

# Michael Thompson

## Product Solutions Delivery Lead

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### STRENGTHS

- 👥 Stakeholder Engagement**  
Built strong connections with executive stakeholders, fostering trust and transparency during cycles.
- ⚙️ Process Innovation**  
Improved project workflows through innovation, streamlining combined efforts into observable progress.
- ♥️ Agile Development**  
Used Agile markers to measure successes, transforming typical fixed methodologies into adaptable experiences.
- 💡 Leadership Skills**  
Became a go-to advisor within teams, noticeably uplifting morale and creating efficient collaboration atmosphere.
- 🔄 Change Management**  
Drove substantial organizational change with thoughtful insight, leaving a lasting impact on my teams and clients.

### SKILLS

Project Management

Agile Methodologies

Stakeholder Engagement

Process Improvement

Risk Management

Team Leadership

Budget Management

Technical Documentation

Strategic Communication

Client Relations

Operational Strategy

Negotiation Skills

### SUMMARY

Results-driven Product Manager with over 10 years of experience leading operational change and project delivery across diverse sectors. Proven track record in managing large-scale initiatives and driving process innovation using agile methodologies. Adept at building strong relationships with stakeholders to ensure project success and alignment with business objectives. Known for fostering collaboration between teams and clients, coupled with a commitment to enhancing product delivery effectiveness, resulting in sustainable business growth. Eager to bring extensive expertise to Creative Tech Solutions and drive successful outcomes through innovative technological solutions.

### EXPERIENCE

#### Product Delivery Manager

Dynamic Solutions Group 📅 February 2018 - Present 📍 Naperville, IL

Direct product delivery operations for various client needs, ensuring seamless alignment with strategic goals. Champion processes that enhance efficiency across functional teams, enabling stand-out deliverables within deadlines while meeting budget constraints.

- Oversee product delivery initiatives, ensuring alignment with client expectations and project goals.
- Manage cross-functional teams to deliver complex projects on time and within budget.
- Develop and maintain strategic relationships with key stakeholders, enhancing collaboration and communication.
- Implement improvements that drive team performance and product outcomes.

#### Senior Project Manager

Innovatech Services 📅 January 2014 - January 2018 📍 Aurora, IL

Led projects designed to implement operational changes for logistics clients. Cultivated innovation to tackle challenges in execution by embracing agile techniques, effectively redefining project pathways and surpassing client satisfaction metrics.

- Led multiple project teams in delivering high-impact operational change initiatives for clients in the logistics sector.
- Implemented agile methodologies to improve project efficiency and team performance.
- Conducted risk assessments and developed mitigation strategies to ensure project success.
- Coordinated activities between departments, simplifying the path from concept through completion.

#### Project Manager

TechWave Solutions 📅 July 2011 - December 2013 📍 Chicago, IL

Executed a diverse portfolio of technology initiatives, anchoring effective stakeholder engagement efforts for continuous improvement. Created environments ripe for brainstorming, leading to next-generation innovations through collective insights and long-dormant ideas.

- Managed the end-to-end project lifecycle for various technology-driven initiatives.
- Collaborated with product teams to develop innovative solutions that meet client needs.
- Facilitated stakeholder meetings to report on project status and gather feedback.
- Optimized resource allocation to maximize productivity within timeline constraints.

### LEADERSHIP & AWARDS

- Recognized for excellence in project management leading to increased client satisfaction scores.
- Awarded 'Employee of the Year' in 2020 for exceptional contribution to operational efficiency.

Cross-team Collaboration

Data Analysis Quality Assurance

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Product Delivery Manager at Dynamic Solutions Group (8.3 Years)

● Senior Project Manager at Innovatech Services (4 Years)

● Project Manager at TechWave Solutions (2.4 Years)

## EDUCATION

### Bachelor's Degree in Business Administration

University of Illinois 🎓 GPA: 3.8 📅 2011 📍 Champaign, IL

**Coursework:** *Project Management, Operations Management, Strategic Planning, Marketing Principles*

## CERTIFICATIONS

- Certified Project Management Professional (PMP) 📅 2013
- Agile Certified Practitioner (PMI-ACP) 📅 2015

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, JIRA
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Development Methodologies:** Agile, Scrum, Kanban
- **Data Analysis Tools:** Excel, Tableau, SQL
- **Risk Management Software:** RISKwatch, @RISK, Excel
- **Documentation Tools:** Confluence, SharePoint, Google Docs
- **Design Tools:** Figma, Sketch, Adobe XD
- **Collaboration Platforms:** Miro, Monday.com, Visual Paradigm
- **Reporting Tools:** Power BI, Google Data Studio, SAP BusinessObjects
- **Version Control Systems:** Git, GitHub, Bitbucket

## PROFESSIONAL AFFILIATIONS

- Active Member of the Project Management Institute
- Volunteer Mentor at local non-profit tech incubator

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST