WILL **PEARSON**

Duluth, MN (remote) · 571.214.3769

William.Pearson2@Stryker.com · **LinkedIn Profile**

Cross functional technical consultant with diverse experience in account management, business intelligence analysis (PowerBI), field service, and IT development. Strong track record of creating solutions to address specific customer requirements, improving overall productivity, and dramatically increasing efficiencies. Highly effective communicator, providing actionable insights in a digestible format for both technical and non-technical audiences.

EXPERIENCE - STRYKER EMERGENCY CARE

SENIOR PROJECT MANAGER, JAN 2020 - CURRENT

DULUTH, MN (REMOTE)

- Dedicated Data Services Project Manager with Acadian Ambulance, managing customer expectations, application requirements, IT systems integrations, and HealthEMS data analysis
- Presale support activity with regional Data Solutions Sales Managers (DSSMs)
- Implementation process improvement and creation of technical documentation and training material

PROJECT MANAGER, MAY 2017 – DEC 2019

BROOKLYN, NY

- Technical consultant with FDNY, managing HealthEMS data analysis (PowerBI), and IT systems integrations
- Managed all phases of HealthEMS upgrade, deploying new hardware and software to 4,000 end users
- Conducted business process improvements and system optimization with senior FDNY stakeholders

FIELD SERVICE REPRESENTATIVE, DEC 2015 – APR 2017

WASHINGTON, D.C.

- Service account management of largest U.S. service territory, finishing 117% PTQ
- Assisted Mid-Atlantic team in transition and adoption of ServiceMax

BUSINESS ANALYST, MAY 2013 – NOV 2015

DULUTH, MN

- Physio-Control Salesforce integration for Duluth site and team
- RFP and presale support, including creation of technical documentation and training material

EDUCATION

APR 2021

SOFTWARE DEVELOPMENT BOOTCAMP, VANDERBILT UNIVERSITY

MAY 2014

COMPUTER INFORMATION SYSTEMS, UNIVERSITY OF SOUTH ALABAMA

SKILLS

- Access
- Excel
- PowerBI
- PowerPoint
- Salesforce
- ServiceMax
- SQL
- Visio