**317-362-4415**

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3833 Schoolhouse Road E. Apt 2 Fort Myers FL, 33916

# EDUCATION-

**Master of Science in Information Technology**

*Indiana University,*

*Kelley School of Business Bloomington, IN 2011 - 2012*

**Bachelor of Science in Business, Marketing, Digital Marketing**

*Indiana University*

*Kelley School of Business*

*Bloomington, IN 2007 - 2011*

# CERTIFICATIONS AND COURSE WORK-

PMP- Project Management Professional

CSM- Certified Scrum Master

Dale Carnegie Leadership and Sales

Route to Good Requirements- Requirements Quest

Oracle Development Training- Java, SQL

Front End Development – HMTL, CSS, JS

**Max King**

# *PROJECT MANAGER | BUSINESS ANALYST | SCRUM MASTER*

I am a passionate IT Project Manager | Scrum Master | Business Analyst that thrives in a fast paced, agile environment. I manage projects through the entire life of the software development cycle with a detail oriented approach and an emphasis on clear communication.

**Tagline-** Deliver products not projects!

I love everything digital. I am enthusiastic about delivering stunning customer experiences that exceed stakeholder expectations. I love blending technology with digital marketing and tracking the success of projects and enhancements.

# EXPERIENCE-

**Chico’s FAS Fort Myers, FL Nov. 16 – Present**

**Project Manager | Business Systems Analyst | Scrum Master**

* Served as a project manager, scrum master and business systems analyst for numerous high profile projects
* Led all projects from inception to production release
* Measured project success after launch
* Managed a team of developers and QA testers
* Facilitated all cross functional meetings and stakeholder communications
* Developed and managed project plans for multi-million dollar projects
  + Tracked against time, scope and budget
* Stepped through project phase gates with review from our internal PMO team
* Presented the projects to the executive committee and change control board prior to go-live
* Facilitated UAT and VQA testing with appropriate stakeholders
* Utilized agile and waterfall methodologies
* Key Project Deliveries – Responsive Web Redesign, Enhanced Electronic Gift Card Implementation, Post Order Services, Shop Runner Implementation, Endeca, Google Analytics Implementation, Google Tag Manager

**Project Manager | Business Analyst | Scrum Master Nov. 14 – Nov. 16**

* Produced business and functional requirements for all active projects
* Served as a requirements expert on the requirements review committee
* Created Jira projects and agile scrum boards
* Transferred all requirements from the BRD into Jira(epics, features, components, stories, tasks, bugs)
* Developed and managed project plans in Smartsheets
* Produced visual diagrams for data flow in Lucid Charts
* Managed Agile Functions – Product Backlog Owner, Sprint Planning, Daily Scrum with Visual Agile Boards, Sprint Review Meetings, Burn Down Chart Manager

# SKILLS

Leadership

Communication

Project Management

Problem Solving

Business Requirements

Presentations

Documentation

Critical Thinking

Persuasiveness

Risk Management

Scrum Master

Agile

Professional Googler

Persistent

Data Science

Quick Learn

Strong Work Ethic

Organized

Curious

# TECHNOLOGIES-

Microsoft Office Suite

Google Suite

Jira

Google Analytics

Smartsheets

Lucid Charts

# Experience Continued

**Associate Business Analyst | Release Manager July 13 – Nov. 14**

* Served as a business analyst and release manager for all monthly operational releases
* Managed our operational support ticketing system, Zendesk
* Researched issues
* Solved problems
* Completed Risk Cause Analysis Reports
* Prioritized tickets and assigned to an upcoming release
* Managed the development and testing of code into our operational release branch
* Pushed monthly agile releases into production
* Drove post production support
* Average items in queue dropped 43% after 4 months of ownership

**MERU NETWORKS Tampa, FL**

**Regional Business Development Manager Jan. 13 – June 13**

* Controlled sales for all of Indiana and lower Illinois (primarily Chicago)
* Sold enterprise level WIFI solutions to large organizations
* Client meetings increased over 100% compared to time frame in previous year
* Well versed in Salesforce.com
* Inside sales and outside sales

**IU COMMUNICATIONS Bloomington, IN**

**Business Analyst Jan. 12 – Jan 13**

* Managed all Indiana University websites
* Met with business partners to discuss new content and site redesigns
* Ran all requirements gathering sessions
* Managed the Software Development Lifecycle
* Oversaw the communication plan
* Presented solutions to business partners
* Solicited sign off for the final product

# PASSIONATE ABOUT

* Acting as a leader in a team environment
* Leveraging technology to achieve maximum levels of efficiency
* Delivery exceeding expectations
* Pushing the organization into the future ahead of competition
* New initiatives that have never been done before
* High priority projects
* Finding the information I need quickly and retaining information effectively
* I am a firm believer that if you ask the right questions you can solve any problem
* Continuing to learn and progress