Jameson Reynolds

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I am an experienced, result-driven, problem solving professional with 10 years of experience delivering excellent team support coordinating technical projects. In July 2013, I went back to school to complete a bachelor's degree in computer information systems. I graduated in June, moved back to Seattle, and started my own customer-obsessed business. I'm seeking a role that will allow me to leverage my customer service and project management skill set.

EXPERTISE

So Fetch Pets LLC: Founder & Chief Executive Officer — Seattle, WA   *June 2016 to Present*
- Founded pet services business providing walking, boarding, drop-in visits, training, and basic grooming
- Developed roster of 28 clients garnering 32 five star reviews (out of 32 reviews) via Rover.com

TEGNA – KING 5 Broadcasting: Associate Project Manager (internship) — Seattle, WA   *May 2015 to Aug 2015*
- Conceived and documented operations process for proposed OTT (Over the Top Television) content app project
- Conducted market research among Seattle young professionals to advise on product direction and features
- Developed and tested two working prototypes and presented to President of Broadcasting

Google Niantic Labs: *Special Projects Operations Lead* — Bothell, WA   *Feb 2012 to July 2013*
- Led 20-person team charged with collecting and classifying data for geo-location applications *Ingress* and *FieldTrip*
- Grew team by 17 members over two months to meet aggressive deadlines for continuously evolving product
- Tracked group metrics and reported daily to stakeholders on progress, productivity, and forecast performance
- Conceived, developed, documented, maintained and improved operations process for creating FieldTrip/Ingress content
- Adapted U.S. training materials for new Hyderabad-based team and created process to field questions and build out FAQ

Google Maps: *Visual Data Analyst* — Kirkland & Bothell, WA   *June 2011 to Feb 2012*
- Constructed maps from multiple resources for live publication
- Developed fusion tables to interpret data from front-end users, tested data, and reported bugs to engineering
- Developed performance plans to increase team productivity; tracked and reported quality and productivity metrics
- Reconciled adverse Quality Assurance scores for Seattle team members with Ireland-based QA team
- Position contracted through Aerotek; after six months, hired by Google/Niantic Labs to lead team for pilot project: FieldTrip

Anytime Fitness: *General Manager* – Stanwood & Marysville, WA   *May 2009 to June 2011*
- Hired, trained, motivated, directed and coached club staff; maintained trainer certifications
- Tracked key competitors' marketing, product offerings, and community participation and sponsorships

Regence BlueShield: *Group Administrator* – Seattle & Burlington, WA   *May 2008 to May 2009*
- Provided internal customer service to five customer service groups re: policies and coverage for 206 corporate clients
- Provided data integrity quality control and error resolution for corporate accounts

Costco Wholesale: *Business Delivery Analyst* – Issaquah, WA   *Sept 2006 to June 2007*
- Maintained product descriptions for business sales website and resolved client order issues with warehouse staff
- Audited warehouse reports for improperly classified inventory
- Improved warehouse order routing accuracy by 10 percentage points by writing and implementing a CL script to review daily order logs and compare warehouses selected against order zip codes: eliminating zip-code related errors 100%

EDUCATION

- **Westminster College,** Salt Lake City, UT - April 2016
  B.S., Computer Information Systems, *Magna Cum Laude* (GPA 3.85)

OTHER SKILLS

- **Programming**: Agile project management with fluency in Java and HTML, JavaScript, and Python; Learning C++ and C#
- **Software:** Expert in troubleshooting Windows, Unix, and Linux OS; High proficiency in MS Outlook, Office 365, Access, SharePoint, Visio, Project, SBS and SQL; High proficiency in Google products, Calendar, Drive/APIs; Experience with Salesforce, PayForce/ADP, and Kronos
- **Personal:** Musical neophyte, compulsive traveler, Netflix connoisseur, and wannabe Nigella Lawson