**Brian Harmon**

Simpsonville, South Carolina 29681

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**Senior IT Project Manager / Client Services Manager**

*Seasoned Project Manager with 15+ years' success guiding teams to deliver projects on schedule and exceed company goals.*

Goal-oriented Senior Project Manager and IT Manager with expertise in all project management processes including client interfacing, project planning and execution, executive engagement, and team leadership. Demonstrated record of coordinating across teams to define project objectives and optimize internal processes, producing high quality products and continuous client satisfaction. Expertise in communicating with team members and stakeholders to translate business requirements into technical deliverables. Combined focus in business development and technical leadership, driving teams to achieve innovative solutions that increase revenue with minimal costs. Extensive background leading SaaS Implementation and Data Integration efforts. Available for local, remote, and telecommute positions.

**Core Competencies:**

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| * + Project Management Methodologies   + C-level Client Communications   + Risk/Change Management   + Cloud Infrastructure | * + SaaS CRM and ERP Applications   + Data Integration   + Cross-functional Collaborations   + Implementation and Client On-boarding |

**Professional Experience**

BMW Group (OrangeBees LLC), Greenville, South Carolina

**Project Manager / Scrum Master**, 5/2018 – Present

I provide leadership for the overall delivery of BMW Connected Car - AWS Cloud related web projects, ensuring deliverables meet business case objectives (time, cost, scope, value). Monitor all program project executions, progress to plan and production of major deliverables, intervening when necessary to review the current state and direct adjustments to plans and execution. I provide leadership for cross-functional project teams by building and motivating team members to meet project goals, adhering to their responsibilities and project milestones. I administer guidance to the project teams utilizing both agile (SCRUM) and traditional project management methodologies.

*Key Achievements:*

* Implemented SCRUM/Agile methodologies for enterprise-level application migration projects.
* Worked closely with creative/user experience/business units/development teams and vendors to scope, plan, and execute online projects.
* Developed strong relationships with product owners by effectively communicating project status, and proposed alternative technology strategies and/or solutions
* Lead modern DevOps and SRE practices around CI/CD and Infrastructure as Code.

Actian Corporation, Greenville, South Carolina

**Senior Project Manager/Manager, Solutions Engineering**, 1/2012 – 2/2018

Promoted from Project Manager to Senior PM and Manager of Solutions Engineering. Within dual role, facilitate client communications to assess business requirements, determine optimal order-to-cash configurations, oversee Salesforce (CRM) and NetSuite integrations (ERP), train clients, and schedule deployment to employees. Fulfill all stages of the project management lifecycle for 100+ projects to date, shifting priorities as needed to consistently deliver on time. Guide a team of Solutions Engineers, Application Engineers, and Support Engineers through project phases including changes to internal technology. Present project charters and statements of work (SOW) to customers and executive leaders, ensuring client satisfaction with final product. Develop test plans to acquire new partners into the Actian BusinessXchange system. Continuously identify potential sources of revenue to drive business growth.

*Key Achievements:*

* Implemented the Actian Connector, comprised of DataCloud, DataConnect, and Business Xchange projects, to successfully onboard over 100 NetSuite ERP customers.
* Through careful attention during each project phase and regular client updates, decreased project error rate by 30%.
* Accelerated ramp-up speed for new releases and improved product functionality to provide high quality service to clients.
* Utilized Kanban system to facilitate effective project tracking and internal analytics.

Your Ticket Expert, Knoxville, TN

**IT Director**, 1/2007 – 1/2012

Led business development and technology optimization for a strategic market analysis firm supporting high-profile national and international events. Oversaw P&L accountability, marketing strategy, sales forecasting, and corporate account management. Conducted research to recommend efficiency updates to system administration processes. Installed and rebuilt servers, configured hardware, peripherals, services, settings, directories, and storage to optimize processes and achieve project goals. Projects included Masters Golf Tournament, Kentucky Derby, SEC Football and Basketball, NFL Super Bowl, Olympics, Euro Cup Soccer, and World Cup Soccer.

*Key Achievements:*

* Automated key processes, decreasing client service tasks by more than 30%.
* Drove a 40% increase in sales through development and maintenance of all sell-through-online Marketplaces.
* Prevented 98% double-sales of inventory by introducing Auto-Hold software.

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*Prior experience as* ***Interactive Project Manager*** *for Vantage Point., Greenville, South Carolina;* ***Technology Manager*** *for Greenville Tech Charter High School, Greenville, South Carolina;* ***IT Director*** *for Encore Tickets, Atlanta, Georgia; and* ***Programmer / Analyst*** *for Kyrus, Taylors, South Carolina.*

**Technical Proficiencies**

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| **Platforms:** | Actian DataCloud / BX Platform, Amazon Web Services, Microsoft Azure |
| **Software:** | Jira, Confluence, Salesforce, NetSuite, Actian DataConnect, Microsoft Project, MS Office Suite |
| **Methodologies:** | Project Management Book of Knowledge (PMBOK), Kanban, Waterfall & Agile, Scrum |

**Education and Credentials**

**Certificate, Professional Scrum Master (PSM I)** (2018)

**Institute for the Management of Information Technology – Project Management** (2016)

Furman University, Greenville, South Carolina

**Professional Affiliations**

Project Management Institute (PMI), Member