

# Daniel Reade

Over 12 years of experience in application training, support, analysis, testing, and technical development & planning.

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## Summary of Qualifications

- Analytical problem-solver, able to anticipate issues and create new systems that streamline operations, resolve issues, and improve efficiency.
- Strong leadership skills and be able to motivate and guide team members to achieve project goals.
- A commitment to quality, the vision, the client, and the organization.
- Strong understanding of project management methodologies, tools, and techniques, and able to adapt and tailor them to fit the specific needs of each project.
- Excellent communication skills demonstrated through successful collaboration with cross-functional teams, stakeholders, and clients to ensure project requirements are understood and delivered effectively.
- Proven track record in successfully managing multiple complex projects simultaneously, delivering them on time and within budget, while maintaining a high level of quality and client satisfaction.

## EXPERIENCE

### Happeo — Support Engineer (remote)

May 2021 - present

- Served as the primary point of contact for client technical implementation, deployment, and integration setup/configuration for Azure, Google Workspace, and Okta provisioning.
- Coordinated client technical troubleshooting calls for escalated issues, document required action items, setting timelines and expectations, and acting as the primary point of contact specific to said issues.
- Monitored incidents in HubSpot, Zendesk, and Jira, ensuring timely resolution and effective communication with clients.
- Acted as an internal liaison to the product team, facilitating smooth communication to ensure that the project's output aligned with its primary specification and that comprehensive documentation was available for internal and external users.
- Developed detailed status reports, cost estimates, and severity assessments of issues, providing valuable insights to stakeholders and facilitating decision-making processes.
- Performed post-deployment validation and analysis of client-facing issues.
- Conducted remote training sessions for clients to enhance their understanding of the product's features, troubleshooting procedures, and best practices, resulting in improved product adoption and reduced

## SKILLS

Kanban/Agile/Scrum

Resource Planning

Requirement gathering

Process Improvements

Collaborative Leader

Excellent  
Communication Skills

Strong organizational  
Skills

UAT & QA Test  
Experience

## Application Knowledge

Adobe CS  
Adobe Bridge  
Adobe Lightroom  
HTML  
Jira  
Confluence  
Salesforce  
Selenium  
MS Project  
Microsoft SSMS  
SDLC  
Excel  
SQL

support requests.

- Implemented process improvements in the support ticketing system, optimizing workflows, and categorization to enhance response times and streamline issue resolution.
- Assisted the sales team during pre-sales engagements, providing technical expertise and product knowledge to address client inquiries and concerns effectively.
- Actively participated in weekly team meetings to share insights, best practices, and customer feedback, fostering a collaborative and knowledge-sharing environment.
- Championed customer satisfaction initiatives, gathering feedback through surveys and customer interactions, and worked cross-functionally to implement improvements based on feedback.

### **Jackrabbit Mobile, Austin, TX — *Technical Project Manager*** **(Contract /Freelance)**

January 2021 - June 2021

- Serve as the primary point of contact for key clients in mobile application development, ensuring smooth communication and understanding of their requirements.
- Organize and coordinate client check-in meetings, leading these calls, and diligently recording action items for effective project progress tracking.
- Update the project's plan promptly after each call, ensuring alignment with clients' evolving needs and project goals.
- Act as an internal liaison between stakeholders and the production team, facilitating seamless collaboration and ensuring the project's output aligns with primary specifications and expectations.
- Collaborate with cross-functional teams to help scope jobs/projects accurately, considering technical requirements, resource allocation, and timelines.
- Skillfully manage project deadlines and deliverable dates, proactively identifying potential risks and implementing mitigation strategies to ensure on-time and on-budget delivery.
- Strategically plan for clients' long-term needs, fostering strong relationships and identifying opportunities for future collaboration and growth.
- Drive the internal process, streamlining workflows, and leveraging industry best practices to consistently deliver projects to the highest quality standards.
- Collaborate with the creative manager to obtain and allocate creative resources efficiently, optimizing resource utilization and enhancing project outcomes.

