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PROFESSIONAL SUMMARY

My technical project management and systems analysis career include the complete software development release cycle. I'm experienced in requirements gathering, use case analysis, testing, implementation, documentation, and technical product support. My engineering background allows me to work closely with development, QA, IT and support teams with a solid understanding of the technologies involved.

I've managed technology projects in the global enterprise and in small business. I'm experienced working with geographically dispersed development teams, traditional and agile methodologies, dynamic environments, multiple project management applications, issue tracking systems, support forums, and collaboration tools. I am proficient in multiple agile development methodologies such as XP and Scrum.

I'm experienced writing project documentation, use cases, test plans, product help documentation and training coursework. I've configured and managed collaboration systems like Adobe RoboHelp Server, Microsoft Project Server, SharePoint, Mingle, and source control management. I've blogged professionally, developed content management systems, release documentation, white papers, strategic web site messaging and worked directly with clients to deliver product demonstrations and technology training.

I enjoy the challenge of launching and supporting great products and relish working hard with talented teams.

TECHNOLOGY HIGHLIGHTS

- Supported the growth of Tivoli Systems/IBM infrastructure to support \$1B annual revenue as an IT project and functional manager
- Spearheaded the knowledge management project at FiveRuns, providing integrated troubleshooting solutions to the product's monitoring metrics.
- Managed QA, IT, and support teams for all products at Tonic Software
- Designed and delivered training programs, online help and product documentation in both classroom and online formats for Tivoli Systems/IBM, Tonic, and FiveRuns
- Developed multiple tools for web and cloud systems management, including Ruby on Rails server configuration and WordPress automation
- PMI Certified Project Management Professional (PMP)

CAREER & PROJECT HISTORY

MarkPReynolds.com **Technical Writer, Systems Analyst** **January 2009 - Present**

My work as a consultant has targeted technical writing and project planning engagements such as merchant e-commerce web design and site launch.

- Worked directly with Austin-based Design firm RED Method to deliver new web site strategic messaging and associated technology case studies.
- Consistently use my career of customer-facing, results-oriented experience to deliver exceptional service and value to clients and employers
- Provide contract technical writing, including: product documentation, online help systems, and product white papers
- Use my cross-domain experience to provide clients a complete perspective of technology challenges from strategy to design to messaging.
- Certified as a PMI project management professional (PMP)

FiveRuns, Acquired by Workthink **Director of Operations, Technical Project Manager** **October 2005 – December 2008**

FiveRuns was the early leader in open source systems management and later in the growing market of Ruby on Rails performance analysis. Our ASP applications provided engineers and enterprise line of business owners a status dashboard of their entire web ecosystem.

- As the first employee at FiveRuns, I managed the corporate infrastructure build out, architecture of our networks, procurement of servers, data centers, hosting providers and labs.
- Responsible for our product's technical project management, including: capacity planning, systems analysis, requirements gathering, cost analysis, testing, and documentation.
- Worked closely with developers, QA, IT, support, and product group in a distributed, agile environment

- Participated in daily scrums, sprint planning, process improvement, and release reporting throughout our software releases and implementation cycles.
- Managed the planning and deployment of all tools and processes used to develop our software products. These included collaboration tools, source control management, documentation systems, and corporate information technology strategy.
- Worked directly with our enterprise clients to plan and successfully deploy the FiveRuns product suite into live, production web environments.
- Spearheaded the FiveRuns Knowledge Product to enhance our metrics with correlated technical solutions. I developed the project business requirements, built system use cases, created technical content and managed documentation.

**Tonic Software,
Acquired by
Symantec**

**Systems Analyst,
Technical Project Manager**

February 2000 – August 2005

Tonic Software was founded by Tivoli Systems/IBM veterans to provide systems management to enterprise web sites. We built software to manage complex e-commerce environments. Fortune 100 banks, insurance providers and retailers use the Tonic suite to manage JVM applications, server farm performance, and web system availability.

- Planned, managed procurement and delivered the full technology infrastructure for Tonic Software's corporate headquarters from networks to applications to telephony
- Worked with developers, testers and documentation teams directing our software releases, including scoping, defect prioritization, schedule management and readiness reporting.
- Transitioned our development teams from traditional programming methodology to agile (XP)
- Managed QA, IT and Support functional teams in a dynamic environment with little oversight while simultaneously directing release management activities
- Participated in all release activities, including client support, project documentation, testing, use case and test plan development, implementation and support.

SupportKids.com

**Director of Information
Technology**

February 1999 – February 2000

SupportKids collects child support payments for parents when state agencies are unsuccessful, using integrated web, support, and financial systems.

- Combined and managed the IT, support, and operations organizations.
- Managed the successful transition from phone-based, manual collection process to online, automated application system
- Migrated the financial systems from a proprietary mainframe to standards-based client/server solution

Tivoli Systems / IBM

**Systems Administrator,
IT Team Manager**

February 1996 – February 1999

Tivoli pioneered enterprise systems management and was acquired by IBM at the time the joined the company as an IT technician and network engineer.

- Participated in and later managed engineering teams supporting networking hardware, Sun, PCs, Tivoli staff, and infrastructure to grow to over 2,000 employees during our integration with IBM
- Managed my functional teams' recruiting, hiring, training, bonus structures, and performance review process
- Led multiple, large-scale IT implementations, including the software and hardware migration of over four hundred field sales staff to new IBM ThinkPad laptops. This involved the management of the project vendors, inventory, configuration and distribution. I developed custom imaging and automation processes to support this effort, led a team of technicians to conduct the work, and managed the documentation and status reporting of the project.
- My teams participated in the planning and implementation of large-scale office moves involving thousands of HQ personnel, integration of newly acquired field offices, our data center expansion, and security audits.
- Acquired Microsoft MCSE and Novell CNA certifications.

References provided upon request