N. Cole Craycraft

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Previous Experiences

Senior Project Manager, *Kloeckner.i*   *January 2023 – August 2023*

- Core team member during the establishment and roll-out of new global Project Management department. Advised on accommodating the multiple practices/needs across all international organizations within one centralized management process. Was Subject Matter Expert (SME) for software- and product-specific project management topics.

- Created the materials for and delivered training sessions on the new ways of working/project management to all affected areas (including executives). Mentored and trained other Project Managers, including novices serving in PM role for smaller projects.

- In addition to department establishment duties, was also responsible for managing one of the most complex projects in the global portfolio, with board level/executive stakeholders and multiple vendors. Resolved daily issues, proactively addressed potential roadblocks, sourced externals, and handled stakeholder communications at all levels.

- Created automated Jira workflows and security profiles. Programmed custom tools in VBA to streamline data collection and presentation for project progress updates.

Agile Project Lead, *Kloeckner.i*   *March 2022 – January 2023*

- Identified opportunities for projects and organization/process improvements, to best support assigned software products. Coordinated with all relevant stakeholder groups to identify solutions and led the implementation of them. In addition to core product responsibilities, provided agile coaching and project/vendor management of multi-organization system migration project, at board member request.

- Redesigned the product roadmap planning process to reduce development times and align better with stakeholder needs, using service and dependency mapping and analysis of the development process/infrastructure. Created materials for and ran workshops on the software development process to non-technical stakeholders. Designed and gave regular agile training to all new employees during onboarding.

- dvised on Scrum-/team-related topics, provided agile coaching to, and conducted Scrum Master duties for assigned cross-functional product development teams. Adjusted ceremonies to fit needs of all perspectives. Maintained agile documentation. Created and gave trainings on specific agile topics to meet team needs. Also provided individualized coaching and conflict mediation, on request.

- Managed access to and was system administrator of Jira, Confluence & Miro. Served as first point of contact for all questions on these tools, and provided training/assistance as needed. Obtained Certified Agile Leader certification.

Process Analyst, *State Farm Underwriting*   *January 2020 – October 2020*

- Ran cross-functional data migration preparation working groups, and coordinated implementation of process/software improvements. Analyzed performance metrics and used historical trends to provide volume forecasts and staffing recommendations and training timelines.

- Strategic lead for team on the cross-functional development of an on-boarding tool. Assisted in software modernization by running end user interviews and delivering feedback and process observations to development team, to improve software/process reliability and prioritize future enhancements.

- Worked as Scrum Master, in addition to main analyst duties. Coordinated and moderated regular progress updates to stakeholders. First point of contact for stakeholder questions/feedback/requests. Designed a new team organization to address work allocation issues. Mentored peers, and created and implemented onboarding for business partners. Provided culture change feedback to leadership, as needed.

- Wrote data analytic/processing tools for internal usage in Excel VBA to partially automate routine tasks. Designed and ran a VBA scripting training course for peer analysts new to programming. Helped establish area's data visualization committee. Updated resources for and presented on company-wide Diversity & Inclusion content.

Process Analyst, *State Farm Bank*   *July 2017 – January 2020*

- Identified high-impact process improvements, redesigned processes, and met with other stakeholders for feedback on proposed changes. Analyzed training gaps and created training plans, as needed. Created staffing models and projections. Calculated project costs and expected savings.

- Coordinated and led design implementations. Assisted leadership in navigating change management. Ran cross-functional debriefs to gather feedback and remove roadblocks, as well as monitoring quantitative/qualitative measures to assess process stability.

- Improved performance and understanding by providing peer training, coaching leadership/associates in lean principles, and writing documentation. Gained expertise presenting a variety of information to a variety of audiences (including executive level), in both oral and written formats.

- Established understanding of work-as-done via timings and practitioner interviews. Combined qualitative and quantitative measures to establish cycle times/process baseline measures.

Graduate Student, *University of Illinois/Vanderbilt University*   *August 2014 – July 2017*

- Designed and ran experiments, processed data, and analyzed results, using R and MATLAB.

- Managed research assistants and resolved personal/technical issues in the running of subjects. Wrote conference and journal publications. Teaching assistant.

EDUCATION

Vanderbilt University, Master Of Science, Cognition and Cognitive Neuroscience, **May 2017**

University of Rochester

- Bachelor of Science, Brain and Cognitive Science (*Cum Laude, Distinction in Research*), **May 2014**

- Bachelor of Science, Linguistics (*Summa Cum Laude*), **May 2014**

SKILLS

- Project Management
- Product Management
- Change Management
- Stakeholder Management
- Coaching & Mentoring
- Frameworks: Agile, Scrum, Lean, Six Sigma, Design Thinking
- Native English; Limited Working German

- User Research, Interviews, Process Mapping
- Jira, Confluence, Excel (VBA), R, MATLAB
- Statistical Analysis & Data Visualizations
- BI (Dashboards, Reporting)
- Workshop/Training Creation & Facilitation
- Process, Policy & Organizational Structure Design/Implementation
- Technical Writing/Documentation