

# RYAN HARMON

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## **SUMMARY of QUALIFICATIONS**

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- 4 years of project management exp.
- 1 year of product management exp.
- 10 years of supervisory experience
- 13 years of wireless experience
- Root cause analysis
- C++, Java, Flash programming
- PHP, MySQL, HTML programming
- WordPress, Bootstrap, node.js

## **EDUCATION**

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### **AAS: Information Systems Project Coordinator: Software Development**

Highline College

Aug 2014

- Scrum, Agile, and PMI Project Management
- Software Development, Contracts, Negotiations, HR Management

### **Certificate of Curriculum Completion: Leadership Institute**

Highline College

June 2014

- Principles of Servant Leadership and Team Engagement
- Excellence in Leadership Award

## **WORK EXPERIENCE**

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### **Highline College**

2014 – current

Scrum Master Project Lead (IT tech 2)

Des Moines, WA

- Agile program management of multiple internship projects
- Scrum Master, SEO, UX design and testing
- Provide leadership and project support to CIS interns

### **The 11 Agency (for Microsoft)**

2012 – current

Microsoft Product Trainer

Redmond, WA

- Presentation of product training to large groups (+100) at all levels of business
- Subject matter expert: Windows Phone for business at 2013 TechEd
- Windows Phone SME for VIP Microsoft events (CIO summits)

### **T-Mobile USA**

2004 – 2010

Project Manager Product Development: Post Launch Support

Bellevue, WA

- Single point of accountability for post launch handset field failures
- Managed firmware updates to +100k live devices
- Prioritized issues and coordinated with the OEM for root cause analysis
- Managed issue impact and communicated to mitigate risk to the enterprise
- Provided feedback to requirements documentation for future products
- Product testing and UI feedback of future products

## Additional Work Experience

### Best Buy Mobile

Bellevue, WA

#### Mobile Store Manager

- Responsible for net operating profit for a million dollar annual P&L budget
- Directly supervised a team of 20 sales consultants, indirect supervision of over 100
- Directly responsible for merchandising to advertising revenue streams

### T-Mobile USA

Denver, CO

#### Sales Lead

- Coaching and development 10-15 sales representatives
- Managed daily operations including productivity analysis, reporting, inventory, scheduling, and loss prevention

#### Financial Care

- Received inbound and made outbound, customer service and collection calls
- Solicited payments while exceeding KPI goals in Quality, \$/hr. and CRT

### Qwest Communications

Denver, CO

#### Residential Customer Care & Sales Rep.

- Received inbound customers service calls and transitioned them into sales opportunities
- Generated gross sales averaging \$45,000 monthly

### MaupinTour

Lawrence, KS

#### Air Travel Specialist

- Writing phase IV ticket code in sabre
- Process management and coordination of end to end ticketing logistics including printing, storage, and mailing of tickets
- Ticketed customers using contracted rates generating \$60k/mo. in revenue
- Negotiated fares with travel agents
- Financial analysis of each tours airfare EBITDA

## PROFESSIONAL ASSOCIATIONS & AWARDS

### Highline Career Club (Founder and President)

2013-Present

- Planned and executed mid-sized events for career development & recruiting
- Presented keynotes to audience of (+100) professionals & students
- Single point of accountability for career resource gap management
- Recruiting, delegating, organizing and facilitating project committees
- Coaching and mentoring individuals in career readiness, networking and interviewing

### Award for Program Contribution (Highline College)

2014

- For execution of Employment Empowerment Events called, "25 Seconds to Success"

### Award for Program Contribution (Highline College)

2013

- Recognition for keynote speaking at the annual Legislative Breakfast