

## Joseph R. Kiszka

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### SUMMARY

Technology-focused manager, passionate customer champion, and innovative problem solver seeking a position in an environment where problem solving skills, creativity, and a technical aptitude are highly valued.

### PROFESSIONAL EXPERIENCE

#### Southwest Airlines, Dallas, Texas

12/2016 – Present

##### Technical Services Analyst

- Captures epic level scope for field projects and develops solutions which translate business desires into features
- Defines feature level requirements, and creates comprehensive documentation and specifications promoting standardization, minimizing project risks, catalyzing knowledge transfer, and lowering project costs
- Engages with dedicated project management teams and adjacent teams to continually maintain documentation
- Serves as a subject matter expert and creates technology solutions that meet stated business requirements

#### Southwest Airlines, Dallas, Texas

10/2015 – 12/2016

##### Technical Services Project Manager

- Remotely manages multi-million dollar technology and infrastructure projects at multiple airports
- Liaises between internal and external stakeholders to develop project scope, features, and requirements
- Develops and executes detailed project plans, while ensuring resource availability and allocation to meet plans
- Coordinates internal and external resources to complete projects on schedule, on scope, and on budget
- Audits field installations to ensure site readiness, and reports and escalates risks as needed

#### TE Connectivity, Dallas, Texas

8/2013 – 10/2015

##### Sales Engineer

- Provided sales and marketing services to territory customers while expanding customer base through prospecting
- Identified opportunities and built relationships with end-users, consultants, contractors, and distributors

### ADDITIONAL EXPERIENCES

- **Software:** Microsoft Office Word, Excel, PowerPoint, Outlook, Project, Visio, Autodesk AutoCAD, Bluebeam Revu
- **Operating Systems:** Windows, Mac OS X, Linux, DOS, Unix
- **Programming & Scripting Languages:** Java, C, C++, PHP, Perl, TCK/TK, HTML

### AWARDS & INTERESTS

- Winner of Google's International "Model Your Campus in 3D" Competition 2007
- Amateur Radio Operator (KC9AWV) 2001-Present
- National Rube Goldberg Competition Referee & Judge 2015-Present

### EDUCATION

#### Purdue University, West Lafayette and Fort Wayne, Indiana

Bachelor of Science, Electrical Engineering 05/2007

Bachelor of Science, Computer Engineering 05/2007

#### University of Texas at Dallas, Richardson, Texas

Master of Business Administration 8/2015