

# KYLE R. RILEY

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## SUMMARY

Seasoned project manager (PMP) looking to combine his personal passions and highly-valued skill set to provide excellent customer service to the stakeholders, from executives to end users, customers to business owners.

- Twenty-five years of professional experience in customer service, project management, and the software development lifecycle, from sales and development to training and support
- Twenty years of public speaking experience, including: radio broadcasting, seminar presentations, technical training classes, corporate conferences, and stakeholder meetings
- Instrument-rated, commercial pilot and CFII with 695 hours total time; 325 hours of instruction given

## PROFESSIONAL EXPERIENCE

CHARTER COMMUNICATIONS, formerly Bresnan/Optimum, Billings, MT 2007 - Present  
Project Manager, Engineer III

- Project managed provisioning system and telephony switch migration for two Mountain States acquisitions (320,000 customers)
- Lead project manager for company-wide migration to a new, \$2.4M service activation and provisioning platform
- Managed SDLC for internal development team, building in-house solutions and third-party integrations
- Supported commercial services network RFP development, and subsequent project management on service implementation

COMPUTERS UNLIMITED, Billings, MT 2005 – 2007  
Solutions Specialist/Systems Consultant

- Consulted prospective customers on modules necessary for a successful implementation of the TIMS Pharmacy software package
- Managed customer accounts, analyzed customers' infrastructure and recommended products and services

TIMS Pharmacy Lead Services Representative 1998 – 2005

Lead support representative and implementer for the TIMS Pharmacy software package.

- Analyzed customer's issues to develop viable solutions
- Wrote technical documentation concerning program functionality
- Trained external and internal customers to use the TIMS Pharmacy package
- Prepared and presented seminars and conference sessions for groups of 2-40

WESTWOOD COLLEGE OF TECHNOLOGY, Denver, CO 2001 – 2002  
Field Admissions Representative

As a college representative, presented to prospective students across Eastern Montana and Northern Wyoming the benefits of a post-secondary, technical degree.

- Offered a positive, engaging in-class presentation about planning for the future to over 2,000 students during the school year
- Followed up with students concerning their interest in the school by conducting in-home interviews to educate the student and parents about the college

## ADDITIONAL SKILLS

- Proficient with Microsoft Office and Microsoft Project
- Project budget management for projects in excess of \$10Million
- Adept at requirements gathering, scope definition and RAID tracking
- Familiar with Agile Methodology

**EDUCATION**

BA, Interdisciplinary Studies, History/Political Science emphasis, Northwest College, Kirkland, WA.  
Graduate Cum Laude, 3.595 GPA  
Awarded Who's Who in American Colleges and Universities  
Recipient of Senior Speaker Award

**ORGANIZATIONS**

- Project Management Institute
- Aircraft Owners and Pilots Association
- National Association of Flight Instructors