

# Wren Ballard:

## Technical Project Manager

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### SKILLS

**Management:** Documentation // Coordination // Mediation

**Tools:** Jira // Trello // Asana // Canva // Slack

**Technical:** Google Workspace // Cloud Computing // IT Infrastructure

### PROJECTS - Xulip

- An e-commerce platform project in development built to executive specifications with an expected project completion date of July 2021.
- Envisioned and designed to increase market exposure while minimizing sales system maintenance.

[Team Charter](#) | [SDLC Literature](#) | [Overview](#)

### EXPERIENCE

#### FBG Service Corporation, Colorado Springs, CO

*Regional Foreman*

June 2014 - October 2020

- Reduced maintenance requests by 15% while overseeing routine maintenance in secure facilities for a national telecommunications network.
- Hired and trained new employees while reducing turnover rates to create a stable workforce.
- Reduced inventory attrition and supply costs by implementing a resource-tracking protocol across multiple facilities.
- Coordinated multiple work orders with employer work crews and independent contractors while creating efficient route logistics to reduce travel expenses.

#### FBG Service Corporation, Colorado Springs, CO

*Crew Lead*

April 2013 - June 2014

- Captured and identified the diverse needs of client's labor requirements.
- Trained and supervised a mobile custodial team of fifteen employees.
- Coordinated work orders between FBG's specialized service crews and client personnel, including weekend and overnight projects.

### EXPERIENCE (Cont.)

#### Pueblo City Schools, Pueblo, CO

*Lead Custodian*

March 2010 - April 2013

- Fulfilled regular custodial duties with daily and long-term assignments.
- Conducted building open and closing procedures with concerns toward school security and safety.
- Stripping, sealing, finishing, and polish floors.

#### Loveland Screw Machine, Loveland, CO

*Finisher; Quality Control*

January 2008 - February 2010

- Set up, adjustment, and operation all of the basic machine tools to perform precision machining and finishing operations.
- Measured, examined, or tested completed units to check for defects and ensure conformance to specifications, using precision instruments, such as micrometers.
- Conferred with engineering, supervisory, or manufacturing personnel to exchange technical information.
- Disposed of scrap or waste material in accordance with company policies and environmental regulations

### EDUCATION

#### CSU-Pueblo, Pueblo, CO — Bachelor's of English

January 2011 - May 2015, Pueblo Campus

Textual Analysis | Research | Research Writing

#### Thankful, by Chegg — Project Management

October 2020 - February 2021

Project Analysis | Customer Relations | Business Writing

### CERTIFICATIONS

#### Revela Group - Management Foundations

September 2017 - January 2018, FBG sponsored

### AWARDS

Two service awards at FBG Service Corporation