**Brian Walsh, PMP**

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SUMMARY

Program Manager with 12 years of experience in software application program and project management. Manage $4M program budget since 2014.

Over 10 years of experience managing software development at Digital River – eCommerce software-as-a-service (SaaS); Exact – Exact Online ERP SaaS; Microsoft – Microsoft Enterprise Services Premier Support IT consulting; IBM – Global Services consulting; EnergyPrint – Energy Star Partner SaaS; and Myriad Mobile – developing mobile application solutions.

CORE SKILLS

**Roles:** Program Manager, Project Manager, Executive Consultant, Scrum Coach, Business Analyst

**Tools**: PMP, PMI/PMBOK, Jira, Microsoft Project, Slack, Agile, Scrum, Kanban, PMO, EPMO, Cloud, SDLC, SaaS, ASP.NET MVC, Basecamp, Cucumber, GitHub, Google Apps for Work, Iterative, Linux Ubuntu, Microsoft Office 365, New Relic, Oracle, Plaid, Pivotal Tracker, QuickBooks, Salesforce.com, SAP, Stripe, Team Foundation Server (TFS), Visual Studio, Waterfall, Webhooks

**Methods**: Scrum Master, Agile Framework, Kanban, Behavior Driven Design (BDD), Test Driven Design (TDD), Persona Design, User-Centric Design, Strategic Planning, Critical Situation Management

**Languages**: C#, Java, JavaScript, JQL, ASP.NET, Ruby on Rails, PHP, XML, HTML, SQL, MySQL

EXPERIENCE

**Digital River, Inc.,** Minnetonka, MN 11/2015 – Present

Senior Program Manager (3/2016 – Present)

* 535% increase in efficiency in 9 months on primary team managed
* Leading 30 developer program building new functionality to expand largest revenue stream
* Communicate program status daily to COO, Product SVP, and Engineering SVP
* Coach peers with formal training authoring program management playbooks and informal mentoring
* Manage global workforce of employees and vendors in the United States, India, Argentina, Taiwan

Enterprise Program Manager (12/2015 – 3/2016)

* Led 20 developer program building new functionality for a strategic partner initiative
* Accountable to Director of Enterprise Program Management Office for 90% on-time project delivery
* Report project status weekly to executive team

Enterprise Project Manager (11/2015 – 12/2015)

* Lead four project teams enhancing fulfillment and order management functionality
* Report project status weekly to executive team

**Exact Holding B.V.,** Bloomington, MN 8/2013 – 12/2015

Project Manager (3/2015 – 12/2015)

* Manage $1.5M annual budget, 2 scrum teams, 12 team members, 7 concurrent projects, Scrum Coach
* Delivered responsive design to 300,000 global users’ homepage
* Empower small-businesses to accept in-application credit card payment (Stripe) and automatically get bank transactions (Plaid), managed third-party vendor relationships
* Opened new US markets by launching 12 new products 100% on-time

Senior Functional Designer / Project Manager (7/2014 – 3/2015)

* Manage $750,000 annual budget, 6 team members, 3-4 projects
* Delivered depreciation, sales tax, check writing, and 1099 functionality per US local and federal law

Senior Functional Designer (8/2013 – 7/2014)

* Co-led 6 team members, 3 concurrent projects
* Rectified 2 month gap for 100% on-time release by inventing strategic plan
* Added key Manufacturing tools including MRP scheduler, average cost, multi-level bill of materials
* Recognized for coaching and mentoring project team members as Scrum Master and Scrum Coach

**EnergyPrint, Inc.,** Saint Paul, MN 7/2011 – 8/2013

Program Manager (1/2012 – 8/2013)

* Shrunk cost 42% by managing $250,000 annual vendor development budget
* Increased uptime 20X to 99.992% by optimizing IaaS environment on Rackspace
* Managed 5+ projects simultaneously in Basecamp and Pivotal Tracker
* Architected complete software development life-cycle as Agile sprints or iterative phases
* Delivered executive presentations on projects goals and plans, including status reports
* Agile Scrum Master and Scrum Coach of development team, analysts, and quality engineers

