Brandon Walshin

Program Manager

925.395.3733

brandonwalshin@gmail.com ● brandonwalshin.com

EXPERIENCE

Apptio Inc.
October 2019 – Present

PROGRAM MANAGER

- Communicate across multiple departments to ensure team synchronization
- Create training materials for our internal knowledge base
- Partner with multiple teams to build scalable products
- Manage questions and communications of products to product managers
- Manage product progress and updates
- Coordinate activities between related programs
- Partner closely with engineering and other corporate teams to understand business needs and customer requirements

Success Metric: Created a centralized space for all documentation related to each program allowing billable resources to focus on their customers.

Apptio Inc.
Jun 2017 – Oct 2019

SR. TECHINICAL OPERATIONS ANALYST

Workfront (Online Work and Project Management)

- System Administration
- Created and managed ad-hoc reports and metrics
- Oversaw integration use case and development
- Built an auditing system using SQL to maintain data cleanliness
- Managed the day-to-day workflow in respect to ensuring the efficient use of the system.
- Managed user accounts (Permissions, Password reset, Archive users, user groups)
- Reporting (User reports, Engagement reports, Usage reports)
- Attended User Groups and related events
- Consistently audit information to ensure report and data quality

Success metric: Reduce 100 hours a week per user with customer status reporting.

Success metric: Managed and administrated software for Apptio's Customer Success department. Helped increased software functionality, process efficiency, user adoption of various tools.

Speaking Engagement: Spoke at Workfront LEAP 2018

Apptio Inc.
Apr 2013 – Jun 2017

SYSTEMS ADMINISTRATOR

Jive (Apptio Customer Community / TBM Council Community)

- Maintained the community brand look and feel
- Managed user accounts (Activate/ Deactivate, Password reset, Archive users, user groups)
- Managed Community permissions (User groups, Individual users, Content, Space)
- Managed, Designed, and Organized community content, assets, and spaces
- Escalated user created content when appropriate
- Community design (HTML, Adobe Photoshop, Abode Illustrator)
- Managed community add-ons (Outlook add-on, MS office add-on)
- Managed community gamification (Badge creation, badge assignment, Points tier structure)
- Community reporting (User reports, Engagement reports)
- Attended events to promote community adoption

KudosNow System (Employee recognition system)

- Evaluated multiple programs to best fit the company's requirements and needs
- System administration
- Maintained user profiles (Creation and archiving)
- Maintained reward store and user redemptions

Salesforce and OpenAir administration

- Created and managed ad-hoc reports and metrics
- Managed user accounts (Activate/ Deactivate, Password reset, Archive users, user groups)
- Created and managed system and custom fields

Success metric: Increase community user adoption by 50x YTD

Success metric: Built both the TBM Council and Apptio Customer Community. The community grew from 0 users to 3,000 users in 6 months using the Jive Software platform.

Engine Yard
Jul 2010 – Dec 2011

OFFICE MANAGER / INTERN

- Front Desk / Reception
- Mail Distribution
- Filing
- Data Entry
- Created company digital library
- Departmental support for ad-hoc projects
- Conference room maintenance and upkeep
- Assisted with planning and executing company morale events

Success Metric: Created and Implemented a digital conference room calendaring system. This increased meeting visibility and productivity.

Certifications

SoloLearn – Aug 2018

HTML Fundamentals

CSS

JavaScript