

J. Cree Myers | IT Project Manager

Technical Project Manager with expertise in Agile / SCRUM. Certified PMP & PMI-ACP

South Jordan, UT - Email me on Indeed: [indeed.com/r/d59aa2eaa366c39c](https://www.indeed.com/r/d59aa2eaa366c39c)

Experienced, self-directed project/product manager offering 15 years of successfully leading all phases of diverse Information Technology (IT) projects in global environments. Delivering on expected benefits, competitive advantage, and bottom-line gains.

Expert in agile and waterfall project management methodologies. Plan and manage multimillion-dollar, global projects. PMP and PMI-ACP certifications; degree in Business Administration.

Multiple disciplines; Passionate about merging user experience, software development, configuration, and IT Operations. Product Management and Process Improvement for diverse portfolio to include; workforce management, speech and text analytics, customer surveys, social media response, call centers, and learning management.

Leadership and Business strategist; Domain leader, cross-functional team management, and vendor relations. Experienced in staff supervision, employee development, and conflict resolution.

Excellent interpersonal skills; Dependable, responsive, cheerful, and auspiciously jovial individual. Effective communication with executive stakeholders, leveraging technical and business acumen.

Project Management

- SCRUM/Agile certified
- Project scoping & scheduling
- Requirements gathering
- Stakeholder management
- Product Management

Technical Experience

- Software development (SDLC)
- Database SQL
- SaaS solutions (HTTP)
- User Experience (UX) design
- Configuration Management

Value-Added Leadership

- Cross-functional leadership
- Team building & mentoring
- Client presentations & training
- Vendor negotiations & procurement

Authorized to work in the US for any employer

WORK EXPERIENCE

Sr. Project Manager

Sorenson Media - Draper, UT - June 2016 to Present

IT Project Manager

Questar - Salt Lake City, UT - 2015 to 2016

- Standardized IT Project Management Office processes and methodologies by:
 - Implementing Agile/SCRUM project methodologies
 - Established a Project Governance Board and project approval processes
 - Standardized Project Charters, Steering committee engagements, & business case processes
 - Conducting PMP and Agile training
- Manage large IT projects using sound project methodologies and procedures.
- Lead workshops to gather business requirements and determine project scope and feasibility.
- Manage IT resources, business resources, and vendor resources related to project activities.
- Negotiate contracts to acquire IT applications and services.
- Develop and manage project plan, resource planning, scheduling, and budgets.
- Develop selection recommendations and estimate costs for development and implementation.
- Manage project change control, project issue discovery, tracking, and resolution.
- Provide executive status reporting and foster relationships with customers.

IT Project Manager & Sr. BSA

eBay Inc - Salt Lake City, UT - 2010 to 2015

Domain lead for Global Operational Enablers team responsible for customer experience and operation organizations' needs and translating those into "best in class" solutions. Key strategic objectives included workforce management, contact monitoring and recording, coaching, and speech analysis.

Led and managed multiple cross-functional and international project teams involving resources from both eBay and PayPal technology, business, and operation groups. Methodology varied between agile and waterfall depending on project specifics, business requirements, and solution approach.

Stakeholder management of Senior Management for multiple operational lines of business. Defined project scope and roadmaps aligning to strategic objectives.

- Produced and presented business cases, project roadmaps for several multi-million dollar projects to Sr. VP level stakeholders and succeeded in securing funding and project approvals.
- Successful global deployment of NICE audio & screen recording solution within 12 months.
- Completed proof of concept for Interaction Analytics (speech analysis) resulting in establishment of new Interaction Analytics team.
- Honored with prestigious "Best of the Best" award in 2014 and multiple "Spot Awards" throughout tenure in recognition of consistent outstanding performance.

Product Manager & Sr. Business Analyst

Tomax Corporation - Salt Lake City, UT - 2007 to 2010

Product Manager for Workforce Management, Labor Scheduling, and Time and Attendance application suite. Facilitated client demonstrations and implementation, designed and delivered product enhancements, as well as product training and documentation.

