

Key Experience and Skills

- Experience and training with Scrum and agile development methodologies
 - Coordinated and led technical implementation of several large client-funded (\$1 million+/year) projects involving multiple teams and first to market solutions
 - Supported and drove success for several large, multi-million dollar accounts
 - Experience with HTML/CSS/JS, SQL/MySQL/SQLite, Jira, TFS, WordPress, Python, Java, Play/iTunes stores, Google Analytics, and many other productivity and development-aid tools
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Professional Experience

Freelance, Consultant (Project/Product Manager, Business Analyst, Writer/Content Creator)

- ❖ Aided in the successful launch of several platforms
- ❖ Provided integration analysis and support
- ❖ Helped multiple clients achieve targeted business goals
- ❖ Managed distributed teams and coordinated development efforts
- ❖ Created user stories, managed product backlogs, performed field research, implemented marketing improvements, created user guides, mockups, and test plans
- ❖ Suggested and aided in the implementation of development life-cycle processes
- ❖ Contributed to content creation on startup sites and platforms

NCR, Project/Product Manager (Hospitality Online Team)

- ❖ Lead technical Project Manager for national scale, multi-year development projects
 - ❖ Created novel business growth through complex technological solutions for multi-billion dollar companies
 - ❖ Helped engineer mobile and online solutions for hospitality clients big and small. This included among other things: Feature design, gap analysis, roadmap development, requirements gathering, testing, support, client configuration/training, and technical setup
 - ❖ Performed stability analysis and structured platform wide recommendations for improvement
 - ❖ Directed user stories and supported Scrum development as a Product Manager
 - ❖ Managed and coordinated strategic development partners
 - ❖ Designed and set up demo implementations for sales presentations to large customers
 - ❖ Created How-To and release documentation for both employees and customers
 - ❖ Trained client IT and help desk operations in product functionality
 - ❖ Provided support and troubleshooting internally and externally for POS to cloud integrations
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Education

- **Georgia State University**, Atlanta, GA
 - o Bachelor of Science - Psychology, August 2008