

JASON MILLER

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PROFESSIONAL SUMMARY

Business Analyst · Technical Writer · Project Manager · Product Owner · Scrum Master
Process Improvement · Change Management · Requirements Analysis · Technical Documentation
Trusted Business Process and Workflow Manager · Technical Communication Expert
CMO's Preferred Project Manager for Interdepartmental Initiatives

WORK EXPERIENCE

2019 – 2020

NEW YORK, NY

SENIOR MARKETING OPERATIONS ANALYST, BANKERS HEALTHCARE GROUP LLC

Business Analyst, Product Owner, Project Manager, Scrum Master, and Technical Writer.

- Changed workflows for a 35-person department, increasing cross-team collaboration
- Expanded sales hours by coordinating 7 department leads, including 4 C-level executives
- Improved the productivity of 9 developers by introducing Scrum and Kanban methods
- Delivered a new customer portal allowing 1,000s of clients to access information online
- Optimized sharing between 12 teams by restructuring SharePoint and Confluence

2016 – 2019

NEW YORK, NY

ASSISTANT VICE PRESIDENT, TECHNICAL WRITER, STATE STREET CORPORATION

Wiki administrator and internal and external documentation specialist for the truView FE team.

- Introduced a documentation system for over 100 financial instrument models
- Produced a documentation system supporting 15 financial engineers and 60 salespeople
- Generated validation documentation for 60 models and 2 analyses of competitors that were major factors in winning a new contract
- Reduced administrative load by streamlining the administration of 6 SharePoint sites

2015 – 2016

NEW YORK, NY

IT TECHNICAL WRITER, MORGAN STANLEY

Documentation workflow specialist, wiki administrator, and SharePoint manager for IT Security.

- Produced internal tool migration documentation for a firmwide audience of 60,000 users
- Contributed to process and documentation workflows affecting 80 engineers
- Optimized knowledge transfer to 150 new helpdesk contractors during vendor transition

2010 – 2015

NEW YORK, NY

INFORMATION ARCHITECT & TAXONOMY SPECIALIST, THOMAS PUBLISHING LLC

Lead QA analyst for the Taxonomy department and chief specialist directing RFQ sourcing.

- Exceeded previous revenue record by 25% in the first month of taking over RFQ sourcing operations by increasing efficiency and better suiting customer needs

2013 – 2015

NEW YORK, NY

CO-FOUNDER & CREATIVE DIRECTOR, EAST VILLAGE VIBE

Editor-in-Chief, primary writer, financial manager, recruiter, and public relations spokesman.

- Produced market research for 9 potential markets to determine the best target
- Added an editorial calendar to plan content 2 months in advance
- Expanded staff by 2 contributors and assigned articles based on the editorial calendar
- Minimized payout time to paid contributors for 8 submissions
- Increased pageviews and unique visitors by 135% and 200%, respectively, in two months

EDUCATION AND CERTIFICATIONS

2020

CREDENTIAL ID 1189139

CERTIFIED SCRUMMASTER® (CSM®), SCRUM ALLIANCE

- Passed Certified ScrumMaster® examination with 98% correct answers

2014 – 2015

ROCHESTER, NY

MASTER OF SCIENCE, MANAGEMENT, SIMON SCHOOL OF BUSINESS

- Achieved induction into Beta Gamma Sigma (ΒΓΣ) academic honor society with 3.8 GPA

2008 – 2009

ROCHESTER, NY

MASTER OF SCIENCE, MECHANICAL ENGINEERING, UNIVERSITY OF ROCHESTER

- P. Funkenbusch and J. Miller, "Bond hardness and erosion of diamond composite tool materials," in *Proceedings of NSF CMMI Research and Innovation Conference*, Honolulu, Hawaii, 2009

2004 – 2008

ROCHESTER, NY

BACHELOR OF SCIENCE, MECHANICAL ENGINEERING, UNIVERSITY OF ROCHESTER

- Minor in English

SELECTED SKILLS

BUSINESS FUNCTIONS

- Agile Coaching
- Business Analysis
- Certified Scrum Master
- Change Management
- Kanban Project Management
- Process Improvement
- Product Owner
- Requirements Analysis
- Scrum Project Management
- Software Development Life Cycle (SDLC)
- Technical Documentation
- Technical Writing
- Waterfall Project Management

TECHNOLOGIES

- Atlassian: Confluence, Jira
- Markup Languages: HTML, LaTeX, Markdown, XML
- Microsoft Excel
- Microsoft Office Suite: OneNote, Outlook, PowerPoint, Word
- Microsoft SharePoint
- Microsoft SQL Server Studio
- Microsoft Visio, Lucidchart, and other diagramming applications
- Project Management Software: Asana, Smartsheet, and others
- Wikis: MediaWiki, TWiki, etc.
- WordPress CMS