# Vanessa Wright

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## IT Quality Analyst | Business Analyst

Experienced IT and systems professional with 10+ years leading cross-functional technology initiatives for large municipal departments. Proven ability to translate business needs into scalable technical solutions through collaboration with stakeholders, developers, and external partners. Strong background in Agile methodologies, reporting specifications, stakeholder engagement, and cloud-based IT infrastructure. Recognized for improving system performance, leading proof-of-concept efforts, and enabling remote workforce transitions.

## Core Competencies

* Agile Product Ownership & Scrum Methodology
* Requirements Gathering & Functional Specifications
* Stakeholder Collaboration & Presentations
* Reporting & Data Analysis (User Personas, POCs)
* JIRA, Office 365, Azure Cloud, Active Directory
* Pilot Program Management
* Cross-functional Team Leadership
* Process Optimization & Documentation
* Virtual Desktop & Remote Work Enablement

## Professional Experience

**IT Project Manager**

City of Philadelphia – Department of Human Services | Philadelphia, PA

- Acted as a key liaison between business units, partner organizations (OIT), and technical teams to define and implement system improvements across 2000+ users.  
- Facilitated Agile-style planning, estimation, and rollout of technical features and infrastructure upgrades across multiple remote sites.  
- Led pilot initiatives and proof-of-concept projects to assess new tools and solutions; presented outcomes to leadership and provided feedback for improvement.  
- Developed and documented user personas, functional requirements, and reporting needs in coordination with department leadership and technical teams.  
- Directed a multi-tier technical team in the rollout of cloud-based systems to enable a remote workforce during city-wide digital transformation.  
- Spearheaded project planning and execution for deployments, upgrades, relocations, and incident response, ensuring alignment with city IT strategy.  
- Provided onboarding support, technical documentation, and end-user training for Microsoft cloud products, security protocols, and virtual desktop solutions.

**LAN Administrator / Network Support Specialist**

City of Philadelphia – Department of Human Services | Philadelphia, PA

- Supported enterprise-level Office 365 deployments including user setup, mailbox configuration, and Active Directory integration.  
- Gathered business requirements for system access, application deployment, and departmental hardware upgrades.  
- Delivered training and documentation for network tools, policies, and Microsoft services across multiple city departments.  
- Coordinated vendor relationships (e.g., Comcast, Black Box, Verizon) for connectivity, VoIP implementation, and network security needs.  
- Collaborated with internal security teams to troubleshoot access issues, firewall rules, and performance concerns.  
- Used JIRA to track issues, coordinate change requests, and collaborate with developers on systems integration and reporting workflows.

## Education & Certifications

Katherine Gibbs – Computer Networking (Dean’s List)

Cheyney University – Computer Science (3 years completed, GPA: 3.8)

Certifications:

- CompTIA A+  
- ITIL Certified  
- Agile & Scrum Methodologies  
- Practical Networking & Azure Cloud Training (Pluralsight, CBT Nuggets)

## Technical Proficiencies

- Cloud & Infrastructure: Microsoft Azure (IaaS, PaaS, SaaS, Entra ID), Virtual Networks, Network Peering, VPN  
- Reporting & Productivity Tools: Microsoft Office 365, JIRA, Teams, PowerShell, Visual Studio  
- Networking & Security: Active Directory, Firewall Protocols, VoIP Systems, LAN/WAN, VPNs  
- Scripting & Troubleshooting: PowerShell, Python (basic), Bash, CLI  
- Other Tools: GIS, AutoCAD, VDI, Backup/Recovery Systems