

Ty Velines

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SUMMARY

Award-winning IT Project Manager with over 10 years of experience in IT project management, customer relations, cloud-based technology, and web development in higher education and nonprofit settings. Proven success in deploying innovative technology solutions, leading cross-functional teams, and delivering exceptional client satisfaction. Skilled in desktop support, cloud architecture, and training, with a passion for leveraging technology to support community foundations and nonprofit organizations.

EXPERIENCE

November 2020 – December 2022

TOWSON UNIVERSITY, COLLEGE OF EDUCATION | TOWSON, MD

IT Project Manager of Cloud-Based Experiences

- Spearheaded the design, implementation, and management of the cutting-edge COE TUTors cloud-based virtual tutoring program, successfully connecting over 1,000 Maryland families with 300+ teacher-students.
- Earned the prestigious Baltimore-Towson University Partnership Award for piloting, maintaining, and evolving this high-impact tutoring initiative.
- Led a team of six graduate students, ensuring efficient enrollment and retention processes.
- Delivered technical support to 1,000+ families, 300+ student-teachers, and 15 faculty members, achieving a 95% client satisfaction rate.
- Created training guides, instructional videos, and dashboards using PowerBI and Qualtrics for data visualization and reporting.
- Supported teacher-student simulations as a Virtual Simulation Specialist using Mursion Virtual Reality technology.
- Managed grant budgets and submissions to the State of Maryland.

January 2018 – Present

RHYTHM VISIONS PRODUCTION COMPANY | ROCKVILLE, MD

Digital Media Associate

- Redesigned the company website, resulting in a 50% increase in traffic and enhanced user engagement.
- Maintained and secured website infrastructure while ensuring compliance with WC3 standards and SEO best practices.
- Provided thorough quality control and consistent updates to align with evolving web design trends.

September 2014 – January 2020

UNIVERSITY OF MARYLAND | COLLEGE PARK, MD

IT Coordinator

- Delivered comprehensive IT desktop support to 140 clients, including executive leadership, ensuring minimal disruption to mission-critical operations.
- Diagnosed and resolved hardware, software, and network issues across multiple operating systems, achieving a high first-call resolution rate.
- Documented and maintained technical procedures and user guides, improving efficiency for future troubleshooting.
- Administered life cycle management for technological equipment, ensuring secure data disposal and compliance with university standards.

EDUCATION

December 2016 **Bachelor of Arts in Theatre**

UNIVERSITY OF MARYLAND | COLLEGE PARK, MD

SKILLS

- Project Management Tools: ServiceNow, PowerBI, Qualtrics, AirTable
- Software & Platforms: MS Office Suite, Citrix, VMWare, Adobe Creative Cloud, Zoom, WebEx
- Technical Skills: Cloud Architecture, Desktop Support, Web Development, Data Visualization
- Programming Languages: SQL, HTML (Learning Java)
- Soft Skills: Client Relationship Management, Training & Development, Risk Mitigation

Certifications

- CompTIA Security+ (In Progress – Expected June 2025)

Awards

- Baltimore-Towson University Partnership Award for leadership in implementing the COE Tutors program.

Professional References

- Available upon request.