**James Dickinson**  
[jdickinson969@gmail.com](mailto:jdickinson969@gmail.com) | (916) 365-2006 | <https://www.linkedin.com/in/james-dickinson-9990991> El Dorado Hills, CA **Project Management Professional**

Product focused, team oriented senior project manager with a track record of successful projects in the casino gaming, health care, video game, and web-application spaces. Proven expertise in process and release management allowing teams to be, and deliver, their best.

Demonstrated ability to balance the needs of the team and stakeholders with the budget and timeline for product delivery.

* Over 15 years of experience leading projects for multiple business needs including: software development, web application development, information technologies, service desk operations, development operations and hardware development across the health care, casino gaming, digital marketing, and video game industries.
* Proactive project leader skilled in preventing potential delays by analytically assessing project status, addressing risks, and potential pitfalls.
* Skilled communicator and bridge builder between departments. Known for communication transparency of project deliverables, project dependencies and project status to all stakeholders, and team members.
* Collaboration mentor with history of developing high performing project teams.
* Adaptive project manager with knowledge of Agile, Kanban, Lean, Scrum, and Waterfall methodologies.
* Advanced knowledge project management tools: Atlassian Suite (JIRA, Confluence, Bitbucket), Clarizen, Microsoft Project, Microsoft Project Server, Microsoft Team Foundation, and Trello.
* Intermediate skills as development operations manager using Amazons AWS and Microsoft’s Azure.

**Core Competencies**

Project Planning & Management, Project Feasibility Assessments, Process Improvement, Problem Solving, Multiple SDLC’s, Team Building, Requirements & Constraints Gathering, Software Development Management, Scope Management, Technical Requirements Documentation, Training, Meeting Facilitation, Problem Solving

**Professional Affiliations**

Project Management Institute (PMI)  
Scrum Alliance  
Help Desk Institute

**Professional Experience**

**Swirl, San Francisco CA  
10/2015 – Present  
Software Development Manager/Technical Project Manager**

Manage Swirl’s technology team; defining the technical requirements and scope from project and product documentation, maintain project scope and status, facilitate greater cooperation between core company teams through improved communication and use of project tracking. Define and improve company processes for running technology projects using Agile and Scrum methodologies, improve project timelines and product release quality.

**Ungrounded Games, Las Vegas NV  
12/2014 – 10/2015  
Director of Operations**

Led startup video game company, filling the role of acting Chief Operations Officer, assisting with defining the game development, business plans, financial model, investor relations and recruiting. The company’s focus; to develop video games with educational potential that would work with STEM programs in high schools.

**Epic Games, Cary NC  
6/2014 – 12/2014  
Contract Release Manager**

Defined the processes for release the Unreal 4 engine as software as a service (SAAS), with a desire to establish monthly releases. Trained team leads in engineering and quality assurance in utilizing release management best practices. Successfully released Unreal 4 versions 4.1 – 4.6.

**Shuffle Master/SHFL entertainment/Bally Technologies, Las Vegas NV  
11/2012 – 06/2014  
Manager, Program Management Office (PMO)**

Leader in establishing foundation for PMO operations for R&D and iGaming team; including portfolio and project analysis, process and procedure development to support project execution and governance across the business teams to achieve quality execution. Obtained Nevada Gaming License.

**GarageGames, Las Vegas NV  
6/2010 – 11/2012  
Director of Operations/Senior Producer**

Initially Senior Producer for Instant Action, of which GarageGames was a division, and then Director of Operations for Garage Games after Instant Action’s closure, led company efforts in product development, project management, HR and release management. As Senior Producer with Instant Action, successfully realigned development by an external studio reducing product launch delays.

**Playdom, Redmond WA  
1/2010 – 6/2010  
Contract Technical Project Manager**

Responsible for opening a new development studio for Playdom in Redmond WA. Managed multiple responsibilities including Facilities, IT, recruiting and team mentoring under the direction of the Executive Producer/Studio Manager.

**Trion Worlds, Redwood Shores CA  
10/2007 – 12/2009  
Design Manager**

Directed the design team for the Rift MMO product including design process, game content management, team collaboration with art and engineering. Established recruiting process for creative content and game system designers including defining creative and system design tests.

**Kaiser Permanente Information Technologies, Corona CA  
10/2003 – 10/2007  
IT Manager**

Developed and led the tier 2 – 4 teams of Kaiser’s National Service Desk, providing 24/7 support to all Kaiser Permanente medical facilities, supporting all applications, application rollouts and field technician support. The National Service Desk improved first call resolution with the addition for the tier 2 – 4 teams from 63% to 77%. Achieved Six Sigma Greenbelt certification.