

Alfred Brown

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Project Manager with strong background in financial software systems, ITIL, and business operations. Excellent ability to create, maintain, and manage software processes and documentation. Experience in:

- Project Management and Implementation
- SaaS Operations
- Automation
- Change Management
- Metrics and Analytics
- Business Tool Development

Education

Masters in Professional Writing from the University of Southern California (2011)

Bachelors in Media from the University of California at San Diego (2003)

Professional Experience

Project Manager / Business Analyst, P3Media (2017 – present)

- Programmed desktop solutions to generate marketing leads.
- Wrote software for extracting revenue-generating content from disparate document types, currently used across by all principals of company.
- Created online database of clients for use across company.
- Wrote software to parse large amounts of email communications for useful marketing material.
- Worked as lead and Subject Matter Expert on marketing platform transition.
- Created automation tools to gather data from web sources.
- Managed staff and performed IT triage during conference events.

Project Manager / Business Analyst, NCR Corporation – Digital Insight (2014 – 2016)

- Managed operations projects in online banking services for mid-market banks and credit unions.
- Led integration, development, and maintenance of NCR's business solutions for Confluence, LANDesk Service Desk, and ServiceNow.
- Streamlined business solutions that resulted in ease of use and moving tasks to automation.
- Brought unprecedented real-time visibility into change activity and remote business controls.
- Created analytics for traffic growth, customer usage, and cost projections.
- Supported and ran Change Approval Board (CAB) meetings as a Change Manager.
- Worked with leadership in Quality Assurance, Engineering, Dev Ops, and Applications Support for proper vetting of production changes.

Technical Writer, City National Bank – Datafaction (2012 – 2014)

- Created and maintained reference manuals, training materials, help guides, and release notes.
- Devised client forms and questionnaires with JavaScript and VBA macros.
- Responsible for written responses to auditors and regulators presented favorably during audit.

Technical Writer, USC Center for Systems & Software Engineering (2008 – 2011)

- Provided technical writing and editing of documentation utilized by Department of Defense for project management of large scale software and systems programs.

Skills & Proficiencies

- Programming Languages: AutoHotKey, JavaScript, Visual Basic, HTML, CSS
- Software: AWS, LANDesk, Confluence, Jira, SQL, Office, Visio