

Jeremy Muchow

4924 China Garden Dr.

Austin, TX 78730

(512) 971-7976

Jeremy@MuchowFamily.com

SUMMARY

CERTIFIED PROJECT MANAGEMENT PROFESSIONAL (PMP) with over 8 years Information Technology experience and proven analytical skills. Currently serve as a technical sr. business analyst that works in a fast paced dynamic operations environment. Background includes project management, business process improvement and analysis (BPI/Six Sigma), change management, product releases, web development, and application support. Major strengths include having a diverse technical skill set and experience in a broad range of project roles. Reputation for an ability to communicate, to build effective teams, and to deliver commitments on time. Excellent facilitator and trainer. Creative thinker that is customer focused and results driven.

KNOWLEDGE AREAS

- PMI, DMAIC, SDLC
- Business Requirements Analysis and Management
- Software Quality Assurance (SQA)
- Enterprise Relationship & Application Management
- Process Mapping / Reengineering
- Database Tools / SQL & Ad Hoc Reports
- Capability Maturity Model (CMM)
- Software Configuration Management
- Change and Release Management
- Troubleshooting/Problem Solving
- Conflict Management & Negotiation
- Statistical Analysis

PROFESSIONAL AFFILIATIONS AND CERTIFICATIONS

- Director of Membership Committee - PMI Austin Chapter 2006
- PMP, Project Management Institute - Certified 2004
- A+, CompTIA - Certified 2000
- Project Management Institute (National & Austin Chapter)

EMPLOYMENT EXPERIENCE

Apple Inc - Americas Sales Support & Operations, Austin, TX

SR. DATA/REPORTING ANALYST

3/07 to Present

Provide data/process analysis and reporting for strategic decision-making. Support sales teams (Reseller, Education, Enterprise, Specialty) in the Americas regions. Coordinate and manage the business requirements for the Global iPhone Tracking project which provides support for the iPhone 3G rollout to more than 70 countries. Developed the iPhone Forecast tool for Apple's global regions. Lead the implementation and coordination of the Corda dashboard reporting solution for SSO. Took ownership of rolling out the Sales Support & Operations departmental Wiki. Defined reporting solutions and procedures for newly created Latin America region. Act as the business liaison and support personnel for the allocation-reporting tool. Provide reporting solutions for major US reseller accounts. Report on key business performance indicators and provide quarterly scorecards. Manage ad hoc reporting requests and special project needs. Create/automate reporting tools and streamline reporting procedures.

Dell Inc - Global Sales, Services, and Supply Chain, Round Rock, TX

SR. PROCESS ANALYST

9/04 to 3/07

Defined I.T. organization's standard Global software development procedures. Lead global process action teams. Managed business and I.T. adoption of procedures. Trained and educated managers, project managers, team members and business partners. Administered Sarbanes-Oxley (SOX) IT system control procedures and ensured SOX compliance. Created SOX training material and instituted policy regarding code reviews. Developed and implemented CMM policies to lower operating expenses and improve overall quality of software products and information systems delivered. Prepared project teams and participated in CMM assessments. Coached project teams in the use of standard process and identified and documented gaps in quality. Tailored processes for project-specific needs and documented lessons learned. Acted as lead SQA analyst in global manufacturing fulfillment services business unit. Created SQA plans, conducted compliance audits and status reports for each project. Provided metrics to executive management and evaluated the quality of products delivered and adherence to software procedures. Administered audit tool and developed reporting systems. Managed the CMM project engagement of over 170 projects in the IT portfolio. Won Global award for the coordination of the Global IMS project. Considered to be a software process expert.

Dell Inc - Sales Marketing & Services IT, Round Rock, TX

11/02 to 8/04

I/T PROJECT MANAGER

Managed over 25 tactical and strategic project deployments while also managing quarterly code releases. Implemented effective I.T. processes and solutions. Developed the marketing portfolio release schedule. Provided training and process improvements. Worked with business users to define and analyze problems. Created change tickets in Remedy and communicated escalations and obtained approvals. Facilitated weekly change control review board, launch orchestration, go/no go decisions, and lessons learned meetings. Delivered weekly status reports, and project risk assessments. Volunteered to manage a business process improvement project that was selected as a World Quality Day finalist. Awarded people's choice award for contributions to the release of the global integration project.

Dell Inc - Consumer Small Business IT, Round Rock, TX

PROGRAMMER ANALYST

9/01 to 10/02

Supported, developed, and implemented software solutions for over 26 critical business applications. Participated in weekly 24x7 on-call rotation and monitored production issues. Managed over 530 trouble tickets while maintaining application uptime of 95%. Developed root cause metrics. Resolved high severity emergency issues within defined SLA. Acted as support lead for Dell's order management and CRM sales systems. Created launch documentation and knowledge base articles. Launched new software projects into production on a quarterly basis. Provided technical training, performance improvements, status reports and presentations.

Wal-Mart Stores Inc., Bentonville, AR

5/00 to 8/00

NETWORK ENGINEER – INTERNSHIP

Supported IBM telecommunications network which consisted of over 60 distribution centers, 2,500 U.S. stores, 1000 international and 460 SAM'S Clubs. Participated in on-call rotation and maintained network's hardware infrastructure. Gained understanding of network operating systems, equipment and protocols. Volunteered to work on team that upgraded and configured over 6000 routers for an emergency project. Set up network communications for five new distribution centers and administered team website on Unix web servers.

University of Oklahoma Athletic Department, Norman, OK

1/00 to 1/01

STUDENT LAB TECHNICIAN

Assisted student-athletes with technology requests. Upgraded hardware/software, maintained printers, and administered 90+ computers on a Windows NT network. Checked out and maintained presentation equipment and laptop inventory. Managed computer lab and service requests.

America Online Inc., Oklahoma City, OK

3/98 to 7/99

TECHNICAL SUPPORT REPRESENTATIVE

Provided technical support for AOL customer's software and connectivity-based issues. Gained an intimate knowledge of command line/connection troubleshooting techniques. Maintained customer satisfaction with above average call statistics. Handled frustrated and difficult customers professionally and calmly.

EDUCATION AND TRAINING

University of Texas, Austin Texas

Certificate of Project Management, Project Management

2003

University of Oklahoma, Norman, OK

B.B.A., Management Information Systems

2001

Oklahoma City Community College, Oklahoma City, OK

A.S.S., Computer Science

1999

A.S.B., Business

1998