





KIVON RILEY

IT Project Manager

CONTACT

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EDUCATION

Bachelor of Science
Information Technology
University of California, CA
2007 - 2011
San Francisco, CA

CERTIFICATIONS

PMP Certification
CISM Certification

SKILLS

Servers
SQL
Teamwork
APIs
CRM
Microsoft 365

WORK EXPERIENCE

IT Project Manager

Farfetch

2018 - current / San Francisco, CA

- Directed project cycles for high-end fashion creators, curators, and customers, leading 20 techs in onboarding, monitoring, and closing
- Communicated with tech team, stakeholders, and clients to deliver 98% of projects on time
- Supervised projects from start to finish to understand and implement changes to initial plans, earning Farfetch 125+ new customers to global platform through referrals
- Completed scope, plans, risk assessments, etc. using Microsoft Project
- Analyzed projects at completion, and drafted reports to communicate positive results, lessons learned, and overall feedback for tech team

IT Project Manager

Kustomer

2015 - 2018 / San Francisco, CA

- Led 15 technicians in project timelines, ensuring team met deliverables and implementation processes of the CRM platform to improve companies' customer service quality by up to 35%
- Scheduled and adjusted client appointments, installations, and implementation trainings for more than 300 companies
- Prepared project status reports, budgets, quotes, and timetables for conferences with vendors, clients, and technicians
- Traveled 15% of the time to follow-up with clients at work site, using extensive knowledge of Kustomer platform to assist clients in finding solutions for unique requirements

Technical Support Engineer

Plaid

2011 - 2015 / San Francisco, CA

- Installed and configured networks, software, and applications for 500+ employees, spending 50 percent of working hours troubleshooting, diagnosing, updating, and maintaining company technology
- Employed knowledge of SQL, 4 computer languages, and network configuration to support API maintenance for financial apps
- Acted as first line of defense for 50+ companies, including Venmo and Acorns, providing technical support, troubleshooting, and resolutions

- Documented internal and external requests, reporting ticket details, actions taken, outcome, and dates