



Stefan Schielke, PMP

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Career Highlights

- **Customer focused;** motivated by the belief that the customer’s needs should drive any project; customer-facing roles for over 15 years; ability to anticipate future needs based on past experiences.
- **Experienced project and account manager;** providing over 10 years leading teams in successful projects and products; PMP certification along with degrees in Computing Science and Business Administration (Honours) bridges the gap between business and technology, representing a unique combination of disciplines.
- **Professional communicator;** excellent verbal and written communication; able to effectively communicate with partners from all business functions and levels, both technical and non-technical; experienced in conflict resolution; detail-oriented; analytical thinker.
- **Strategic leadership;** nimble and opportunistic approach to shifting business circumstances; diagnostic problem solving skills using diverse experience; approachable and calm demeanor to enhance a positive work environment; employee development to align with company goals; maintain environment where employees are valued and respected.

Education and Credentials

Thompson Rivers University - Kamloops, British Columbia, Canada

BCS		Concentration: Software Engineering		2014
BBA (Hons)		Major: New Venture Creation		2015

Project Management Institute

PMP		Certification Number: 1869138		2015
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Professional Skills

Technical:

- | | | |
|--------------|--------------|--------------------|
| ➤ HTML5 | ➤ PHP | ➤ Java |
| ➤ CSS3 | ➤ Bootstrap | ➤ Android |
| ➤ JavaScript | ➤ C++ | ➤ SQL |
| ➤ Laravel | ➤ XML / JSON | ➤ Ethical Hacking |
| ➤ Networking | ➤ Windows 10 | ➤ Microsoft Office |

Business:

- | | | |
|----------------------|--------------------------|------------------------------------|
| ➤ Project Management | ➤ Business Analysis | ➤ Communication Management |
| ➤ Time Management | ➤ Change Management | ➤ Teamwork & Mentoring |
| ➤ Risk Management | ➤ Stakeholder Management | ➤ Client Relations & Presentations |

Volunteer Experience

Computing Science Lab Support – assisted students with concepts of computing courses

Microsoft Office / Google Docs – support and training of Office 365 and Google Apps for Work suites

Chase Fun Soccer League – coach for U4 (ages 3-4) soccer



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Work Experience

inTechrity Business Solutions – Lee Creek, BC
President / Founder

| 2006.01 – current

Website Development

Create well designed, efficient code by using best software development software practices. Gather and refine requirements and specifications based on technical needs. Create responsive design options for site layout. Setup and train Google Business, Analytics & SEO as required. Provide post-sales support.

Technology used:

HTML, CSS, PHP, JavaScript, JQuery, Bootstrap, MySQL, Laravel, GitHub, Linux web hosting

Technical Support

- Computer maintenance & updating
- Managed I.T. services
- Home and office networking solutions
- Training

Residential Construction Project Management

Planned, organized and managed multiple simultaneous residential houses and renovations. Analyzed blueprints, created project documents, sub-contractor selection, purchasing, budget, negotiations, project development, and quality control.

Project Management

- *100% on-time project completion* – met budget requirements and strict timelines.
- *Minimized project risks by 30%* – through proactive risk management and active listening.
- *Cut material costs by 15%* – established valuable relationships with local building supply companies.

Client and Vendor Relations

- *Increased customer referrals by 20%* - provided value-added advice for landscaping and property maintenance, in addition to weekly progress reports.
- *15% reduction in labour costs* – through negotiation with local contractors and employees.
- *Developed and implemented quality control programs* – inspected work performed by all team members and subcontractors to ensure conformity with specifications and quality.

Staff Development

- *Initiated cross-training and ongoing development programs* – engaged staff by creating a cross-trade learning environment and encouraged continuous learning.
- *Mentored through industry expertise* – trained and educated junior team members on requirements, workplace safety and regulations in a professional and considerate manner.
- *Established a positive and productive work environment* – communicated and understood the needs of the client, team members, subcontractors and vendors.



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Work Experience (cont.)

Canadian Open Data Experience – Kamloops, BC

Project Lead

2015.02

Participated in a Government of Canada competition. Teams were given 48-hours to submit a functional web-app. Created personas, scenarios and use cases to assist with evaluation and decision-making processes. The app was developed utilizing a mixture of agile and lean methodologies.

- *Alternative Youth Career Engagement* (<http://ayce.me/Views/intro.php>)

Technology used:

Bootstrap, PHP, HTML, CSS, JQuery, MySQL, GitHub

Grand Saloon – New York, NY

Manager

2002.12 – 2004.11

Bar Management

- *Reduced errors and excess inventory by 6%* – converted manual process to digital spreadsheets.
- *Increased image and reputation* – ensured service conformed to quality control procedures.

Client Relations

- *Decreased customer complaints by 40%* – created customer satisfaction procedures.
- *Increased repeat customer by 15%* – provided a comfortable and safe environment.

Staff Management

- *Hired team members* – cross-trained staff to ensure floor coverage and continual personal development.
- *Established a positive and productive work environment* – created open communication channels between management and personnel.

Kuehne & Nagel – San Francisco, CA / Jersey City, NJ

Manager, Client Information Systems

1997.07 – 2002.09

Customer Support

- National sales support for customer presentations
- Created customized manuals for training and support

Office Support

- Provided training in PC functionality and IT products
- Created customized manuals and support

Product Development

- Integrated operating systems into a worldwide system
 - Created functional system requirements and project plan for testing and implementation
 - Managed process until final release
- Enhanced and maintained customer tracking systems (Web and PC applications)
- EDI & XML implementation
 - Designed data mapping
- Tested, implemented and supported process



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Educational Experience

Undergraduate Capstone Open Source Projects (UCOSP) | 2014.09 – 2014.12

UCOSP brings students together to work on joint capstone projects. Students learn distributed development using a mix of agile and open source processes.

- One of only forty students selected from Canada to participate in the program
- Developed native plugins for BlackBerry 10

Technology used:

C++, HTML5, CSS3, JavaScript, GitHub, BlackBerry Z10

Computing Science Project | 2014.01 – 2014.04

The capstone project includes the practical design and implementation of a supervised project. Students develop a 'live project' which includes experience working with an external client.

- Provided a "proof of concept" representation of MongoDB with specific sample data sets
- Confirmed the request to populate MongoDB with existing JSON BLOB data and provided querying functionality

Technology used:

Java, C#, MongoDB, JSON

Mobile App Development (Android) | 2014.01 – 2014.04

The app provided a map to alleviate confusion for beginning students in a new environment.

- Used location based coordinates to indicate shortest path to destination
- Offered local shopping and food outlets within walking distance to the campus

Technology used:

Java, Eclipse, SQLite, Google Maps API

Human Computer Interaction Design | 2013.01 – 2013.04

Utilizing Google Street View, created a virtual ski-through of Sun Peaks Ski Resort using a Kinect system.

- Used body movements to control a skiing motion to move around the mountain
- Added hand/mouse functionality to allow the user to use their computer's mouse

Technology used:

- Kinect, HTML, CSS, control:mapper