

# PHIL OLSEN

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## EXPERIENCE

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2008-Present      Progressive Insurance      Colorado Springs, CO

*Iteration Manager/Claims IT Apps Programmer*

- Tracked, planned and managed day to day operations of ClaimStation, Injury, ActionItems, CASS and Cars Admin projects.
- Assisted in the development of new coding, syncing and elevation processes and documentation to greatly reduce production issues.
- Took ownership of the slot reduction effort for all applications owned by JS ORG and helped the company reach it's slot reduction goal for 2010.
- Took ownership of the SQL 2008 conversion effort for all applications owned by JS ORG and assisted that team in releasing the conversion on time and without impact to production.
- Moved to the EPMO in my same job capacity where I piloted **SDM** and **STE** processes on the ClaimStation 5.1 and 5.2 releases and provided feedback to the pilot team.

2007-2008      Progressive Insurance (Contractor)      Colorado Springs, CO

*Auto Direct Web Developer*

- Developed and supported robust commerce grade web tools built with **C#** and **XML** in a proprietary environment.
- Worked with business unit and project managers to provide production support and develop new website applications.
- Created and executed extensive test plans and test scripts using **FUnit** and **Tarot.net**

2004-2007      Myers Internet, an MGIC, Inc. Company      Colorado Springs, CO

*Online Marketing Consultant*

- Consulted, gathered requirements and provided dynamic website design and configuration for maximizing client site performance.
- Provide clients with **search engine optimization** and technical support.
- Consulted, gathered requirements and provided dynamic **website design and configuration** for maximizing client site performance.

2003-2004      Knight Ridder Digital      San Jose , CA

*Project Manger*

- Promoted to **manage project initiative across thirty-two separate online newspaper operations.**
- Coordinated staff resources across eighteen departments to **meet strict timelines and project "check points" using Microsoft Project.**
- Directly responsible for managing and implementing third party co-branded projects across thirty-two properties, resulting in decreased cost and improved revenue tracking.

2001-2003 Knight Ridder Digital San Jose , CA  
*Senior Online Producer*

- Promoted to manage staff of four online producers in support of all online editorial, photo and advertising department initiatives.
- Responsible for hands on creation of high profile online projects initiated by Senior Management and Publishers using **HTML, CSS, Photoshop, Dreamweaver, SQL, PERL** and other industry tools.
- Created and deployed online project tracking tool for Online Production Team using **ColdFusion, SQL and Microsoft Access**, resulting in a 100% increase in on time on budget initiatives.

1999-2001 San Jose Mercury News San Jose , CA  
*Online Producer*

- Supported the Senior Online Producer with the development, design and deployment of siliconvalley.com and maintenance of sjmercury.com using **HTML, Photoshop, Dreamweaver and SSI**.
- Designed, created layout, graphics and coded web versions of special editorial additions and investigative reports by working directly with journalist, photographers, editors and advertising department.
- Worked as part of an eight person team to meet departmental goals and objectives set forth by senior management and Publisher with 100% "on time" delivery.

1996-1999 Web Spinners Virtual Marketing Communications San Ramon , CA  
*Owner*

- Started Web design firm to bring conventional advertising and marketing strategies to the online arena.
- Responsible for creating and maintaining websites and online marketing efforts for **The California Lottery, BEST Fertilizer, VoicePro, Sacramento ARCO Arena, The Sacramento Knights, and many other high profile clients**.
- Responsible for acquiring new clients, building sites using HTML and Photoshop, and creating presentations and online marketing strategies for new and existing clients.

## EDUCATION

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2011 Progressive Colo. Spgs., CO.  
*System Development Life Cycle*  
*SDM Overview*

2010 Progressive Colo. Spgs., CO.  
*Presenting for Action*  
*Project Management for Project Managers*  
*Remedy Knowledge Management*  
*Product Based Planning*  
*Problem Management*  
*Incident Management*  
*Service Operations*

2009 Progressive Colo. Spgs., CO.

*ITIL*  
*IT 2.0 Fundamentals*  
*Business Process Improvement*  
*Project Management Fundamentals*  
*.Net Remoting in C#*  
*Tracking Users in ASP.net*

2003                    CompTIA                    Dublin , CA.  
*A+ Certified, Server+ Certified and Network+ Certified*

1994                    San Jose State University                    San Jose , CA.  
*B.S. Advertising, Minor English*

1989                    Regional Occupation Program                    Fremont , CA.  
*Certified Level II Drafter*