

JAMES C. BICKLEY

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[LINKEDIN PROFILE](#)

DATABASE & WEB DEVELOPMENT PMP

Certified Project Management Professional with more than 15 years of project management experience focusing on client database and website development. Expertly leads teams of programmers and designers while managing the client relationship from project inception to final delivery. A full project lifecycle leader who manages timetables, expectations and change through innovative and experience-based solutions to complex client requests and situations.

OPERATIONAL & TECHNICAL EXPERTISE

PMP Certification • PMBOK • Full Project Lifecycle • Software Project Management • People & Process Management Change Management • Team Leadership • Client/Vendor Relations & Communication • Automation & Standardization ASP • T-SQL • SQL • SQL Server • CMS • JavaScript • WordPress • Omnigraffle • Excel • Access • Ektron • Filemaker Pro
Drupal • Project • Visio • Wireframing • SSIS • Data Warehousing • Responsive Web Design

PROFESSIONAL EXPERIENCE

MCMURRY/TMG, Washington, DC | *Project Manager*

Apr 2012 – Mar 2014

- Served as Digital Media Project Manager, managing web projects designed to build brand, increase engagement, and drive benefits to associations, non-profits, and for-profit companies including Fortune 500 industry leaders
- Drove site development with responsive design techniques and mobile themes, artfully adapting content and message to the myriad available browsing devices for optimal viewing and messaging effect
- Built and maintained strong client relationships through clear, ongoing and honest communication
- Identified and optimized client-specific social media strategies for increased site visits and time on site
- Managed internal and external developers and designers over multiple sites across the country

SELECT PROJECT HIGHLIGHTS:

- Contributed to PetSmart project to infuse Mag+ technology with a custom note-taking/note-sharing capability that is now under Mag+ consideration for licensing to be sold as an add-on to the popular magazine publishing product
- Led project of nine experts across three cities working to launch Marriott's cutting edge "Meetings Imagined" website concept, successfully beating a tight deadline to launch preview for key project stakeholders complete with on-site user demos and complex functionality to take Marriott's conference offerings to the next level
- Pioneered TMG's entry into responsive-design websites by successfully managing its first two RWD projects
- Led project to deliver a more sophisticated yet cost efficient solution to support a Las Vegas annual jewelry design competition, successfully identifying and partnering with a vendor to build the functionality, and creating a custom FileMaker Pro database to process the many reports and emails involved in the contest voting

HODGSON CONSULTING, Kensington, MD | *Project Manager*

Dec 2010 – Dec 2011

- Managed client-centered projects with scope ranging from simple updates to mission-critical replacement software, and through teams of developers and designers using both agile and waterfall methodology
- Maintained ongoing client communication and provided regular email, telephone, and in-person status updates
- Developed task orders, project plans, wireframes, and information architecture documents
- Created training materials and documentation for projects, ran training sessions for end-users, and performed product demonstrations for senior-level client staff
- Managed bug/issue-tracking software during user-testing phases of development

SELECT PROJECT HIGHLIGHTS:

- Collaborated with website developer on data-gathering/report-generating project which involved developing simplified method for report creation, prioritization, and final project completion on time and to specification

DATALAB USA, Germantown, MD | **Lead Database Developer**

Jan 2007 – Dec 2010

- Served as direct client contact, gathering data and preparing for analysis prior to launching national mail campaigns
- Created company-wide standardized practices and automated processes for increased results with same resources
- Analyzed and reported on customer response trends to assist in decisions regarding resource allocation
- Partnered with external vendors to streamline data transfers for decreased processing time on client side
- Scheduled time and resources among multiple projects, ensuring tight deadlines and client expectations were met

SELECT PROJECT HIGHLIGHTS:

- Learned and applied geographic information system to specific client request, successfully mapping data to locations to allow for optimal sales planning and focus based on demographic results
- Developed process that cut time needed to run large data sets from hours to in some cases less than 10 minutes

ASM RESEARCH, INC., Fairfax, VA | **Senior Programmer**

Nov 2003 – Jan 2007

- Worked with ASP & SQL Server to develop complex websites for Department of Defense
- Created stored procedures and user-defined functions in SQL Server to speed website performance
- Used Visual Basic to create components allowing websites to easily call stored procedures for expedited data access

CAMBRIA CORP., PA, CA & MD | **Project Architect / Project Manager / Programmer**

Sep 1997 – Aug 2003

- Hired to be database developer, quickly rose to lead programmer for database systems, and ultimately selected to open Philadelphia-area office which included locating space, establishing computer network, servers and workstations, securing phone system and furniture, and hiring staff
- Performed comprehensive sales roll from project inception to requirements to technical specifications and pricing, and formalized and implemented corporate web-hosting policy for clients
- Managed five programmers and designers working on multiple projects of varying sizes

SELECT PROJECT HIGHLIGHTS:

- Used ASP & SQL Server to develop intranet site, including document management, storage and security for more than 20 gigabytes, for large construction company
- Managed and programmed successful e-commerce and other types of business-based websites for clients
- Served as manager and developer of comprehensive business process automation project for satisfied client
- Developed and sold to owners a revenue-generating idea for a web-hosting service to increase lower-volume client business, resulting in satisfied clients who benefitted from a one-stop support and billing shop

INFORMATION NETWORK SYSTEMS, INC., Washington, DC | **Computer Systems Analyst**

Jun 1996 – Jul 1997

- Served as lead programmer on database projects for NASA, overseeing full project lifecycles

SELECT PROJECT HIGHLIGHTS:

- Developed Litigation Tracking System (LTS) for NASA and presented with Q&A to NASA lawyers at their conference

Earlier position includes Head Computer Systems Analyst & Database Consultant

EDUCATION & CERTIFICATION

Bachelor of Science, Information & Decision Systems | *Carnegie Mellon University (CMU)* | Pittsburgh, PA | 1996

Project Management Professional (PMP) | *Project Management Institute* | 2012