

Tristan D. Biles

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579 21st Ave Apt 2, San Francisco, CA 94121

EDUCATION

B.S in Informatics | Human Computer Interaction

UC Irvine | March 2015

GPA 3.65

Dean's Honor List | September 2013 - March 2015

EXPERIENCE

IT Project Manager

Cisco Networks (Consultant through Capgemini) | October 2015 - Present

- Facilitate project prioritization by coordinating and building collaborative relationships with internal functional groups to **increase Daily Active Users on an Enterprise Platform from 400 to 1,110 (275% increase)**
- Fulfill the responsibilities of a scrum master (scrum.org certified), teaching the team proper practices
- Automated updating JIRA tickets by **integrating JIRA with Jenkins build server and Atlassian Bitbucket**
- Created the team deployment process (in Confluence) and **transitioned the team from SVN to Git**

Product Analyst

Codazen (IT Consulting) | February 2014 - February 2015

- Gathered requirements, created mockups, wrote user stories, collaborated with and managed clients
- Learned an e-commerce platform (Magento) in two weeks to develop a client's digital store which **generated over \$7,000 in revenue during the first month**

Co-founder: Evoke OpenLab

Calit2@UCI | December 2013 - August 2014

- Co-founder of Evoke OpenLab: an incubator that helps students in tech turn their ideas into projects
- Raised weekly attendance from 3 to 40 students per week.** Has become a popular network for idea exchange

Project Manager

AppJam+ | June 2013 - December 2014

- Taught a team of four middle school students basic coding skills by leading the development of an Android App
- Developed a course curriculum, taught a technical program, AppInventor, and how to demo their software
- Won 1st place in the AppJam+ showcase** (out of 22 teams) and **won "Most Entrepreneurial."**

Python Developer

UCI SCAPES | October 2013 - December 2014

- Research** sponsored by Google to study collaborative writing practices in schools
- Co-developed a MapReduce model to **increase the application's analysis ability from 100 to 100,000 docs**

Logistics & Efficiency Intern

Toyota U.S.A | June 2013 - September 2013

- Identified inefficiencies, improved operations and reduced costs by researching warehouse operations and developing on-time solutions to implement and draft into the standard operating procedures.
- Accomplished an estimated monthly cost-savings of \$1,500** in the reusable packaging repair department.

Technical Customer Service Associate

Lexus U.S.A. | June 2012 - March 2013

- Responsible for interfacing with Lexus owners, dealerships, and regional offices regarding inquiries and/or complaints by investigating, researching, and resolving questions to ensure customer satisfaction
- Achieved a 94% performance score while handling 20+ calls a day (in upper quartile)**

ACTIVITIES

External Vice President

Pi Kappa Alpha | Jan 2013 - Jan 2014

UCI Community Assistant

American Campus Communities
June 2013 - June 2014

DEV SKILLS

Java
Python
HTML5 / CSS
JavaScript
Git
JIRA Query Language (JQL)

OTHER HATS

Scum Master (scrum.org certified)
JIRA Wizard
Data-driven Decision Maker
PiWik Analytics Interpreter
Requirements Engineer
Cognitive Walkthrough Guide
Rapid Prototyper
Project Lifecycle Veteran