# Damian Bennett EMBA, PMP

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## PROFESSIONAL PROFILE

A results-driven API Project Leader/Senior Systems Analyst with substantial success in delivering complex projects in the retail sector. Experience includes requirements analysis, the development of business processes, and the provision of technical support. Integrates sound business and technical acumen, and uses in-depth knowledge of Agile/SCRM methodologies and the SDLC to develop novel solutions. Applies an analytical approach to solve complex problems, collaborates effectively in cross-functional team settings, and cultivates trusted relationships with key stakeholders, including vendors and senior management.

## CORE COMPETENCIES

- IT Service Management
- Project/Program Management
- Business Systems Analysis
- Database Management
- Risk Management

- API Project Management
- Lean Software Development, SDLC
- Process & Document Development
- Cross-Functional Collaboration
- Team Management & Development

- Strategy Development
- Cloud Computing
- Network Administration
- Vendor Management
- Negotiation

## CAREER SUMMARY

**MACYS.COM** - San Francisco, CA                                                  Mar 2014 - Present

### *API Project Leader & Senior Systems Analyst*
- Serving as an API Management Team Leader, Project Manager, and Analyst, and accountable for the management of thousands of internal and external partners consuming Macy's and Bloomingdale's APIs.
- Creating and defining processes for API and playing a key role in the on-boarding process.
- Maintaining internal databases and administering user throttle limits, and reporting.

### *Key Achievements*
- Built a RESTful API layer for over 600 internal services and used Mashery tools to onboard them.
- Collaborated with lean labs and external partners on development requirements, and in the creation of elastic services to support business needs, developed production support plans, and created monitoring tools.
- Judged, sponsored and supported numerous hackathons and represented Macys.com effectively at between four and five hackathons annually.

**HEWLETT-PACKARD** - Boise, ID                                                  Sep 2004 - Mar 2014

### *Program Solutions Manager & Agile Project Manager (Contract)*
- Directed a team providing support to Hewlett-Packard consumer products and managed warranty issues.
- Led capacity planning, sizing, and sprint meetings, ran morning scrums, and collaborated with QA teams to identify and log defects.

### *Key Achievements*
- Wrote stories for seven Development teams working on a unified project.
- Documented all workflows on the Hewlett-Packard wiki and developed call center support documentation.
- Created software download and content pages in 37 different languages.
- Conducted reporting and customer satisfaction surveys generated from the support.hp.com site

## OTHER EXPERIENCE

**THE ADECCO GROUP** - Boise, ID                                                  2013 - 2014
*Agile Project Manager*

**EXPERIS** - Boise, ID                                                  2004 - 2012
*Program Solutions Manager*

## EDUCATION

**BOISE STATE UNIVERSITY** - Boise, ID                                    2008
*Executive Master of Business Administration in International Business*

**ARIZONA STATE UNIVERSITY** - Tempe, AZ                                  2003
*Bachelor of Science in International Business*

## PROFESSIONAL DEVELOPMENT

**UC BERKELEY EXTENSION -** Berkeley, CA                                  2018 - 2018
*Full Stack Development Bootcamp*

Relevant Coursework:
Computer Science Applied to JavaScript
Browser Based Technologies (HTML, CSS, JavaScript, jQuery)
Databases (MySQL, MongoDB)
Deployment
Python (Django)
Quality Assurance
Server Side Development (Node.js, Express, MERN Stack)
Internet Marketing (Semantic HTML)

## CERTIFICATIONS

Six Sigma
Project Management Professional

## TECHNOLOGIES

**Methodologies:** Waterfall, Agile/SCRUM
**Coding & Development:** HTML, CSS, Javascript (JQuery, Node.js, React.js), SQL, Python, Ruby, GIT, Django, Firebase, SQL, QA/QE, Semantic, MERN, Express
**Microsoft:** Microsoft Office Suite, Project, Visio, and SharePoint
**Web Services:** REST, SOAP
**Other:** Global Traffic Manager, Charles Web Debugging Proxy, OAuth 2.0, SAFe, and Akamai, Mashery, JIRA