




Bryce Baker

Project Manager & Technical Communications Specialist

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ABOUT

I am a #DigitalNative who lives and breathes technology, and I have recently moved to Madison, WI with my fiancé. I have spent my career working in various roles within the technology sector, and during this time, I have developed the ability to manage complex technical processes and projects, and communicate these clearly and effectively to clients, media, developers, and other stakeholders.

SKILLS

- ▷ Product feature design and implementation ownership
- ▷ Technical Communication
- ▷ Stakeholder & client management
- ▷ Analytical reporting & measurement
- ▷ Agile/Scrum project management
- ▷ Web Development
- ▷ Enterprise ERP & project management tools
- ▷ Technical understanding of modern programming languages and system architecture
- ▷ Integration of existing systems to APIs for expanded functionality

CERTIFICATIONS

- ▷ Agile & Scrum Fundamentals
- ▷ PMBOK Project Management
- ▷ Digital Marketing (Hubspot, General Assembly, Google Academy)

EDUCATION

Bachelors Degree in Business

Torrens University of Business & Communication

Sydney, Australia

Graduated 2014 with Distinction

EXPERIENCE

Project Coordinator – Technical Delivery

AGL | Australia's largest energy provider

Melbourne, Australia | Feb 2018 – July 2019

- Worked closely with external software providers to tailor project workflow software. Increased workflow automation and cut staff requirements in half
- Coordinated technical integration between project software and company systems (Microsoft Dynamics/AX). Led integration to company wide ERP (SAP)
- Managed the deployment of more than 1,000 residential battery installations. This included managing multi-departmental sprints and assistance in ensuring Agile best-practice
- Ranked within the top 10% of company performance for both years of my tenure (as per company Vitality Curve)

Technical Account Manager

Intelligent Reach | Global, cloud-based eCommerce software provider

Melbourne, Australia | Feb 2017 – Feb 2018

- Project managed client technical integrations into the Intelligent Reach platform for some of Australia's largest retailers. Set a new company-wide record of 6 integrations in one week
- Initiated a new process to find, hire, and manage offshore freelancers to resolve integration bottlenecks in order to increase time-to-market for clients, resulting in increased revenue generation for Intelligent Reach
- Implemented a new ticketing and project management system for the Asia-Pacific region, leading to faster and more efficient customer support

Senior Program Executive

Hotwire Public Relations | PR firm with a focus on B2B technology

Sydney, Australia - transferred to - New York, NY | Jan 2014 – Oct 2016

- Promoted and transferred to New York office from Sydney due to notable work on global campaigns
- Worked on and directly managed integrated international campaigns with a yearly value of more than \$300,000, including owning client relationships and developing budgets
- Placed highly technical media coverage in national publications such as The Wall Street Journal through phone and email pitching, and ghost-written articles