Mike Dickerson

Experienced Technologist and Manager
MBA, PMP, ITILv3, CSM, CSPO

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LinkedIn   GitHub   Personal

I am a Tech/Project Manager, Systems Engineer and Full-Stack Developer with hands-on experience in multiple platforms.

EXPERIENCE

Kohl's Department Stores, Menomonee Falls, WI — *Service Delivery Manager*
OCTOBER 2007 - PRESENT

I began as a contractor on the helpdesk and worked by up through various roles including Technical Writer, Middleware Engineer, Technology Manager, Project Manager and Service Delivery Manager.

Service Delivery Manager, 2016 - 2018:

Drove operational efficiency to reduce incident count by 25%.

Coached MSP Teams on LEAN principles to drive improvements.

Project Manager, 2015 - 2016:

Set up Automation Factory that handles 30% of monthly incident volume.

Addressed multiple long-standing technical issue using project management methodologies.

Infrastructure Technology Manager, 2013 - 2015:

Reduced high and critical incidents for my team's technologies by 90%.

Empowered partner teams by implementing self-service automation solutions.

Help Desk/Systems Engineer/Sr. Systems Engineer, 2007 -2013:

Developed and implemented build standards for middleware technologies.

Developed peer-review process to prevent production issues.

Mentored team members on best practices.

Previous Positions — *Varied*
JANUARY 1997 - OCTOBER 2007

Prior to entering the IT world, I spent time in the following roles:

Sales Rep - Milwaukee, WI

Middle School English Teacher - Arita, Japan

Grant Writer, Transportation Manager, GED Tutor, Radio DJ - Sitka, AK

Aquaculture Extension Agent, US Peace Corps, Esse, Cameroon

Lab Researcher, US Forest Service Forest Products Lab, Madison, WI

SKILLS

Coding: HTML, CSS, Javascript, jQuery, SASS, EJS, Node.js, Express.js, React.js, Redux, Socket.io, Python, Git

Infrastructure: Linux, Bash, Windows, Middleware Technologies, Monitoring Technologies, MongoDB, Automation

DevOps: Puppet, Ansible, Jenkins

Products: Google Cloud Platform, MicroStrategy, Informatica, SAS, Websphere MQ, Weblogic, Tibco Suite, Ayehu

Process: LEAN, Mentoring, Team Building, Road Mapping, Scrum, Technical Writing, Change Management, ITSM, MSP Governance

PROJECTS

Passport to Lifetime Fitness
Volunteer effort to create app to track fitness program for local school district.
Demo | Repo

chatterBox Real-time chat app.

Demo | Repo

FridgeForage recipe search app.

Demo | Repo

LANGUAGES

English, French(intermediate), Japanese(intermediate), Mvele-Ewondo(basic)

EDUCATION

University of Wisconsin, Madison, WI — Executive MBA

2012 - 2014

Executive MBA program focusing on general management.

University of Wisconsin, Madison, WI — *Geology & Geophysics*

Bachelor's degree in highly quantitative hard science.

Thinkful Program, Online

Expanded skill set by learning web development.

Waukesha County Technical College/Milwaukee Area Technical College, Milwaukee, WI

During my career transition I took courses in Windows, Linux, Networking, Programming and Database Administration.

VOLUNTEERING

Children, Financial Literacy, English as a Second Language, Environment

INTERESTS

Cooking, Hiking, Podcasts, History, Travel, Reading, Fitness, Languages, BJJ