Bryce M. Tucker

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Summary: I am an IT Project Manager with 10 years of experience, a love for technology and a belief that innovation can change the world for the better and I operate as the bridge between stakeholders, developers, management, customers, and support groups where communication and facilitation are critical. I bring my ability to understand business needs, empathize with customer needs, and communicate technical requirements to make technology projects solve real-world problems. I look forward to assisting your company make your solutions successful.

Certifications / Training:
- Certified ScrumMaster (CSM)
- Project Management Professional (PMP) Certification

Education:
- *BS* Computer Engineering, Physics; December 2002, Portland State University, Portland Oregon

Areas of Expertise:
Management:
- Experience as Scrum Product Owner, strategically identifying efforts to maximize ROI in multiple projects.
- Management of projects affecting globally dispersed personnel and high availability critical systems with effects on literal life and death situations.
- Excellent stakeholder management, diplomatically refining requirements & upper management vision.
- Leadership roles of teams up to 20 people, fostering diverse & innovative environments.

Communications:
- Confident liaison between technical and non-technical stakeholders, ensuring customer needs are identified, prioritized and clearly communicated to developers while keeping expectations under control.
- Excellent requirements elicitation and documentation, able to understand business needs.
- Exceptional listener, actively understanding customer desires, technical realities, and business constraints.
- Experienced team meeting lead, government rep in contract negotiations, excellent written communication.

Technical:
- Project schedule development and management in Microsoft Project.
- Excellent analytical and empirical problem solving and troubleshooting skills.
- Oversaw development projects in C#, Java, .Net, Enterprise Service Bus architecture, Oracle databases, IBM middleware, MS Sharepoint, and other technologies.
- Classroom experience with Java, C++, C#, Javascript, Ruby, Python, and SQL.

Experience May 2005 – July 2016: United States Coast Guard Officer – Product Manager
- System owner for command and control system used on National Security Cutters ($12 million annual budget, 11 people) analyzed metrics and business processes, reduced annual support costs by $4 million, implemented cross-team strategy with Acquisitions department standardizing system configuration, decreased lifecycle costs and improved sustainability resulting in $2 million cost savings in next annual budget.
- Asset line manager of biometrics at sea system ($800K annual budget, 7 people), worked with sponsor and elicited requirements, over two years, maintained a 99.99% system availability and reduced ongoing annual support costs by $100,000.
- Product owner of three Search and Rescue (SAR) enabling systems (combined annual budget of $2.5M & 13 people), AMVER system: reduced costs through automation, improved UI for 24x7 watch standers, improved available data and reduced annual costs by $200,000; Partnered across organization teams to integrate information sharing, increased the availability of position information for SAR coordinators to use during emergencies; Maintained 99.99% system availability, provided accurate information to search and rescue planners increasing their ability to save lives.
- Product owner of three web-related systems (combined annual budget of $6.6M & 15 personnel), implemented new intranet system (CG Portal) for use by all Coast Guard personnel, along with establishing extranet capabilities for CG reservist full time access, expanding the user base to ~60K, transitioned legacy data and smoothly shut down the legacy intranet system.
- Oversaw training contract for all Northern California CG personnel, essential for successful transition of desktop OS and Microsoft Office suite.
- Created a daily log system using MS Sharepoint for the six unit sections to communicate and track operations.
- Planned the Unit's Change of Command ceremony, acted as Master of Ceremonies, for which I received a commendation from the presiding Admiral.