Jeremy Allen Cell: 865.279-1902 | Email: [jallen0508@live.com](mailto:jallen0508@live.com) | Knoxville, TN | [LinkedIn Profile](www.linkedin.com/in/jeremy-allen-94b57240)

Professional with over 20 years of experience with various ATM projects (hardware & software). Ensure customer expectations are exceeded by commitment to team-work and continual improvement. High degree of motivation and pro-active problem-solving skills. Seeking challenging opportunity to lend my experience and gain additional insights to create momentum for any project by continuing to evolve and adapt.

**Skills**

**Xyz**

* Communication and interpersonal skills
* Critical thinking and problem solving skills
* Change management experience
* Organization and detail-oriented skills
* Staff management or training skills
* Product development experience
* Project management experience
* Data analysis skills
* Software, platform, or language aptitude
* Staff, budget, and project oversight

**Career Path**

* + - Project Manager

Priority, Inc | March 2022 - Present | 1 year 6 months | Knoxville, TN

\* Provide oversight management for implementation of exterior branding programs.

\* Work with businesses to ensure their brand is delivered consistently by providing consultancy, audit and project management.

\* Initiate, plan, execute, monitor, and close-out brand implementation projects.

* + - Project Manager

Principle Global | June 2020 – March 2022 | 1 year 6 months | Knoxville, TN

\* Provide oversight management for implementation of interior and/or exterior branding programs.

\* Work with businesses to ensure their brand is delivered consistently by providing consultancy, audit and project management.

\* Initiate, plan, execute, monitor, and close-out brand implementation projects.

* + - Senior Technical Consultant

NCR | October 2015 – June2020 | 4 year 8 months | Atlanta, GA

\* Customer consultation regarding ATM deployment and support of customer lifecycle in cooperation with NCR Services and partners.  
\* Pre-sales support and collaboration with the Account Team to qualify the technical requirements of the opportunities.   
\* Identify and propose the right delivery service solution, tools & methodology, based on real service delivery capability and Customer needs.  
\* Participate in the discovery stage of the due diligence of a customer implementation and implementation of new contracts, based on a defined Service Level Agreement.  
\* Coordinate and manage the Technical implementation of the services and direct the activities of the service delivery team.  
\* Partner with other NCR Organizations and 3rd party vendors to get needed features implemented, critical bugs fixed.

SW Support Engineer IIIRelated Actions and Preview SW Support Engineer III

\* Identify ATM Video teller defects and provide resolution to customers.  
\* Design corrective action(s) to resolve product or system problems with no known solutions.   
\* Offer input and gain knowledge as a Subject Matter Expert on products, systems, and services.  
\* Mentor and assist support peers in product and systems technical details, management of issues and all aspects of the respective role.  
\* Manage multiple issues of differing stages of investigation and priority without assistance.  
\* Identify processes, products and services areas of improvements and team with other engineers to improve the process consistent with the NCR improvement approach.

* + - * ATM Project CoordinatorRelated Actions and Preview ATM Project Coordinator

Regions Bank | April 2013 - October 2015 | 2 years 6 months | Birmingham, AL

\* Conduct business process analyses, needs assessments and preliminary cost/benefits analyses in an effort to align information technology solutions with business initiatives.  
\* Prepare functional, system and program specifications.  
\* Function as liaison between line of business and Technology

* + - Project Manager

NSA | July 2011 - April 2013 | 1 year 9 months | Knoxville, TN



\* Manage assigned projects, including ATMs from Initiation to Completion by finding, training coordinating, and evaluating personnel for projects.  
\* Initiate projects by ensuring customer expectations and scope are understood.  
\* Plan projects by writing Scope(s) of Work, Training Guides, and developing schedules.  
\* Monitor projects during execution by ensuring and developing contingency plans, maintain communication and reporting to customer and management.  
\* Complete projects by ensuring Deliverables are met and delivered to clients on time with quality and value. Create client invoices.  
\* Approve payments to contractors.

* + - Service Design Consultant

NCR | April 2010 - July 2011 | 1 year 3 months | Duluth, GA

\* Manage supply vendors for DVD movie Kiosks.

\* Supported products through Product Lifecycle and develop service plans.

* + - * Assistant Vice PresidentRelated Actions and Preview ATM Project Coordinator

Regions Bank | December 2004 – April 2010 | 5 years 4 months | Birmingham, AL

\* Coordinated and scheduled ATM installations, removals and replacements and other various projects with the ability to meet deadlines within cost projections, including coordinating with in-house programmers to ensure correct setup of Device Handlers.  
\* Implemented ATM software ensuring functionality and correct custom consumer  
transaction flows for NCR Aptra versions 2.01 – 3.00 and Diebold OS2-Agilis 2.4 including Deposit Automation and multi-vendor Diebold XFS layering for NCR Aptra by testing changes in lab setting, evaluating through pilot, and managing deployment.  
\* Developed internal processes for obtaining statistical information and customer claims.  
\* Provided continuous technical support & documentation to ATM Monitoring group.  
\* Managed in-house software; Gasper, Iqesd, and ATM Manager Pro.  
\* Management included administrative duties, process improvements, and software distribution via Tivoli and custom built scripts.  
\* Used EFunds Advantage software on IBM platform to troubleshoot and bring ATMs on(off)-line.  
\* Strategically worked with cash providers to improve route structure and mitigate issues such as inclement weather, shortage of personnel, or other unforeseen events.  
\* Coordinated various, multiple projects with NCR and Diebold’s F(S)LM and management, with on-going communication to ensure projects success.

* + - ATM Project Manager

Madison Armored Car, LLC | August 1999- December 2004 | 5 year 4 months | Nashville, TN

\* Developed back-end process allowing expansion of 100 ATMs to over 400 ATM locations.

\* Coordinated installation and switch processor and ATM configuration

\* Developed and managed reporting of customer ATM cash reconciliations

**Education**

* + The University of Tennessee
    - Related Actions and Preview The University of Tennessee

B.S. in Finance