



Ashley Evans

Project Manager

Quality focused IT Project Manager with advanced education in web development and Six Sigma Lean certified. A data driven professional with a strong belief in delivering high-quality work and continuous, consistent improvement.

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Seattle, WA 98133



EXPERIENCE

Service Manager

SWAT Systems | Seattle WA | 7/2014-2/2019

- Led service department responsible for supporting over 100 businesses spanning multiple verticals in day to day technical support and project implementation.
- Implemented internal process changes which allowed company to grow from \$3M to \$5M without increasing employee head count.
- Established standard processes to manage client projects over the project lifecycle.
- Improved customer satisfaction score from 92% in 2014 to 99% in 2019.
- Improved department SLA KPI from 78% 2014 to 91% in 2019.

Service Manager

Dynamic Computing | Seattle WA | 1/2012-4/2014

- Managed service department responsible for over 60 businesses spanning multiple verticals.
- Mitigated client escalations and managed overall customer satisfaction.
- Set up standardized internal processes to increase efficiency in client billing, human resources and business reporting/planning.

Service Coordinator

Dynamic Computing | Seattle WA | 9/2009 – 12/2011

- Acting Liaison between the technical staff and customers. Maintaining communication and documentation throughout all day to day support and ongoing customer projects.
- Established and continuously built on internal workflows to improve efficiency for the service team.

Employee Relationship Representative

Aditi Technologies | Bellevue WA | 1/2008-8/2009

- Acting Liaison between technical staff and managers throughout the course of a contractor's assignment for 120 contractors.
- Managed all budgeting and profitability reporting for Executive team.

SKILLS

Project Life Cycle Management

CRM Administration

Process & Efficiency Improvement

Employee Development

Resource Allocation

Web Development

Conflict Resolution

CERTIFICATIONS

Six Sigma Lean - 2018
Management and Strategy Institute
Design for Six Sigma - 16118904
Black Belt Professional - 16118903
Black Master – 16118902

Full Stack Coding Certification
University of Washington
Expected Completion: Aug. 2019

EDUCATION

BSc: Information Technology,
Administrative Management
Minor: Business Administration
Central Washington University
2003-2007