Brian Conway

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Summary

Results-driven IT Project Manager, Product Owner, Technical Program Manager, and former USAF Intelligence Analyst who often serves in a dual role bridging the gap between engineering teams and business stakeholders. Translates technical requirements into plain language to build clear roadmaps and designs user-friendly tools, such as self-service security portals. Coordinates cross-team efforts to deliver reliable software features by finding simple solutions to problems and keeping projects on schedule. Focuses on defining the right strategies and guiding projects from the initial idea to the final release to ensure successful outcomes.

Skills

- Program Management
- Requirements Translation
- Cloud Infrastructure
- Product Delivery

- Stakeholder Engagement & Communication
- Feature Development

- Linux / Mac / Windows
- Compliance
- Risk & Issue Mitigation
- Task Coordination

Work Experience

Westat, Rockville Maryland   May 2022 to Present

IT Project Manager
- Designed a self-service security portal to automate user management, reducing IT ticket volume.
- Translated business goals into technical requirements and actionable roadmaps for engineering teams.
- Directed agile release cycles and sprint planning in GitLab to align output with product timelines.
- Collaborated with cross-functional teams and stakeholders to ensure timely, successful outcomes.
- Managed project budgets, resources, and scope while resolving technical risks to ensure reliable delivery.

United States Air Force, Various Locations   June 2017 to June 2023
Assigned to the **203rd Intelligence Squadron**

Digital Network Intelligence Analyst
- Translated mission objectives and stakeholder requests into targeted intelligence collection strategies.
- Gathered and analyzed complex technical data to produce actionable insights for operational planning.
- Delivered timely, data-driven intelligence reports to inform leadership decisions and mission priorities.
- Collaborated with cross-agency teams to refine intelligence objectives and improve reporting effectiveness.

Boston IT Services, Boston, MA   April 2017 to May 2018

IT Engineer
- Delivered hands-on technical support and infrastructure planning for small-to-mid-sized business clients.
- Assisted clients with implementation and support of SaaS-based tools, products and platforms.
- Performed security and inventory audits to ensure compliance with internal and external standards.

Self Employed, Various Locations   August 2016 to April 2017

IT Consultant
- Created and executed plans for migration from a self-hosted to cloud-based email solutions.
- Rebuilt, maintained and monitored Windows Servers and Linux (Ubuntu/CentOS) based systems.

Athenahealth, Watertown, MA   May 2015 to July 2016

IT Advisor
- Supported healthcare client's post-implementation with infrastructure and SaaS product integrations.
- Acted as a technical liaison for senior and C-level stakeholders to ensure successful product adoption.
- Advised clients on device infrastructure to ensure full compatibility with SaaS-based systems.

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Other Work Experience

Massachusetts Bay Transportation Authority, Boston, MA   May 2013 to May 2015
 Network and System Administrator

Apple, Boston, MA   November 2011 to August 2014
 Product Specialist and Technical Trainer

Military Experience and Training

United States Air Force, Massachusetts Air National Guard   2017 to 2022
Rank: E5
AFSC: 1N451A

 Basic Military Training, San Antonio, TX   2018

 Intelligence Fundaments, San Angelo, TX   2018

 Digital Network Intelligence Analysis, San Angelo, TX   2018

 Joint Cyber Analysis Course, Pensacola, FL   2019

 Airman Leadership School, Buzzards Bay, MA   2020

Education and Professional Certifications

Project Management Professional (PMP)   Anticipated Completion 2026

Fitchburg State University, Fitchburg, MA   Graduated 2020
 Master of Business Administration: Management

University of Massachusetts Dartmouth, Dartmouth, MA   Graduated 2020
 Graduate Certificate: Public Management

Community College of the Air Force   Graduated 2020
 Associates: Intelligence Studies and Technology

Wentworth Institute of Technology, Boston, MA   Graduated 2015
 Bachelor of Science: Computer Networking

Awards, Leadership and Volunteer Experience

Air Force Achievement Medal, United States Air Force   2020
Presidents Volunteer Service Award, United States Air Force   2019
Wish Volunteer, Make-A-Wish Foundation of MA and RI   2018 to 2019
Student Body President, Wentworth Institute of Technology   2013 to 2014
Eagle Scout, Boy Scouts of America   2010