# William K. Smith, MBA

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## Epic Technical Project Manager

Results-driven Epic technical project manager and Scrum Master with 8+ years of experience leading enterprise-scale software implementations using Agile methodologies. Proven track record of managing complex technology initiatives, stakeholder relationships, and cross-functional teams while maintaining high performance standards. Expert in process improvement and change management, with demonstrated success in delivering projects on time and within budget.

Areas of Expertise:

Epic Implementation • Agile Project Management • SaaS Vendor Management • Environment Strategy • Change Control • Upgrade Management • Cross-Functional Team Leadership • Risk Management • Cost Estimation • ROI Analysis • Process Improvement • Stakeholder Management

### Professional Experience

#### Tideworks Technology - Seattle, WA (07/2022 to 10/2024)

Scrum Master

* Managed full project lifecycle for $16MM+ enterprise security and software implementation projects, maintaining 95% sprint velocity while delivering within scope and budget
* Led successful transformation from waterfall to Agile for a 30-person product engineering team, resulting in 35% reduction in escaped defects over 6 months
* Established standardized implementation methodology incorporating best practices for technology deployments across 30+ locations
* Created comprehensive business cases including ROI analysis, cost estimates, and resource planning for $16MM+ enterprise implementations
* Facilitated all Scrum ceremonies including sprint planning, daily stand-ups, demos, and retrospectives, maintaining 95% consistency in sprint velocity
* Managed integration of RESTful APIs and cloud solutions in both AWS and on-premise distributed environments
* Developed comprehensive project governance framework resulting in 95% on-time delivery rate for security initiatives
* Managed stakeholder communications across multiple organizational levels, achieving 98% satisfaction rate

#### UPS Freight - Seattle, WA (09/2020 to 07/2022)

Operations Manager

* Led enterprise-wide IoT technology adoption, increasing in-transit visibility by 74% and enabling API integration capabilities
* Managed large-scale technology implementation projects using Agile methodologies while overseeing operational excellence for a team of 50+
* Developed predictive models for workforce planning, resulting in 74% improvement in resource utilization

#### ABS Consulting - Anchorage, AK (04/2016 to 09/2020)

Project Manager / Consultant

* Led enterprise-wide Salesforce CRM implementation across distributed teams, achieving 200% growth in target market over 12 months
* Developed comprehensive business cases and ROI analysis for technology investments, resulting in 85% decrease in DSO
* Created standardized implementation processes reducing deployment time by 40%

#### United States Army - Oahu, HI (05/2010 to 04/2016)

Supply Chain Program Manager

* Executed Wave 1 and Wave 2 rollouts of G-Army web-based automated logistics platform
* Executed a Lean Six Sigma project on the LOGCAP contract, saving the government $22M
* Planned and executed successful deployment of 800 soldiers to South Korea

### Education

United States Military Academy - West Point, NY

Bachelor of Science, Systems Engineering

Quantic School of Business & Technology - Washington, DC

Master of Business Administration, Concentration in Software Development

### Certifications & Training

* Lean Six Sigma Green Belt: IASSC
* Project Management Professional (PMP): PMI
* Agile Certified Practitioner (ACP): PMI

### Competencies & Technical Skills

Epic, Atlassian Suite, Jira, Confluence, TestRail, Microsoft Project, PowerBI, Excel (Advanced), AWS, SaaS Implementations, Agile, Scrum, IT Project Management, Stakeholder Management, Change Management, Solution Implementation, Distributed Team Leadership, Data Analysis, Analytical Thinking