

Jake W. Nystrom

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Senior Project Manager who is a motivated and goal oriented individual that embraces challenges, strives to help others learn and develop, works collaboratively with teams, and pushes myself to further develop my skill set with an expectation to succeed. I thrive in high-paced environments where teams are setup for success.

PROFESSIONAL EXPERIENCE

STRYKER

Senior Project Manager, West Region

Minneapolis, MN

January 2020 – Present

Regional Operational Data:

EMS/Fire Agencies: 85 | Key Accounts: 5 | Project Managers: 3 | Call Volume: ~100 – 50,000/agency

- Plans and leads regional software consulting initiatives and success milestones with existing clients
- Engage cross functional teams to manage projects and drive successful engagement with senior leadership
- Acts as a voice of customer for product development team, gathering requirements that drive product design
- Manages accounts and identifies new and expanded opportunities to grow mobile technology utilization in the healthcare space
- Responsible for overseeing implementations for both small rural agencies and large key accounts

STRYKER

Project Manager, Remote

Project Manager, onsite at Los Angeles Fire Department (LAFD)

Los Angeles, CA

April 2018 – January 2020

April 2015 – April 2018

Key Operational Data:

Paramedics/Firefighters: ~3,500 | Annual Transports: ~225,000 | Annual Call Volume: ~584,000

- Managed software solutions and cross vendor interfaces that supported ~\$270M in yearly billable revenue
- Analyzed complex information, identified problems, and implemented solutions while adjusting priorities and making calculated decisions in a fast-paced data driven environment
- Built and maintained working operational relationships with LAFD and internal departments
- Created/executed implementation plan for new hardware and software to go out to LAFD
- Successfully planned and executed a project plan that included software implementations for 20+ agencies in Western North Dakota within a required deadline
- Consulted with trusted clients and third party vendors to establish a regional approach for billing requirements directly related to software documentation practices

STRYKER

Developer

Duluth, MN

July 2013 – April 2015

- Troubleshoot problems and develop solutions to errors within the application
- Managed tasks between projects ensuring to meet required deadlines
- Communicated closely with teammates on various projects to meet necessary requirements
- Displayed proficiencies in front end development that include HTML, CSS, and JavaScript/JQuery

SKILLS

Strategic Planning | Leadership | Process Development | Customer Retention Strategy | SaaS | Customer Service | | Healthcare | Professional Services Consulting | Program Management | Software Development Life Cycle (SDLC)

EDUCATION

Vanderbilt University

Owen Graduate School of Management | Vanderbilt University School of Engineering
Full Stack Web Development

Expected April 2021

The College of St. Scholastica

B.A, Computer Information Systems and Health Information Management

2009-2013