

# Martin Walker

## Technical Project Manager

**Website** MartinAWalker.com  
**LinkedIn** tinyurl.com/martinwalkerlinkedin  
**Email** walker84@gmail.com  
**Phone** (325) 829-1100

## WORK EXPERIENCE

- MAY 2019 - PRESENT** **Project Manager of Installs** **Milsoft Utility Solutions, Inc.**
- Promoted given my excellent job performance and demonstrated skills. Between May 2019 and November 2022 continued to serve in previous role as well. Trained a new employee in late 2022 to take over a newly-created role of Project Manager of Upgrades.
  - As PM of Installs, create, execute and oversee project plans for deploying enterprise software sold to customers, managing multiple stakeholders and internal and external relationships.
  - Provided technical guidance to customer IT teams for hardware requirements and network rules.
  - Continue as admin for multiple tools, and encourage PM team to use standardized tools.
  - Successfully managed (and continue to manage) dozens of simultaneous complex, fast-paced projects with competing priorities and limited resources under ambiguous and unclear directions.
- FEB. 2016 - NOV. 2022** **Software Upgrade Coordinator** **Milsoft Utility Solutions, Inc.**
- Managed the installer technicians' scheduled software upgrades, server migrations, new installations, and other tasks for new and existing customers.
  - Coordinated closely with Project Management, Support, Quality Assurance, and Sales to provide customer engagement and clear communication.
  - Oversaw internal improvement initiatives such as standardizing documentation practices and various workflows.
  - Led special projects as assigned, including migrating sensitive credentials to IPassword, creating and updating content on the mymilsoft support website, implementing and managing a self-scheduling upgrade portal using Acuity Scheduling, creating needed customer-facing documents, and was the principal author for a major rewrite of the Hardware and Software Requirements document, which communicates technical requirements for all Milsoft products.
  - Over time, gained responsibilities for administering multiple company tools, including Smartsheet, ShareFile, Acuity Scheduling, and more.
- DEC. 2015 - FEB. 2016** **SSVF Veteran Specialist** **West Central Texas COG**
- Provided case management to low-income veterans who were homeless or at risk of homelessness.
  - Verified veteran status and income for all applicants to determine eligibility for services.
  - Assisted veterans with obtaining housing, including helping to provide rental and utility assistance.
  - Made referrals to other agencies and programs that could further assist veterans in crisis.
- APRIL 2013 - OCT. 2015** **Software Tester** **WaveCreste**
- Collaborated with a diverse, international team of developers and testers to create testing scenarios for new AT&T software, using high-level design documents to simulate scenarios.
  - Tracked and fixed code defects utilizing various defect-tracking programs.
  - Acted as subject matter expert and presented details of upcoming projects to the testing support and team.

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## WORK EXPERIENCE (CONTINUED)

**AUG. 2012 - FEB. 2013**      **HR Development & Credentialing Coordinator**      *Betty Hardwick Center*

- Implemented process improvements, created a faster way for employees to sign up for training, and assisted with errors that users encountered.
- Conducted training classes, such as American Red Cross CPR/First Aid, Prevention and Management of Aggressive Behavior, Customer Service, Diversity and Inclusion, Driver's Training, and Sexual Harassment Training for employees.
- Facilitated the new employee orientation process, including first-day paperwork, tours of facilities, onboarding process, and coordination of training offered by other instructors.
- Credentialed employees and verified educational and licensure credentials for all job applicants.
- Processed all job applications, forwarding applicants to the appropriate hiring supervisor.

**JAN. 2011 - JUL. 2012**      **Service Coordinator (IDD-CLOIP)**      *Betty Hardwick Center*

- Provided information regarding housing options to adults with IDD who resided at the Abilene State Supported Living Center and their family members, support teams, and legal guardians.

**SEPT. 2006 - JAN. 2011**      **Public Safety Dispatcher (911)**      *City of Abilene*

- Calmly answered emergency and non-emergency phone calls and used computer-aided dispatch software, phone, and radio communication to send police, fire, and medical assistance to individuals in need under extreme time pressure in chaotic circumstances.
- Led classroom instruction and on-the-job training for new hires and designed and provided refresher training for current employees

## EDUCATION

**DEC. 2011**      **MS, Organizational and Human Resource Development, Abilene Christian University**  
Also earned a certificate in mediation.

**DEC. 2006**      **BS, Psychology, Abilene Christian University**

## SKILLS

- Leadership and customer service
- Contextualized communication
- Project planning and scheduling
- Documentation development
- Nuanced relationship management
- Training development and delivery
- Change management
- Flexibility in shifting priorities/deadlines
- Critical and strategic thinking
- Process management and improvement
- PM tools fluency (Smartsheet; Excel)
- Highly trainable - quick learner