

Matthew J. Volk, CAPM

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5785 Mission Center Rd APT# 309 | San Diego, CA 92108

EXPERIENCE

PROJECT MANAGER, E-COMMERCE IMPLEMENTATION Commerce Acceleration, San Diego CA | Feb 2017 - Present

Technical ecommerce project manager managing small to medium scale ecommerce implementations in Magento and Shopify E-Commerce platforms. Oversee daily workflow of web and application development, application integration, and product development while translating vision, strategy, and business process into a technical implementation plan.

- Lead and take ownership over large scale digital e-commerce programs that include strategy consulting, design (UI/UX), and software/web/mobile development.
- Create and manage systems and processes that provide client visibility, program predictability and meet program objectives (time, budget, customer satisfaction)
- Effective communicator proficient in verbal and written communication skills as they pertain to project transparency, reporting, action items, deliverables, etc.
- Regularly work with development and design teams to assess and communicate risks that affect both the customer's and the agency's profitability, assist developers with technical problem solving in order to identify and implement high impact and low cost solutions.
- Manage scope, timeline, budget, expectations, design, and development teams on full lifecycle e-commerce implementations ranging in budget from \$50,000 - \$250,000

NATIONAL ACCOUNTS MANAGER, TEAM LEAD The Daily Aztec, San Diego State University | Sept 2014 - Mar 2017

Led and set goals for a team of 8-10 account executives, simultaneously managing a portfolio of clients grossing \$100,000 in annual recurring revenue.

MISCELLANEOUS PROJECTS

Hobbyist programmer and web developer with experience in multiple development languages, often using these skills to create efficiency at Accelerate Digital Agency

PROJECT CAPACITY REPORTING INTEGRATION WITH JIRA API February 2019

Having been recently promoted to project management team lead at Accelerate Digital Agency, there was a lack of resource capacity planning/reporting within our design and development teams. There was a need to give project managers the ability to view a spreadsheet that did not need to be manually updated that would allow for quick assessments of individual resource capacity.

- Wrote a script in Google Sheets that queried tasks in Jira assigned to designers and developers for hours quotes and due dates on individual tasks, then wrote an algorithm to convert those due dates and hours quotes into a percent-based representation of each resource's capacity on a daily basis
- Client-facing component that allows clients to see the tasks they have queued in the pipeline, along with an estimated time to first response as well as completion, based on SLA's.

EDUCATION

B.A., ECONOMICS
San Diego State University
May 2017 | Dean's List, Fall 2015

CERTIFIED ASSOCIATE IN
PROJECT MANAGEMENT (CAPM)®
Project Management Institute
Issued 9/4/2019 | Exp. 9/4/2024
ID #2639343

SKILLS

PROJECT MANAGEMENT

- Agile and Waterfall project management methodologies
- Project management software and tools including Jira, Confluence, Wrike, Slack
- Risk Management and Conflict Resolution (internal and external)
- Budget and resource consumption management
- Communication of technical concept across all levels of an organization (able to explain concepts to stakeholders at the C-level down to programmers in a development team)

PROGRAMMING LANGUAGES, TECHNOLOGIES & PLATFORMS

- Javascript
- Python 3
- PHP 7
- SQL (MySQL, Postgres, etc.)
- HTML5
- CSS3
- Shopify Theme Development
- Shopify + Shopify CMS
- Node.js + NPM
- Express.js
- MongoDB
- Apache
- Docker, Vagrant
- Gulp + other task runners
- Git + Github/BitBucket
- AWS EC2, Lightsail
- Magento Enterprise/Cloud 2.x
- Wordpress