

Tyler D. Jenkins

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PROGRAM MANAGER

Summary

Program Manager with Master Certificate in Applied Project Management, Certificate in Full Stack Web Development, and solid track record of team leadership, exceeding goals, driving change, challenging norms, meeting deadlines, making recommendations to customers, managing expectations, and solving problems.

Core Competencies

- Certified Associate in Project Management (CAPM)
- Certified Scrum Product Owner (CSPO)
- Full stack web developer
- Ten + years of business professional and customer-facing experience
- Persistent, determined and resilient leader and problem solver
- Effective organization, prioritization, and delegation of tasks
- Sharp process management to ensure adherence to budget, schedule, scope, and quality
- Engaging personality with demonstrated ability to mobilize others
- Quality, deadline and goal driven

Experience

Follett School Solutions, Hingham, MA (remote)

August 2013 – Present

Program Manager, Development (July '19 – Present)

- Manager of three Business Analysts (direct reports)
- Drive internal and external projects from initiation to close
- Streamline communications between development and multiple service departments
- Maintain consistency between ticket management system and development project system
- Ensure Agile best practices are understood and utilized
- Hold developers accountable for completing work on schedule
- Collect and document requirements from customers on high profile projects
- Run sprint planning meetings for multiple delivery teams bi-weekly
- Train employees on basic and advanced system processes and reporting
- Present project status reports to executive management regularly
- Create and maintain project plans and milestone lists for several development projects

Lead Project Manager, Development (June '16 – July '19)

- Manager of three Business Analysts (direct reports)
- Drove internal and external projects from initiation to close
- Held developers and QA accountable for completing work on schedule
- Collected and documented requirements from customers on high profile projects
- Ran sprint planning meetings for multiple delivery teams bi-weekly
- Trained employees on basic and advanced system processes and reporting
- Presented project status reports to executive management weekly
- Created and maintained project plans and milestone lists for several development projects

Senior Project Manager, Development (August '13 – June '16)

- Institutionalized use of new project management software, VersionOne

- Drove internal and external projects from initiation to close
- Trained employees on basic and advanced system processes and reporting
- Presented project status reports to executive management weekly
- Created and maintained project plans and milestone lists for several development projects

RBS Citizens, N.A., Medford, MA

April 2018 – August 2013

Loan Analyst, Commercial Loan Operations

- Processed 50 incoming and outgoing transactions from lead banks daily
- Worked hand in hand with team members and management to enhance precision and quality of activity
- Analyzed customer issues that resulted in directly averting risk of heavy fines
- Created and executed high-visibility work packages with monetary values in the millions
- Developed business relationships with upper level members of lead banks
- Responsible for maintaining integrity of sensitive financial customer data

EMC, Franklin, MA

June 2007 – February 2012

Inside Sales Account Manager (October '09 – February '12)

- Created project plans including strategy, requirements definition, resources, time-line and budget constraints,
- Managed and implemented plan to ensure adherence to budget, schedule and scope
- Defined customer technical requirements and made recommendations to meet client needs
- Collected, analyzed, summarized and reported current status as well as forecasts to executives in matrix management environment
- Committed and closed deals annually netting \$3-5 million in revenue
- Conducted 10-15 meetings on a weekly basis
- Developed ROI analysis for customers
- Delivered product/solution presentations to customers onsite and remotely
- Assigned tasks to resources, followed-up and oversaw progress driving timeliness and quality
- Presented 8-10 business case proposals weekly to customers which facilitated gaining consensus and resulted in decision making

Sales Associate (June '07 – October '09)

- Recognized by top management as Sales Associate Team Leader due to take-charge, can-do philosophy
- Mentored more than 10 junior colleagues regularly
- Generated demand, created price quotes and product configurations
- Identified and developed revenue generating opportunities

Education

University of Pennsylvania

Certificate in Full Stack Web Development

May 2020

Villanova University- Online

Master Certificate in Applied Project Management

June 2013

University of Connecticut- Storrs, CT

Bachelor of Arts in Political Science, Minor in Sociology

May 2007

Technology Proficiencies

VersionOne, Trello, Git, GitHub, Visual Studio Code, HTML, CSS, JavaScript, MySQL, MongoDB, NodeJS, ExpressJS, ReactJS, Bit Bucket, Source Tree, Word, Excel, PowerPoint, MS Teams