Business Systems Analyst (7/2011 – 1/2012)

* 294% quarterly throughput increase by developing and implementing customer onboarding process
* Mined 23M record MySQL database Designed functional reports for sales and operations, mining 23M+ MySQL database fields
* Defined requirements for behavior-driven development (BDD)

**Myriad Mobile, Inc.,** Co-founder / Partner, Fargo, ND 3/2011 – 7/2011

* Recognized by CNN and White House for community flood watch Android app, built in 10 days
* Launched company, securing first contracts, incorporated business, and authored business plan
* Won “In The Zone Award” entrepreneurship award by Kilbourne Group, InnovateND 2011 finalist

**Microsoft Corporation**, Fargo, ND 6/2007 – 3/2011

Technical Account Manager – Dedicated (11/2008 – 3/2011)

* Technical Account Manager of $30M nationwide service portfolio
* Awarded for Proactive Delivery Excellence in Premier National, Q3 2009, Q4 2009
* Contributed to 15% increase in customer satisfaction in Premier Foundation, 2009
* Coached peers on architecting Microsoft Consulting engagements
* Recognized by service delivery planning team for IT service management (ITSM)

Technical Account Manager (6/2007 – 11/2008)

* Contributed $1M revenue growth on $200K base as lead of Premier Essential right-size program
* Trusted advisor to Microsoft Premier Support clients managing critical situations resolution, product release adoption and proactive service delivery across all Microsoft enterprise products

**IBM Corporation** 5/2006 – 6/2007

Business Transformation Consultant, Southbury, CT (9/2006 – 6/2007)

* Business Transformation Consultant of SAP Ledger Integration project
  + Defined “as is” process by organizing process discussions with subject matter experts
  + Architected “to-be” integration of new SAP systems with legacy systems
  + Led workshops with over 20 project stakeholders to capture real-time changes
* Lead Developer, SAP Fulfillment Process Update project
  + Converted 65 business process models to current standard
  + Managed one co-worker and developed modeling standards adopted by center of excellence
* Lead Analyst, ThinkTank Integration project
  + Led six co-workers in mock requirements planning sessions
  + Reduced department costs by $1.6M

Project Manager, Rochester, MN (5/2006 – 9/2006)

* Managed 3 software engineers and collaborated with 2 stakeholders of IBM Speed Team
* Delivered prototype and authored XPF IO for formal review by stakeholders
* Architected AS400 / System i, High-Availability Disaster Recovery Analyzer

**Goodrich Corporation,** Technical Support Specialist, Jamestown, ND 5/2004 – 9/2005

* Manager of Component Maintenance Manual prioritization project (2005)
  + Prioritized 150 product manuals by evaluating profitability of 5,000 after-market parts
  + Recommendation approved by corporate Vice President
* Investigated customer concerns from such firms as Airbus, JAL, Air France, Boeing, and Air China

**First International Bank and Trust,** Loan Processor, Fargo, ND 5/2003 – 9/2003

* Assisted presentation of loans and collection updates during officer loan meetings
* Prepared loans for personal lenders by gathering collateral valuations, titles, and credit reports
* Obtained updated titles, insurance policies and property tracts to update commercial loans
* Processed mortgage loans, trust packages, withdrawals and deposits

EDUCATION

North Dakota State University, Fargo, ND 8/2010

**Master of Business Administration**, 3.6/4.0

* Co-authored white paper: Google v. China, a 2010 Political Escalation
* Co-authored white paper: Corporate Ethics: Methods, Enron and MDU

Jamestown College, Jamestown, ND 5/2006

**Bachelor of Arts, Computer Science, Economics**, 3.8/4.0

* Thesis: *Multiple Core Architectures: Personal Supercomputers*
* Completed *Window on China* program (Beijing, Nanjing and Shanghai) and authored paper

Duke University 6/2009

* Microsoft Academy of College Hires (MACH)