

# BRIDGET BAKER: Technical Project Manager

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[LinkedIn](#) | [GitHub](#)

## SUMMARY

I am a technical project manager proficient in HTML, CSS, and stakeholder management. I have 5 years of experience in customer engagement, which allowed me to develop my communications, stakeholder, and leadership [untitled:Untitled-1](#) skills. I also have a strong interest in presentation and design.

## TECHNICAL SKILLS

Stakeholder management, Project documentation, Estimating and Budgeting, HTML, CSS, Bootstrap, IT Infrastructure, Database Management, Group Facilitation, Risk Management

## PROJECTS

### Thinkful - Technical Project Manager Projects

Capstone 1 | [Project Link](#)

- Designed a project charter to gain project acceptance from the project sponsor
- Created a requirements management plan to ensure the project was carefully and correctly managed
- Managed checklists in Notion, created & shared documents in Google Docs for team members & stakeholders

Capstone 2 | [Project Link](#)

- Executed various aspects of standard project communication processes
- Created team operational guidelines for internal communication purposes
- Developed stakeholder engagement matrixes & communication plan to ensure stakeholder satisfaction
- Worked with communication tools: Google Slides & Drive to share presentations with stakeholders

## EXPERIENCE

### Customer Engagement Manager

Brainium Studios | Portland, OR | 2019 - 2021

- Monitored, tracked & reported trending player issues through multi-channel communication tools
- Improved player support experience by implementing in-game chat to reduce resolution time
- Contributed to weekly standup meetings to inform the engineering and QA teams of trending player issues
- Created ad report ticketing system as a way to monitor broken ads that negatively impacted gameplay

## EDUCATION

### Certificate, Technical Project Management

Thinkful | Online | 2020 - 2021

- Met 1:1 with a Thinkful mentor 1x week to complete assignments
- Completed 3 capstone projects, each demonstrating varied aspects of project management

### BFA, Photography & BA Digital Design

Seattle University | Seattle, WA | 2010- 2014

- Dean's list student 2010, 2011, 2013
- Recipient of Seattle U's Student Film Fellows Grant, 2014