S. Bryan Boyle

**Technology, Projects and Organizational Professional**

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I am a friendly, kind and results-driven technical manager who has been creating technical successes

for over twenty years. I have repeatedly used positive energy and compassion to develop cohesive

teams with a relentless focus on customer satisfaction.

Work Experience

**Technical Project Manager**

San Francisco Campus for Jewish Living/ Jewish Home - San Francisco, CA

August 2018 to October 2019

• Quickly assessed multi-site network, audited the network infrastructure, while helping to build a

service catalog to dramatically increase knowledge and efficiency of Service Desk team.

• Strong team player, intelligent and motivated individual. More than capable of working

independently, regularly go out of my way to assist other team members.

• Consistently producing high-quality work in a timely manner, deftly changing priorities when the

situation requires it.

• Handle large amount of research, budgeting and forecasting, pointing out technologies and areas for growth.

• Technically proficient, fun to talk to, and committed to excellent customer service.

• Quality contributions present team with ongoing options to expand network infrastructure into the

future.

**Consultant, Self-Employed**

July 2013 to February 2016 - San Diego

February 2013 to August 2018 - San Francisco, CA

• Handled home and small business IT needs - including research, purchasing, installations, and upgrades.

• Developed easy to use documentation to prepare clients for future quick use and emergency outages.

• While supporting family needs, worked in gig economy, developing stronger customer service skills.

**IT Project Manager**

Illumina, Inc. - San Diego, CA

April 2013 to June 2013

Organizational and IT project manager working with US and international technical support groups, as

well as small local San Diego companies. Responsible for motivating management teams to establish

project scope, timeline, and milestones for Sales Force configuration deployments.

• Consolidated remaining Sales Force configurations before service deployment, while managing

tasks, stakeholders, resources, and overall project road map.

• Overhauled processes and Visio workflow diagrams, as well as set up documentation and training

matrices for new service plan deployments.

**Implementation Project Manager**

DriveCam - San Diego, CA

January 2012 to January 2013

Project Manager managing a high-volume schedule overseeing on average 40 simultaneous

deployment projects in a 30-day period.

• Managed multiple projects and nation-wide site deployments - over 5000+ units delivered, installed

and tested in a 4-month period.

• Worked with Client teams, Partners and internal teams to plan and execute detailed installation,

infrastructure, and deployment plans

• Developed service catalog to create and centralize a document portal, knowledge base, and

process/procedure library for current and future teams.

**Consultant, Information Technology**

Consulting - San Diego, CA

February 2012 to August 2012

• Product, Process, and Project manager working with Agile/Scrum development and sales teams. Also

responsible for assessments / improvements, specializing in small-to medium-sized businesses and

LAMP startup companies.

• Helped client focus on "last hurdle" software development before public release. Addressed, defined

and augmented product market requirements, software requirements and user acceptance.

• Instituted Agile methodology and initiated bi-weekly software sprints, reducing overall backlog by

95% in three sprints while retaining all customers.

• Managed multiple products and overall product road map, enhancing products with continuous

improvement. This was done while planning / co - architecting a third product.

**Technical Project Manager**

Sambreel Services - Carlsbad, CA

August 2011 to January 2012

• Project Manager, Scrum Master and mentor for cross-functional Agile/SCRUM team of business

intelligence analysts, software engineers, QA engineers, database administrators and IT professionals

developing high-performance .NET services (>1 billion records/day), multi-terabyte data warehouses

and BI consulting to internal clients.

• Reduced deployment rollbacks by over 75% by methodically gathering next steps, monitoring team

progress and maintaining an aggressive sprint backlog – prioritizing according to business value and

acceptance criteria.

• Reduced coverage lapses by over 90% by implementing a cross-functional service catalog, ensuring

continuous primary and secondary coverage of all critical departmental functions.

• Coordinated complex deployments across multiple functional areas, managing the efforts of

professionals on my team, as well as those of other teams.

**Consultant, Information Technology**

Consulting - San Diego, CA

February 2009 to July 2011

• Home and business network and co-location technology administrator, IT manager, process assessor,

project manager, coach and consultant specializing in small- to medium-sized businesses and startup

companies.

• Reduced upfront deployment costs by over 25% for diverse businesses by providing turnkey project

solutions; contractors and contacts for business growth, assessment, and stabilization challenges.

• Reduced client employee turnover by over 15%; improved client satisfaction by over 65% by

providing professional services, including business coaching, hiring, training, and team building.

• Analyzed and created reporting systems for complex business needs, structures, organizations

and processes - “translating” appropriately for various audiences; from IT professionals to senior

executives.

**Manager, IT Operations**

Profitline, Inc. - San Diego, CA

January 2008 to January 2009

• IT Manager providing enterprise solutions and coordinating cross-functional teams (client

implementations, operations, finance, and legal) to create positive relationships with business units

and customers for a 200-person telecom and mobile management services company.

• Began reporting on and increased internal customer satisfaction over 40% using Six Sigma process

and reporting methodology.

• Reduced Service Down Time over 5% by defining and implementing best practice frameworks (ITIL,

and MOF), specializing in capacity planning, SDLC, continuity management, service catalog, and

threshold monitoring.

• Managed, hired, trained, and mentored a 10-person nationwide information technology production

support team.

• Managed vendor selection, infrastructure continuity solutions, budgeting, forecasting. Capital expenditure

criteria planned and met cost estimates and managed implementations.

**Manager, Hardware Products & Services**

Mitchell International - San Diego, CA

May 2006 to December 2007

• Sales Engineer providing network consulting, managing, implementing, and troubleshooting solutions

to small- to medium- sized businesses and residential customers for desktop, handheld, and network

support. Managed IT-related vendor/supplier procurement, selection and integration.

• Saved the company over $500,000 by negotiating improved vendors, vendor relationships, budgeting and forecasting.

• Increased technology sales over 40%, by designing and implementing customer business site

infrastructure upgrades.

• Responsible for Client technology infrastructure moves, managing real estate agents, contractors,

structural engineers, and architects.

• Managed five-person team on ongoing enterprise projects based on hardware rollouts and surveyed

site infrastructure upgrades.

**Consultant, Information Technology**

Consulting - San Diego, CA

November 2005 to April 2006

Moved to San Diego – management consultant for a web startup company and field engineering

company.

**Director, Information Technology**

Dotcast, Inc. - Seattle, WA

November 1999 to October 2005

First IT team builder of data-casting startup company; budgeting and forecasting - hired, managed and trained diverse group of IT professionals.

Education

**BA in Computer Science**

Bethany College - Bethany, WV

1993

Skills

• Customer Service, MS Office, SQL, Adobe, Windows 10, Tutor, Mentor, Coach, Presentations, Team, Software Team, Cross-Functional, Team-Building, Requirements Gathering, Reporting, Project and Vendor Management.