

Technical Project Manager Technical Project Manager IT Project Manager, Operations/Business Process Manager Alexandria, VA I am resourceful senior project manager skilled in streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business value. I have expertise in coordinating diverse teams and resources to complete objectives, as well as being organized and detail-oriented with proactive and hard-working nature. Authorized to work in the US for any employer Work Experience Technical Project Manager Comscore - Reston, VA November 2018 to Present Lead teams across broad technical and business disciplines. Focus teams on business objectives and track progress to ensure project milestones are completed on time, on budget and with the desired results. Work with leadership to define processes and tools best suited to each project: move between agile scrum approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures. Interface with key internal partners in Product Management, Operations, and Change Management Manage/lead retrospective meetings Contribute to the creation and management of other Engineering-wide programs, such as Training & Development, communications, and Content Organization using Confluence Operations/Business Process Manager Peniel Solutions, LLC - Washington, DC September 2016 to April 2018 Managed client relations using problem-solving skills to remove barriers to progress and productivity Worked with executive management to establish and implement goal-oriented policies and procedures Ensured project schedule, contract, and regulatory compliance by regularly evaluating performance metrics Defined and managed changes to project scope for technical feasibility and customer satisfaction Software Support Manager Apposit LLC - Addis Ababa, ET June 2015 to September 2016 Led technical support group in managing network, desktop and data center infrastructure Managed teams of software support personnel through cost-reducing continuous improvements Supported RFP and proposal management, including recruitment of technical staff Documented new issues, FAQs, and resolutions for a robust knowledge base using Atlassian Confluence Senior IT Project Manager Apposit LLC - Addis Ababa, ET June 2014 to June 2015 Managed full software development life cycle (SDLC) using agile methodology Mapped project plans, business

processes, and change management control for lean operations Established department goals and Key Performance Indicators (KPIs) using real-time analytics Technical Writer/Documentation SEDC - Atlanta, GA August 2012 to June 2014 Review and recommends revisions or changes in scope, format, content, and methods of reproduction and binding documents; organizing material and completing writing assignments per set standards regarding order, clarity, conciseness, style, and terminology. Author/create internal documentation and Help using RoboHelp software and publish on several servers for Utility Billing Software. Prioritized outstanding defects and system problems, ensuring accuracy goals and deadlines were met. Prepared business process models; used Visio to create use case diagrams. IT Support Coordinator KIPP DC - Washington, DC March 2011 to September 2011 Developed policies, procedures, and related documentation detailing design, installation, test, and maintenance of software and network systems for network of 10 charter schools in DC Developed schedules and milestones to track the progress of strategic information technology projects Provide reports and documentation, as needed on information technology projects. Program Support DYRS - Washington, DC September 2010 to March 2011 Directed data analysis for \$3M U.S. Department of Labor s Education and Workforce Development Grant. Prepared reports, data charts, graphics, and studies for presentation to government agencies. Education Bachelor of Business Administration in Management Information Systems University of Massachusetts - Lowell, MA June 2002 Skills ROBOHELP (2 years), It Project Management (9 years), CISCO (Less than 1 year), Agile (8 years), Scrum (8 years), Process Improvement (10+ years), Process Development (8 years), Business Analysis (5 years), Customer Service (10+ years), Data Analysis (5 years), Documentation (8 years), Hiring (6 years), Knowledge Management (8 years), Kanban (8 years), Leadership Development (8 years), Management (8 years), New Product Development (8 years), Operations Management (8 years), Operations (8 years), Powerpoint (10+ years), Quickbooks (10+ years), Quality Assurance (8 years), Recruiting (8 years), Strategic Planning (8 years), Sharepoint (8 years), Training (10+ years), Team Building (8 years), Technical Writing (8 years), Usability Testing (8 years), SDLC, Waterfall, PM, Scrum Master, Information Technology, Project Management, PMP, CSM, Software Development Assessments

Management & Leadership Skills: Planning & Execution Expert May 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/x0err8pmwwkbtojp Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Oversee projects covering new technologies, Application Development, Change Management; Control, and new roll-outs, using Agile project management methodology using Atlassian JIRA; Expert in business process engineering and documenting software development life cycle processes and artifacts; Well versed in the all life cycles including analysis, design, development, testing and implementation of software applications; Excellent communication, analytical, interpersonal, and presentation skills; experience in handling multiple projects simultaneously; Ability to clearly communicate the business and system requirements to the development team; Experience in gathering, interpreting and analyzing business requirements from multiple stakeholders and cross- functional teams; Excellent qualifications in business operations, support, team building, and proven ability to combine project and staff management with technical expertise to consistently exceed organization goals; Proven ability to document technical issues in detail by collaborating with management, development, and quality assurance teams during the development and testing processes of products; Ability to produce technical manuals, spread sheets, and flow charts using the Microsoft Office products, SnagIt and RoboHelp and Atlassian Confluence; Exceptional interpersonal and customer relationship skills; served as liaison between technical teams, business representatives, client management, and users. Skills/Tools: Fluency in Microsoft Office Suite: Visio, Excel, Project, Word, SharePoint, PowerPoint Scrum/Agile/OKR methodologies, Atlassian JIRA and Confluence, Stash, SnagIt, RoboHelp, QuickBase, QuickBooks, Smartsheet

Name: Kimberly Schultz

Email: kenneth76@example.org

Phone: 001-802-887-8186x783