JULIAN MERCER

IT PROJECT MANAGER

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PROFESSIONAL SUMMARY

IT Project Manager with 9+ years delivering infrastructure, application, and security programs at Accenture, Cisco, IBM, and Dell. Manages scope, vendors, and risk with disciplined governance so cross-functional teams ship predictably.

PROFESSIONAL EXPERIENCE

Senior IT Project Manager Mar 2024 - Present
Accenture, Chicago, IL

- Led a $6.2M ERP-integration program with 28 team members and four vendors, delivering go-live within 2% of budget.
- Built an integrated plan and weekly RAID log, resolving 85% of high-priority risks before they hit the critical path.
- Negotiated change-control terms with two system integrators, avoiding about $420K in unplanned scope growth.
- Coached two junior project managers on scheduling and stakeholder communication, and ran steering updates that cut decision turnaround from 9 days to 4.

IT Project Manager Aug 2022 - Feb 2024

- Delivered a $4.2M ERP upgrade for 1,800 users on schedule, coordinating infrastructure, data migration, and training workstreams.
- Maintained RAID logs and weekly status reports for steering committees, escalating three budget risks early enough to avoid overruns.
- Set up a vendor status call with two integrators that cleared recurring handoff delays and shortened issue resolution to under three days.
- Reported budget, schedule, and risk status to a steering committee of six directors, keeping decisions moving within one week.

IT Project Manager Jun 2020 - Jul 2022
Cisco, Research Triangle Park, NC

- Delivered a data-center network refresh across six sites in 11 months, meeting cutover windows with no major incidents.
- Coordinated a Windows 11 migration for 7,000 users, reaching 98% completion before security-support deadlines.
- Introduced readiness checklists for change approvals, reducing failed deployments 30%.
- Managed vendor relationships for two network refresh programs, negotiating scope changes that saved about $180,000.

Project Coordinator Jul 2018 - May 2020
IBM, Raleigh, NC

- Supported 12 infrastructure projects by tracking schedules, dependencies, and action items in Microsoft Project.
- Prepared weekly status reports for directors, improving clarity of project health and escalation needs.
- Facilitated user-acceptance testing sessions and logged 140 defects with owners and target dates.

Project Coordinator Aug 2017 - Jun 2018
Dell Technologies, Round Rock, TX

- Maintained schedules and meeting minutes for server-deployment rollouts, keeping weekly status reports accurate for three managers.
- Tracked purchase orders and delivery milestones for five data-center projects, flagging late shipments to project leads early.

CORE SKILLS

IT delivery | Vendor management | Scope and change control | Risk management | Budget forecasting | Microsoft Project | Jira | Stakeholder communication | Steering committees | Cutover planning | ITIL | Agile and waterfall | Resource planning | Status reporting

CERTIFICATIONS

Project Management Professional (PMP) | ITIL 4 Foundation

EDUCATION

B.S. in Management Information Systems, North Carolina State University, Raleigh, NC