

Tristan D. Biles

714-728-1899 | tristan.d.biles@gmail.com
www.linkedin.com/in/tristanbiles
579 21st Ave Apt 2, San Francisco, CA 94121

EDUCATION

B.S in Informatics | Human Computer Interaction
GPA 3.65

UC Irvine | Mar 2015
Dean's Honor List | Sep 2013 - Mar 2015

WORK

Consultant (Custom Software Development) **Capgemini U.S. LLC | June 2015 - Present**

- Technical Project Manager for three Agile teams at a Fortune 100 Networking Company
- Responsible for product development, stakeholder management, requirements gathering, product backlogs, sprint planning and delivery
- Utilized customer feedback and site traffic data from an open-source analytics platform to redesign a stakeholder management web application; reduced reporting time for Business Analysts by 40%
- Defined KPIs for PaaS offering to align leadership; increased core KPI (subscription) 12%
- Facilitated team improvement through sprint retrospectives; increased Commitment Reliability 30%
- Started an Employee Resource Group (Millennial Innovation Council) to provide a platform for millennial's to crowdsource solutions for Capgemini; grew membership to twenty active members

Product Analyst **Codazen | Feb 2014 - Feb 2015**

- Worked with company heads to gather requirements, rapidly prototype and present mockups
- Developed an online retail store which generated over \$7,000 in revenue during the first month

Logistics Intern **Toyota Motor Sales | Summer 2013**

- Identified inefficiencies in freight packing operations to reduce monthly costs by \$1,500
- Presented process change to senior leadership and oversaw adoption into Toyota's procedures

Technical Customer Service Intern **Toyota Motor Sales | Jun 2012 - Mar 2013**

- Helped Lexus owners solve technical problems, to rank in 95th percentile for customer satisfaction

NOT WORK

Blogger pursuitofprocess.com | June 2016 - Present

- Started a blog to document best practices within Project and Product Management

Web Developer tristanbiles.com | July 2016 - Present

- Created a personal site from scratch to try out some fun technologies including: HTML, CSS, jQuery, twitter-bootstrap, APIs (MailChimp, GoodReads)

Instructor **AppJam+ | Jun 2013 - Jan 2015**

- Taught five middle school kids to code, through an after-school program using Google AppInventor
- Won 1st place in the AppJam+ showcase (out of 22 teams) and "Most Entrepreneurial"

Co-Founder & Evangelist **EVOKE OpenLab | Dec 2013 - Dec 2014**

- Started an "Open Lab" community for students to leverage expensive technologies to actualize ideas
- Managed an active community of 50, while connecting similarly minded people and planning events

Python Developer **UC Irvine School of Education | Oct 2013 - Dec 2014**

- Yearlong research sponsored by Google to study collaborative writing practices in education
- Developed a mapReduce model to increase a web application's document analysis ability by 1000%

SKILLS

Scrum Methodologies (Scrum Master Certified), HTML, CSS, jQuery, MySQL, Python, Java, JavaScript, Git, JIRA, Sketch, Rapid Prototyping, Heuristic Analysis, Consumer Segmentation, Cohort Analysis,