

Aidan M. Glendon

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Experience

Epic, Verona WI

Application Project Manager

Sept. 2023 – May 2024

Managed a 9-month \$3 million software install and led cross-functional internal teams to improve the future state of the product.

- Directly managed 5 project coordinators, meeting with them daily to prioritize work efforts, review project trackers, and answer questions related to the project and best company practices.
- Designed 15+ software workflow training sessions with operations, customer IT, and C-Suite executives, to improve user adoption of new workflows.
- Improved internal processes and documentation for ongoing and future installs by leading monthly feedback and review sessions with software developers to drive future software development. Created 20+ internal wikis using HTML and CSS.
- Grew relationships with operations and C-Suite execs through weekly project leadership review meetings, focusing on top issues and mitigation strategies.

Application Project Coordinator

Oct. 2021 – Sept. 2023

Coordinated a \$5 million, 2-year software installation to support 250,000 health plan members and managed a team of 10 IT staff.

- Created documentation, workflow diagrams, and training materials to educate clients on software capabilities, driving successful client adoption and resulting in a 30% improvement in workflow efficiency and a 50% decrease in non-compliance issues.
- Effectively prioritized resources and time to enable client to achieve a 98% timeliness rating in customer investigation cases.
- Mentored five recently hired application coordinators, meeting with them weekly for their first six months to discuss project questions, training progress, and time management strategies.

Ithaca College, Ithaca, NY

Producer, Game Over (ICTV)

Jan. 2019 – May 2021

Oversaw a 25-person crew to produce 10 weekly broadcasts and live production events per semester.

- Worked cross-functionally with show writers, editors, and production crew, to manage schedule of all 10 production shoots and corresponding package deadlines ensuring timely delivery of finished episodes.

Reed Exhibitions, Norwalk, CT

Events Coordinator Intern, ReedPOP

May 2019 – Aug. 2019

Monitored social media communities and content on Instagram, Facebook, and X to gain customer insights and improve attendee experiences.

- Leveraged Salesforce lead data and social media platforms to secure top-tier guests and artists for New York Comic Con and Keystone Comic Con, leading to an increase in booth traffic by 20% and event-goer satisfaction surveys by 30%.
- Conducted market research in desired 18-49 demographic areas and presented three competitor analyses alongside best marketing practices to reach targeted demographics.

Education

Ithaca College, Ithaca, NY

Bachelor of Science in Emerging Media: Concentration in Production and Design

May 2021

Minors: Game Design, Web Programming, Live Events Design and Management

Skills

Microsoft Office Suite, Adobe Creative Suite, Python, HTML, Salesforce, SQL, Public Speaking, Event Planning, Networking

Awards

Eagle Scout, Boy Scouts of America, Hawthorne, NY

Park Scholar, Ithaca College, Ithaca, NY