

COLE K. WICHMAN

TECHNICAL PROGRAM MANAGEMENT | DATA & ANALYTICS | DEVELOPER TOOLS

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SUMMARY

Technical program and analytics professional who turns ambiguous operational needs into measurable systems, production workflows, and documented software projects. Promoted from customer operations into data analysis; now combines stakeholder leadership, BI delivery, data-quality governance, and hands-on GitHub/Codex development.

CORE SKILLS

Program Delivery: Cross-functional stakeholder management, requirements definition, program metrics and reporting, prioritization, risk and dependency management, process improvement, technical documentation

Technical & Analytics: Git/GitHub, OpenAI Codex, MCP, Power BI, Apache Superset, Excel, Access, data quality, regression validation, RBAC, SSO

PROFESSIONAL EXPERIENCE

Iron Tree Service | Beverly, MA / Remote | Sep 2021 - Aug 2026

Data Analyst | May 2025 - Aug 2026

- Designed and delivered a five-section Apache Superset executive analytics suite covering sales, conversion, pipeline, territory performance, and revenue realization; also built supporting Power BI, Excel, and Access reporting.
- Partnered with leadership and operational teams to define KPIs, success criteria, filters, and privacy-aware record drill-through workflows.
- Defined a stage-based win/loss methodology and reconciled two source systems across 137 qualified deals and 30 metrics, identifying \$57K in previously untracked value within a \$347K qualified pipeline.
- Implemented Cloudflare Access SSO, RBAC, least-privilege detail views, and controlled exports for sensitive client, lead, estimate, and invoice records.
- Built an auditable ArboStar refresh, deduplication, and reconciliation workflow with backups, processing receipts, retry handling, and automated authorization, frontend, and regression checks.
- Led product definition and delivery of a production backlog and scheduling application with authentication, automated weekly snapshots, historical reporting, and crew-tailored workflows, replacing about two hours of manual spreadsheet work per week.

Customer Service Lead | Sep 2021 - Apr 2025

- Supported customer and sales operations, built recurring spreadsheet reporting, and proposed company-wide software and reporting improvements.

Crocker Communications - Answering Service Call Center Supervisor | Sep 2019 - Sep 2021

- Supervised a fully remote workforce, coordinated service delivery across varied client requirements, handled escalations, and maintained continuity in a distributed environment.

Verizon Wireless / Alorica - Real-Time Analyst Lead | Nov 2016 - Jul 2017

- Promoted into Real-Time Analysis approximately one month after training; monitored schedule adherence for 300+ agents, evaluated staffing from live call volume, and led three Workforce Management team members.

PROJECTS & TECHNICAL LEADERSHIP

Ulana Studios - Founder / Product & Technical Lead | 2026 - Present

Independent Software & Game Development | Pre-release

- Lead product definition, prioritization, milestone planning, risk tracking, testing, documentation, and release preparation across multiple software and game projects.
- Manage GitHub-based, AI-assisted development while owning requirements, architecture decisions, acceptance criteria, validation, and project direction.
- Selected public work: Engram, an original local-first Memory OS for AI agents; UEMCP, an extension and hardening effort on an open-source Unreal Engine MCP integration focused on safety, testing, and workflow improvements.

ADDITIONAL EXPERIENCE & PROFESSIONAL DEVELOPMENT

Paycom Payroll - Paycom Specialist | Jun 2015 - Jul 2016 | Supported and trained 70+ business clients on HR/payroll software and workflow configuration.

PMI Authorized CAPM Exam Prep Course | In Progress