

Chris Chavez
(505) 238-8517
cchavez266@gmail.com

Professional Summary

Chris Chavez is a creative thinker that works with an innovative mindset and strives for a positive work environment. Focusing on writing, TPM and Product Management, with a technology mindset that began with a troubleshooting background. He has also demonstrated excellence in story writing using programs such as Jira, to ensure that development teams fully understand what needs to be created within projects. Chris provides a self-motivated and a detailed work ethic, that helps him work as an individual or in teams. The majority of Chris's experience has revolved around story writing, the creation of scoping documents and detailed product research.

Technical Knowledge

- Strategic Planning
- Public Speaking
- User Experience
- Product Development
- Project Management
- Customer Service/Support Skills
- Microsoft Office Software
- OneNote
- Skype for Business
- Jira
- Confluence
- Final Cut X
- Critical Thinking
- Organization/Prioritization
- Communication Skills
- Data Analysis
- Timeline Management/ Delegation
- Mobile Platform Experience: iOS, Android
- Social Media Networking
- Administrative Assistant

Professional Work Experience

ArcMedia Studios Sep 2017- Nov 2017

Project Manager, TPM

- *Creation of Scrum Bards*
- *Creation of Site Maps*
- *Maintained daily project due dates*
- *Collaborated with Clients on project needs*
- *Lead daily project meetings with Dev's & Product Managers*
- *Conduct technical articles*
- *Applied user research for project needs*
- *Collaborated with Dev's & Project Managers to ensure clients visions*

Lineage Media & Solutions Dec 2015 - Jan 2017

Product Manager, Project Manager, TPM

- Developed and Managed products based on agile methodology
- Created scoping documents for various of clients
- Partnered with marketing team for product release strategies
- Conduct technical articles for product research
- Testing: Games, Web sites, and Applications for IOS & Android
- Collaborated with the design team to ensure each project is coordinated properly for clients
- Managed development teams for both in-house and International teams
- Collaborated with Clients establish project goals
- Created problem tickets for usability issues and managed developer compliance
- Managed weekly meetings with project managers and designers

- Applied user research to develop and understand the client's needs
- Experienced in the Atlassian software "Jira"
- Technical writing for designers, internal and external developers
- Experienced in team collaboration software "Confluence"
- Lead a team of 6 on various of projects
- Performed data research for Lineage Media & Solutions and for CEO of Lineage Aaron Linne
- Assisted Linage Media & Solutions on Social Media marketing projects
- Lead designers through concept art and design on a unfinished VR game

Apple Computers May 2009 - June 2017

Service Specialist, Creative

- Provided technical assistance with software troubleshooting
- Provided technical assistance with hardware troubleshooting
- Organized seminars for new and advanced customers
- Managed in-store seminars for incoming employees
- Managed in-store training for current employees
- Repairing of faulty hardware
- Repairing of damaged hardware
- Lead new incoming employee training
- Instructed new and advanced users on their devices
- Instructed new and advanced users on various of software
- Established customer and concierge services to customers
- Lead and coached a team of 7-12 customer and employees
- Trained incoming computer trainers on various of programs
- Experience in GarageBand, Final Cut X, Logic, Numbers, Pages, and Keynote

Education

National American University

Bachelors of Science- Criminal Justice

Eastern New Mexico University

Bachelors of the Arts- Theatre & Dance