

TRAVIS DUNCAN

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9764 Cady Ave

Omaha, NE 68134

573-694-3347

EXPERIENCE

Union Pacific

Omaha, NE

Senior Manager, Shipment Management and Customer Experience

March 2017 – Present

- Planned, received funding, and conducted program management for a \$3.6m capital project to improve the Customer web experience, specifically focused on improved shipment notifications, self-service reporting, and billing
- Served on committee to establish standard team-level and enterprise scalable agile software development / operating model
- Defined and implemented new organizational structure for centralized user interface development to ensure usable and consistent web presence across our Customer website

Senior Manager, Customer Experience

July 2014 – February 2017

- Managed personnel, projects, and budget activities for a team of 20+ individuals with responsibility over strategy, development, and support for Union Pacific's customer web experience (MyUPRR)
- Lead projects to integrate, streamline and improve the customer web experience, including how end users plan, trace, track, pay, manage and get visibility into their shipments
- Led an initiative to upgrade and enhance the secure customer website including the portal platform, messaging / notifications systems, and web analytics framework, providing customers with a responsive, mobile-friendly website built on modern web technologies (AngularJS)
- Initiated, managed, and implemented plan to modernize and improve customer self-service and support functionality available on the web
- Managed capital project focused on revamping customer account security, which included registration, account management, and user access control
- Oversaw \$2+ million yearly budget supporting new development, enhancements, and maintenance of the web experience

Manager, MyUP Portal

March 2011 – July 2014

- Consolidated three portal platforms (Oracle Portal, TIBCO Portal, and Liferay Portal) into one by retiring two legacy portal platforms (Oracle and TIBCO) with 2 million views per month.
- Built, supported, and maintained 30+ job and role-specific portal views across 15+ departments (Operations, Marketing + Sales, Finance, Etc), with over 2 million hits per month from 46,000+ unique users (both mobile and non-mobile versions)
- Create a single unified enterprise portal strategy with delegated ownership and governance driven by clearly defined roles and responsibilities.
- Grew the portal team from two members to a diverse team of 18 (7 Employees, an Intern, 3 off site contractors and 7 offshore contractors)
- Managed a \$2.5+ million per year budget composed of multiple funding sources (capital and operating expense).
- Created plan and received funding for a 3 year, \$1 million per year capital project to develop a portal that provides key transportation management employees information necessary to do their jobs on a daily basis. The project resulted in the creation of a cross-functional team involving individuals from multiple IT groups and non-IT departments.
- Lead high-visibility, cross-functional, operating department sponsored project to streamline content delivery and communication to the largest group of employees (trainmen, enginemen, and yardmen)
- Lead a diverse IT team focused on building an IT Service Center to provide a front door for non-IT audiences to interface with IT to receive support, news, and key information and to improve first and third level support

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- Established a feedback and metrics tracking system used to consolidate user, group, and application information into a meaningful format for use in application development and design as well as support
 - Chaired cross-functional team to analyze, understand, and develop a plan for a unified enterprise search platform

Team Lead, Portal and User Interface Technologies

January 2010 – March 2011

- Planned for, delegated, oversaw, and ensured the quality of all portal deliverables
- Coordinated the efforts of team members through daily scrums and monthly planning meetings
- Defined governance processes and procedures for application and portal owners
- Collaborated with teams to create project scopes, schedules and road maps for portal deliverables
- Created and implemented migration plan to move away from legacy portal platform
- Evangelized and enforced the vision of the portal

Human Factors Engineer, User Experience / Usability Specialist

June 2008 – January 2010

- Conducted usability tests, card sorts, contextual inquiries and other user-center design activities to improve usability and consistency on internal web applications
- Established and chaired a cross-functional committee to set and enforce interface standards and ensure consistency (User Interface Standards Lead)
- Created comprehensive self-service documentation (User Interface Guide), which included:
 - User interface standards for web applications
 - Label and field Standards
 - Articles describing best practices
 - Design patterns
 - Design principles
- Designed functionality and tools for job-centric portals
- Designed interfaces for moving mainframe applications to the web
- Acted as a consultant for development teams needing help with tough design challenges

Non-Project Related Activities

June 2008 – Present

- Recruiting Lead for alma mater (Missouri S&T)
- Created videos and presentations for executive staff presentations and conferences
- Developed an IT Leadership Series on outsourcing
- Participated on multiple cross-functional teams focused on improving the application development tools and processes used across the enterprise

EDUCATION

University of Nebraska – Omaha

Spring 2018 (In Progress)

Master's in Business Administration (MBA)

Missouri University of Science and Technology (Missouri S&T)

May 2008

Formerly the University of Missouri-Rolla (UMR)

B.S. in Business and Management Systems

GPA: 4.0

Management and Information Systems Emphasis

B.S. in Information Science and Technology

GPA: 4.0

Human Computer Interaction (HCI) Emphasis

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SKILLS

Project Management
Microsoft Office
Adobe Photoshop
Adobe InDesign
HTML
Java
SQL and T-SQL
JSP
Card Sorting

Project Planning
Microsoft Project
Adobe Premiere
JavaScript
Visual Basic
VBScript
SQL Server 2000/2005
Visual Studio 2003/2005
Usability Testing

Budgeting and Forecasting
A+ Certified
Adobe Dreamweaver
CSS
C++
C#
ASP and ASP.NET
Morae Manager, Recorder
Heuristic Evaluations

COMMUNITY INVOLVEMENT

United Methodist Church
Toastmasters International (Rail Talkers Chapter)
Past Division Governor, Area Governor, Club President and Vice President of Education
Habitat for Humanity