Michael Henry, PhD, MBA

Eindhoven, 5611NL, the Netherlands | +31 613 74 26 68 | mikeshenry@gmail.com

Profile

I am an agile/scrum project manager with 5 years of experience who has just completed my PhD. I am seeking work as a project or change manager.

For my PhD, I explored how remote teams communicate and support each other, especially within Microsoft Teams and Slack. Beyond that work, I have experience as a technical analyst and project manager using scrum, including leading agile projects to achieve organization-level strategic goals and providing change management consulting within other divisions of the company.

Education and Experience

PhD, Socio-Informatics, Stellenbosch University, South Africa (**December 2023**)
- Dissertation: *The Use of Enterprise Social Media for Social Support within Virtual Teams*
- Published remote work research in the *South African Journal for Business Management*
- Explored the effects of technology use and remote work on employee feelings of support
- Implemented an iterative agile methodology with 4 week sprints

Project Manager for Technology Education, LCC International University *(2021-2022)*
- Lead the *Digital Literacy Initiative*, a focus within the university's strategic plan
- Ran cross-functional teams developing a new corporate intranet, a video streaming system, and an online portfolio solution using agile, scrum-like methodologies
- Managed ongoing maintenance and support for the internal learning management system, including coordinating updates with stakeholders
- Assessed feasibility of potential new technical projects for non-technical stakeholders

Instructor, LCC International University *(2013-2021; part-time 2015-2020)*
- Taught communication and information systems courses
- Coordinated faculty use of learning management systems and other web platforms
- Trained students from 20+ countries in website development, project management, and other technology topics

MBA, Taylor University, USA
MA, International Management, LCC International University, Lithuania *(2018)*
- Dual-degree program providing expertise in organizational communication and management, including a focus on cross-cultural communication
- Wrote a thesis examining communication media use within distributed organizations; received best thesis award

Happiness Engineer, Automattic, Inc. (*2015-2018*)
- Provided technical customer support for WordPress.com
- Completed 17,000+ interactions using email, text chat, and 1-1 screen sharing
- Lead a three-month project to update documentation for a new editing interface
- Edited and managed *What to Watch This Week*, an internal newsletter for support staff

MS, Information and Communication Sciences, Ball State University, USA *(2012)*
- Assistantship within the *Emerging Technologies* group
- Completed coursework on computer networking, communication, and management, including PMP and CCNA training

Project Manager, Reamplify Design *(2008, 2011-2015)*
- Founded a web development/design company
- Built marketing, sales, and implementation pipelines using a CRM, Trello, and Google Apps Script
- Managed several dozen website development and maintenance projects

BS, Media Communication / Systems, Taylor University, USA *(2011)*
- Bachelor of Science with emphasis in video production and focus on information systems development

Technical Analyst, Sentry Data Systems *(2010-2011)*
- Refactored existing PHP code
- Wrote custom data parsers in Ruby for client implementations
- Designed daily checklist for Technical Client Support
- Organized and responded to client requests in Jira

Languages

English: native

Dutch: A1; cursus niveau 1 Volksuniversiteit Eindhoven (lente 2023), niveau 2 (herfst 2023)

Skills

Organizational communication, virtual teams, remote work, project management, agile, scrum, iterative technology implementation, requirements definition, systems analysis, reflexive thematic analysis, socio-technical systems, Microsoft Teams, Slack, cloud computing (virtual servers, Microsoft Azure, AWS), end-to-end technical change management

Other

I hold a US passport with Netherlands residency and right to work (*Arbeid vrij toegestaan. TWV niet vereist.*)