational contributions.
* Mentored and developed up and coming project managers.
* Enforced LEAN principles in practice.

*Associate Project Manager Sr.*  Progressive Casualty Insurance  
June 2017 to May 2021

* Successfully delivered multiple infrastructure projects.
* Developed resources technical skills and careers.
* Drove multiple vendor negotiations.
* Improved quality of infrastructure.

*IT Systems Engineer Sr. – Tier III*  Progressive Casualty Insurance  
June 2015 to June 2017

* Managed multiple internal projects.
* Worked with project teams to identify requirements.
* Implemented externally lead projects.
* Coordinated with project and operations resources.

*IT Systems Engineer Sr. – Tier II*  Progressive Casualty Insurance  
September 2014 to June 2015

* Drove multiple process improvements.
* Developed technical and process documentation.
* Initiated workload reviews and remapping.
* Trained new hires and current staff on new technologies.

*Team Lead*

August 2014 to June 2015

* Responsible for day-to-day staffing, coverage, and performance monitoring.
* Accountable for key deliverables in problem investigations.
* Defined specialist responsibilities within team.
* Organized, planned, and ran multiple events.

*IT Operations Analyst* Progressive Casualty Insurance  
April 2013 to September 2014

* SAN frame and switch administration and troubleshooting.
* Network, Server, and Software Enterprise Change Management.
* Communication with Vendors via phone and ticketing systems.
* Experience with Windows Server 2000, 2003, 2008, and 2008 R2 both physically and remotely.

*Third Shift Lead*

* Responsible for work distribution.
* During consolidation, responsible for training legacy Distributed Systems technicians on Data Center technology, processes, and procedures.

*IT Operations Analyst Associate* Progressive Casualty Insurance  
September 2011 to April 2013

* Network, Hardware, and Software Troubleshooting.
* General Cabling and Data Center Operations.
* Physical infrastructure installation and de-installation.

***Educational Background***

Colorado State University Global Campus, Greenwood Village, Colorado  
September 2016 – Graduated January 2019 – GPA: 4.0

* *Master’s Degree* in Information Technology Management
* *Graduate Specialization* in Project Management
* *Distinguished Scholar Award*

Pennsylvania College of Technology, Williamsport, Pennsylvania  
August 2008 - Graduated May 2011 – Major GPA: 3.7

* *Bachelor of Science Degree* in Information Technology: Network Specialist Concentration
* *Associate's Degree of Applied Science* in Information Technology: Technical Support Technology Emphasis
* *Associate's Degree of Applied Science* in Information Technology: Network Technology Emphasis
* *Minor* in Business Administration