### **Fingerpaint Marketing Saratoga Springs, NY — *Technical Project Manager/Digital Producer***

May 2019 - March 2021

- Management of all project phases, including budgeting, strategy, content

creation, design, development, and QA

- Partner with digital strategy and development leads to produce a technical approach, estimate and timeline for complex digital projects
- Write detailed user stories for new projects, capturing detailed descriptions of business rationale, requirements, and project requirements
- Participate in daily stand ups, demo days, sprint retros and stakeholder coordination meetings
- Develop short- and long-term roadmaps that deliver maximum value with minimum risk and assume ongoing iteration
- Review support issues related to projects and monitor utilization and expected outcomes
- Partner with project managers to develop, maintain, and manage interactive project work plans and timelines and revise as necessary to meet changing needs and requirements
- Define & track tasks, dependencies, priorities, and milestones, and manage assigned internal and external resources to completion
- Ensure teams understand their assignments, due dates, priorities, and budgets
- Identify upcoming conflicts and resource gaps at the project level
- Plan client status meetings and/or presents project plans
- Interface with external Brand and IT Managers to facilitate project needs
- Assist in developing best practices for digital processes and tools

## **Higher Logic/Informz, Saratoga Springs, NY — *Technical Project Manager***

Jan 2018 - May 2019

- Partnered with business owners to cultivate a shared vision for the problem space, constraints, priorities, and ideal end state, and effectively articulated and advocated for this perspective.
- Prioritized and monitored workflows, setting and adjusting project milestones to ensure efficient progress and timely deliverables.
- Efficiently allocated team member availability across development teams, ensuring balanced workloads and optimized productivity.
- Proactively sought out opportunities for product initiatives, contributing to the continuous improvement and growth of the company's offerings.
- Prepared and assisted with documentation of featured releases, ensuring comprehensive and user-friendly documentation for clients and internal teams.
- Led cross-functional teams in the successful implementation of multiple complex projects, adhering to tight timelines and delivering high-quality results.
- Conducted regular risk assessments and mitigation planning, identifying potential project risks early on and implementing strategies to avoid disruptions to project timelines.
- Facilitated Agile project management methodologies, leading sprint planning, daily stand-ups, and retrospective meetings to enhance team collaboration and project execution.
- Utilized project management tools and software to streamline project

planning, tracking, and reporting, optimizing team efficiency and project visibility.

## **Goldman Sachs, Saratoga Springs, NY — *Production Support Engineer***

July 2015 - December 2017

- Served as a primary point of contact between business units, ensuring effective communication and understanding of project requirements.
- Worked closely with internal teams and end-users to develop a deep understanding of requirements, perform thoughtful solution design, use data to test hypotheses, and provide ongoing support throughout project execution.
- Identified and applied remediation strategies to address application incidents, minimizing downtime and optimizing system performance.
- Contributed to tech planning and sprint cycles, actively participating in issue prioritization based on severity and scope.
- Assisted with overseeing projects across all teams and all phases of development, ensuring alignment with project objectives and timelines.
- Facilitated sprint grooming and backlog analysis/prioritization, fostering efficient development workflows and delivering high-quality results.
- Implemented and maintained development best practices, promoting code quality, security, and scalability. Developed comprehensive status reports, cost estimates, and assessments of issue severity, providing valuable insights for decision-making and resource allocation.
- Performed post-deployment validation, testing, and analysis, ensuring successful product releases and identifying opportunities for improvement.

## **Informz, Saratoga Springs — *Quality Assurance Engineer & Support Analyst***

Sept 2013 - Jul 2015

- Provide design recommendations as needed to Product Management
- Function & Non Functional testing, validation and planning
- CMS Integration testing, configuration and analysis
- Serve as a lead point of contact for remote contracts and assist with post deployment validation and support
- Assist Product Management in evaluation of issue severity
- Prepare and assist with documentation for new feature releases
- Coordinate communication across development and QA teams
- Coordinate knowledge transfer of product changes and enhancements for all business units

## **Informz, Saratoga Springs — *Customer Success/Account Manager***

Jan 2009 - Sept 2013

- Enter, monitor, update, and track tickets via Salesforce.
- Serve as tier 1 support and provide answers and resolution to client issues.
- Manage client base and achieve complete customer satisfaction.

- Perform client training on Informz applications and tools
- Assist Sales Team to uncover revenue opportunities with existing clients.
- Develop and maintain a “trusted advisor” relationship with clients.

## **EDUCATION**

**Working on completing PMP Certification - PMI.org**

**University of Massachusetts, Lowell MA — *Bachelor of Fine Arts with a Graphic Design Concentration***

**Pentucket Regional High School, West Newbury MA**

## **Awards**

**Happeo — *Happeo’s happiest employee (2022)***

**Ayco Technology — *Associate of the year (2017)***