

Tyler D. Jenkins

Conshohocken, PA 19428  
tylerdjenkins123@gmail.com

(781)363.2163

## **PROGRAM MANAGER**

### **----- Summary -----**

Project Manager with Master Certificate in Applied Project Management 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
- Process management to ensure adherence to budget, schedule, scope, and quality
- Proven ability to develop and manage project schedules
- Engaging personality with demonstrated ability to mobilize others
- Quality, deadline and goal driven
- Data Center Technology, Operations, Sales, Customer Service, Agile, Scrum, Training, Coding

### **----- Experience -----**

**Follett School Solutions, Hingham, MA (remote)**

**08/13 - Present**

**Program Manager, Development**

**07/19 - 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**

**06/16 - 07/19**

- 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 spring 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**

**08/13 - 06/16**

- 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**

### **Loan Analyst, Commercial Loan Operations**

**04/13 - 08/13**

- 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**

**06/07 - 02/12**

### **Inside Sales Account Manager (10/09 - 02/12)**

- 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
- Tracked customer test progress data, schedules/deadlines, sales forecasts and status of project plan
- Selected by top management to mentor others because of "lead by example" work ethic
- Conducted 10-15 meetings on a weekly basis

- Created ROI analysis for customers using Excel
- Innovated successful tracking system of established metrics to ensure goals were attained and deadlines were met
- Delivered product/solution presentations onsite to customers and via WebEx
- Assigned tasks to resources, followed-up and oversaw the progress ensuring timeliness and quality
- Created and presented 8-10 business case presentations (Powerpoint) weekly to customers which facilitated gaining consensus and resulted in decision making

#### **Sales Associate (06/07 - 10/09)**

- 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
- Tracked sales forecast data

#### **Suffolk County Probate Court, Boston, MA Probate Court Intern**

**Summer 2006**

- Managed front desk, assisted people in crisis situations and reported on case status

#### **Fenway Park, Boston, MA Alcohol Compliance Supervisor Summer 2005 & 2006**

- Enforced park policies on alcohol possession and consumption

### **----- Education -----**

#### **University of Pennsylvania Certified Full Stack Web Developer 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 -----**

Word, Excel, PowerPoint, MS Teams, VersionOne, Git, GitHub, Visual Studio Code, HTML, CSS, JavaScript, MySQL, MongoDB, NodeJS, Express, Bit Bucket, Share Point, Source Tree