

TISHA LOOKER, PMQ

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PROFILE

Experienced Senior Project Manager gifted at meeting tight deadlines, driving business opportunities and working well in team-based environments. Over 10 years of focused engagement and personable relationships with stakeholders while managing key milestones and delivering exemplary customer service.



WORK EXPERIENCE

Senior Project Manager 2018 – present
LinkMage Contracting LLC, Remote

- Manage multiple client projects for companies ranging from global enterprises to national coalitions through projects and sustained service agreements
- Acted as Scrum Master and Agile Coach for external and internal partners
- Oversee entire life cycle development of web applications and properties in \$3.5M range
- Manage several teams of developers inside of strong matrix organizational structure
- Directed planning, budgeting, vendor selection and quality assurance efforts
- Liaised with clients to develop deep understanding of business needs and current market landscape
- Defined and analyzed metrics to measure product performance
- Championed customer experience through expert analyzation and communication
- Responsible for billing and invoicing on a monthly basis
- Accurate allocation of team members to suitable projects
- Credited with just over \$500k in new project sales support
- Produced analytical reports, updating customers and senior leaders on progress and roadblocks

Project Manager 2015 – 2018
Ntara, Johnson City, TN

- Lead a successful \$2.2M replatform, redesign, and rebrand of client web property
- Agile Coach for internal and external customers including creation of curriculum, instructions materials and comprehensive documentation
- Transitioned the company from Waterfall to Agile while simultaneously integrating with current tools and software, saving 300k
- Produced status reports for customers and senior management
- Recruited and hired top-level talent for various job positions



WORK EXPERIENCE

- Build and launched configurations for vital storage systems
- Increased productivity through various process improvement implementations

Program/Project Manager 2014 – 2015
The Iron Yard Code School, Remote

- Regulated staff of developers as well as operational organization of physical and soft assets
- Created improvement plans while overseeing budgeting, vendor selection and quality assurance efforts
- Acted as PM for 10 startup/angel projects ranging from one to 15 person teams
- Received accolades from Las Vegas City Officials for work and contributions to tech and startup communities
- Planned and executed meetings to connect organizational representatives, community members and clients
- Met with project stakeholders on regular basis to assess progress and make adjustments
- Developed and organized routine and special programming by factoring in slot timing, demographics and other important parameters

Tech Concierge Program Management 2011 – 2014
Zappos.com, Las Vegas, NV

- Created and managed innovative hiring solution to save \$400K annually
- Advocated for developers across departments and leadership team
- Managed internal education pipeline
- Tested and sourced process and system improvements to increase productivity
- Consistently met deadlines and requirements
- Negotiated agreements between employees to clarify directions and resolve conflicts affecting performance
- Coordinated weekly meetings for internal and external groups, interacting with all levels of management
- Greeted clients and guests professionally and courteously to cultivate and maintain welcoming atmosphere
- Managed relationships with distribution channel partners and determined proper sourcing methods

EDUCATION

Project Management

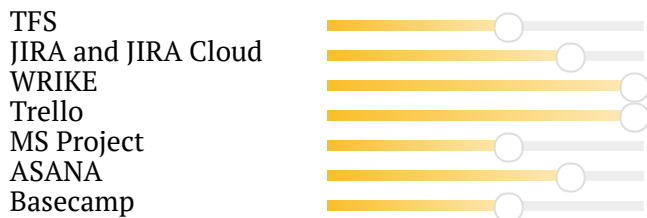
University of Nevada Las Vegas, Las Vegas NV

SKILLS

Project Management Skills



Project Management Tools



Communication Tools



Prototyping Tools



Technical Tools



Email and Document Editing



CERTIFICATES

Kentico Marketing Essentials Certification

Project Management Qualified Certification, PMQ

Six Sigma Green Belt Certification

Project Management Associates Certification

VOLUNTEERING

Code for America

- Participated in Hackathons using Ruby on Rails
- Organized several Hackathons and designed, ran and created the web presence for the local chapter
- Taught soft skills to developers learning to code
- Hosted the annual Hour of Code event for the community four years in a row

Court Appointed Special Advocates

- Acted as an advocate for children who were victims of abuse or neglect
- Wrote reports that were entered in as official court documents
- Spoke during legal proceedings and assured the overall welfare of those in my charge