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Kristina Wickam

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| Experience | 2016-Present Columbia Sportswear Portland, OR  **Sr. Operations Business Analyst, GIS Operations**  As a part of the GIS Operations team, one of two Enterprise Incident Managers for production outages with communication to high level stakeholders (on call 24x7). Providing large project Stabilization period ownership for 3 projects within the company. Created processes and procedures for the Global Operations team.  Support the Global Operations Center, Global Infrastructure Team, End User Computing, and Retail Support teams with Requirements gathering and project input.  Provide project assistance for multiple teams using Agile and Waterfall methodology. Worked with the PMO on developing a key Agile methodology for Columbia Sportswear projects. Developed a Global Communication strategy for IS Communications – including outages, maintenance windows, and general information sent to the Global Users. Created a monthly Process to deliver key incident information as well as ticket aging to the IS Leadership Team.  Developed PowerBI reports to assist with project data migration, monthly planning.  Provided Project Scheduling within MS Project Online for the Operations teams.  Experience includes: Process mapping, Requirements gathering, Agile and Waterfall Project Methodologies, Project Scheduling, Global Corporate Communications, Incident Management, PowerBI reporting, ITIL practices, escalation to LT and SLT.  2001-2016 Nike, Inc Beaverton, OR  **Sr. Project Manager, NA Technology**  Extensive Project work with Nike IT projects in Waterfall and Agile methodologies, collaboration with Tech and Business partners, communication to Leadership and Senior Leadership Teams. Multiple projects within internal Nike business areas, to provide new systems or enhancements in systems to assist with business growth. In 14 years with Nike, additional positions held were: Application Engineer, Sr. BSA, and Sr. Business Consultant.  Experience includes: Process mapping, Requirements gathering, Database Experience (Oracle, Access, MS SQL), Unix, escalation to LT and SLT, North America Business representative for Technology. |
| Education and Training | Experience in: MS Visual Studio 6.0, MS Access, MS Visio, MS PowerPoint, MS Project, Extensive Project Management through Cadence and Portland State University, Remedy ITSM tool, MS Azure Dev Ops, MS Azure portal, Okta portal, MS PowerBI, Cherwell ESM.  Unix Shell Scripting, Korn Shell, Oracle Applications versions 9-11i, Oracle DBMS versions 7.3.2-8.0.5, Oracle Enterprise Manager, Oracle Reports, SQL Loader and SQL Net 2.3 and Net80, Views and Oracle Reporting Unix, SQL, PL/SQL, Oracle  Certifications held in: Database Administration/Backup and Recovery/Network Administration Tools, ITIL Certification through PeopleCert, former Certified Scrum Master through Scrum Alliance. |
| Awards Received | Named Employee of the Year, given December 12th, 1997 by Ricoh Corp, CPG.  Awarded US Apparel Maxim, 2005  Nike Technology Maxim, 2012 |

Additional work experience available upon request.