

Mariah Robinson

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IT Project Manager | IT Support & Operations Manager | Business & Strategy Leader

Forward-thinking IT leader with expertise in project management, Agile practices, and business operations — certified in Scrum, Six Sigma, and AI for Scrum Masters — recognized for building high-performing teams, streamlining IT operations, and driving strategic business outcomes.

Core Strengths

- IT Project Leadership & Strategic Planning
- Agile Transformation & Team Facilitation
- Process Improvement & Change Management
- Business Operations & Risk Governance
- Cross-Functional Collaboration & Stakeholder Engagement
- AI & Emerging Technology Integration

Professional Experience

IT Support, Project Analyst

GardaWorld | Nov 2024 – Present

- Lead integration and migration projects (Caliber/Stealth), optimizing licensing costs for 2,000+ employees while ensuring compliance and efficiency.
- Manage CAB submissions, vendor invoices, and executive reporting to support cost savings and IT governance.
- Act as Scrum Master during daily standups, improving communication and delivery across cross-functional teams.
- Develop workflows, SOPs, and internal knowledge-sharing platforms, enhancing operational consistency and visibility.
- Partner with senior leadership to align IT support with strategic business objectives.

IT Project Manager – Integrations

Paylocity | Jan 2022 – Oct 2024

- Directed cross-functional IT integration and migration projects, improving system performance and adoption.
- Streamlined workflows to reduce inefficiencies, aligning projects with organizational growth strategies.
- Coordinated with executives, vendors, and stakeholders to deliver business-focused IT solutions.
- Produced project documentation and best practices to scale initiatives across multiple teams.

IT Infrastructure Analyst

Heartland Dental | Oct 2023 – Nov 2024

- Supported IT infrastructure and system reliability across multiple offices.
- Partnered with leadership to improve IT operations, balancing technical delivery with business needs.
- Managed software deployments and created documentation for sustainable system support.

Procurement Specialist

Flat World Global Solutions | Jun 2021 – Feb 2022

- Negotiated contracts and streamlined vendor relationships to reduce costs and strengthen compliance.
- Introduced process improvements to shorten procurement cycles and increase operational efficiency.

Flight Attendant Instructor

Mesa Airlines | Feb 2015 – Jun 2021

- Trained and mentored flight attendants in leadership, crisis management, and process improvement.
- Enhanced training programs to align with operational and safety goals.

Education & Certifications

- AI for Scrum Masters (Microcredential) – Scrum Alliance, Sept 2025
- Certified Scrum Master (CSM) – Scrum Alliance, Jan 2025
- Six Sigma Green Belt (SSGB) – CSSC, Feb 2025
- Certified Associate in Project Management (CAPM) – PMI, Dec 2021
- Inclusive and Ethical Leadership Certification – Univ. of South Florida, Nov 2021