Leveraged technical prowess and internal resources to analyze and troubleshoot a broad range of issues related to Oracle DB, Jboss, Java, and web applications. SQL scripting to identify and resolve issues related to database records and software functionality.

- Complete UI redesign of Time and Attendance application.

- Drafted technical documentation for system administrators, support personnel, and customers to aid in installation, administration, and product use.
- Programmed pay rules compliant with state and federal laws, as well as client company policies.

System Admin & Marketing Director

NAI Utah Southern Region - Saint George, UT - 2006 to 2007

Originally hired for the Marketing Director position, simultaneously fulfilled Systems Administrator roll. Provided network and technology administration and help desk support.

- Increased agent productivity utilizing preexisting and new technologies to develop automation tools.
- Converted hard-copy office documents into interactive forms.
- Led development of a web based inventory maintenance and search application.
- Oversaw and negotiated advertising contracts.
- Created and maintained marketing materials for premier commercial real estate firm.

Business Analyst & CS Training Specialist

The Home Depot - San Diego, CA - 2001 to 2006

Implemented software solutions for process improvements, executed multiple projects resulting in call center efficiency gains and training enhancements, and facilitated new-hire training

- Developed dashboard application to track and monitor new hire training.
- Developed database applications improving communications and inter-departmental collaboration.
- Created online interactive help tool for call center agents.
- Applied Information Mapping methodology to redesign 400+ page training manual, improving new-hire knowledge retention.

EDUCATION

MBA in IT Administration

Western Governors University
2017

BS in Business Administration

University of Phoenix
2008

BS in Computer Science (Undergrad studies)

University of Arizona
1998 to 1999

SKILLS

Product Management (8 years), Agile (8 years), Scrum (8 years), Project Planning (10+ years), Requirements Gathering (10+ years), Agile Methodologies (8 years), Call Center (10+ years), Workforce Management (5 years), Training And Development (5 years), Management Skills (10+ years), Ms Project (7 years), Ms Excel (10+ years), Ms Word (10+ years), Ms Powerpoint (10+ years), MS Visio (10+ years), HTML (5 years), Business Analysis (8 years), Cross-Functional Team Leadership (10+ years), Process Improvement (10+ years), Database SQL (4 years), User Experience (UX) (10+ years), SAAS (8 years), Software development (SDLC) (8 years), Stakeholder management (10+ years), Project Management (10+ years), Agile Project Management (8 years), Call Center (8 years), SCRUM Project Management (8 years), Cost Estimating (7 years), Risk Management (8 years), Photoshop (5 years), Project scoping (10+ years),

Vendor Management (10+ years), Software Project Management (10+ years), SCRUM/Agile certified (8 years), Scrum Master

LINKS

<https://www.linkedin.com/in/jcreemyers>

MILITARY SERVICE

Service Country: US

Branch: US Coast Guard Reserve

Rank: Boatswain's Mate Petty Officer 3rd class

2002 to 2008

Trained in search and rescue, law enforcement, immigration control, and emergency action procedures. Updated and maintained a custom, law enforcement database application.

AWARDS

Best of the Best - eBay

2014

Quarterly award presented to a select few in recognition of consistent and outstanding performance.

CERTIFICATIONS/LICENSES

Project Management Professional (PMP)

2012 to Present

Project Management Institute, Inc.

PMI Agile Certified Practitioner (PMI-ACP)

2014 to Present

Project Management Institute, Inc.

CPR First Aid

2012 to Present

The American Red Cross

GROUPS

Big Brother Child Sisters

2012 to 2015

Big Brother Child Mentor

Developed one-one relationship with youth by offering consistency, encouragement, and role modeling.

ADDITIONAL INFORMATION

- Second Language: Spanish (Conversational proficiency)
- Certified Sailplane Pilot
- PADI Certified Rescue SCUBA Diver

- Golf enthusiast