

IT Project Manager/Product Owner IT Project Manager/Product Owner IT Project Manager/Product Owner - AMC Rewards as Discounts Saint Petersburg, FL Work Experience IT Project Manager/Product Owner AMC Rewards as Discounts - Saint Petersburg, FL December 2015 to Present Lead multiple large projects at a time from start to finish such as Dutch Caribbean Credit Card Implementation, TSYS File Conversion, Chip Card Project, AMC Rewards as Discounts, etc. Manage \$2+ Million budget consisting of 4 major Financial Services clientele Manage team of 20+ individuals including FE/BE Dev, QA, BA, SA. Lead refinement and planning sessions with DEV/QA to help breakdown, explain, & solution best ways for completing project work through SDLC Lead requirement gatherings & daily Scrum meetings to help team members achieve deliverables and solutions through SDLC best practices. Work directly with Management, Product, and Operations stakeholders to determine business requirements, priorities and communicate project status/deliverables to clients. Build Business Requirements, User Story & Acceptance Criteria for multiple large projects at once for financial clients processing, UI Tool, and Computer/Mobile websites Control Product backlog and build release plans for clients through Project Management best practices Technical Account Manager Saint Petersburg, FL June 2015 to December 2015 Responsible for project delivery of large campaign and change requests, including Email, Digital & Print Marketing Campaigns, Promotions, and Website Enhancements Lead daily Scrum Meetings and work with cross functional team to solve daily production impediments. Responsible for operational teams daily in all aspects from initiation to delivery of all Ad-hoc requests and helped with priority/solutions on all requests Managed multiple conflict calls and action logs daily with C-level clientele Project Coordinator Saint Petersburg, FL June 2014 to June 2015 Managed workflow, meet deadlines, lead meetings for team members to help achieve deliverables and exceed team goals per client Managed customer escalations and worked with development team to explain and handle situations in a timely manner Facilitated meetings and ensured team had all resources and information needed to meet expectations from client for ad-hoc requests/production issues. Education Masters of Business Administration in Management ST LEO UNIVERSITY - Saint Leo, FL August 2017 Bachelors in Advertising & Communications MICHIGANT

STATE UNIVERSITY - East Lansing, MI May 2013 Skills BUDGET (2 years), BUSINESS REQUIREMENTS (2 years), PROJECT MANAGEMENT (2 years), ACCOUNT MANAGEMENT (Less than 1 year), BILLING (Less than 1 year) Additional Information TECHNICAL QUALIFICATIONS PROJECT MANAGEMENT: Agile methodologies, JIRA, Team Leadership, Conflict Resolution, Product Owner, Budget Planning, Scope Creep ACCOUNT MANAGEMENT: C-level Relationship Building, Client Travel, QBR Presenter, Conference Call Leadership, Billing, Client Growth, Sales BUSINESS ANALYST: Documentation, User Story & Acceptance Criteria Creation, Business Requirements Writing, Microsoft Business Suites QUALITY ASSURANCE: SQL, HTML, JAVA, Test Case writing, Test Plan Execution

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