

Zach McHenry

9281 E Pershing Ave, Scottsdale, AZ, 85260 | +1 (847) 652-1393
zach.mchenry@gmail.com | <https://zachmchenry.com/>

SUMMARY

Versatile Project Manager and Business Analyst with over 20 years of experience driving organizational growth through innovative technology solutions. Proven expertise in leading digital transformation projects, enhancing operational efficiency, and boosting client satisfaction. Demonstrated success in aligning business needs with technology to improve ROI and facilitate executive-level engagement. Adept at managing complex projects from inception to completion, optimizing productivity, and supporting strategic organizational growth and development.

SKILLS

- **Project Management:** Agile / Scrum methodology; hybrid and PMBOK-standard waterfall; scheduling, budgeting, planning, effective communication; stakeholder; resource and change management; tracking and analytics
 - Tools: Asana, Jira, Smartsheet, Trello, Notion, Miro
- **Data Structures & Governance:** Data design and architecture, systems integration
 - Tools: Airtable and relational databases, Google and Microsoft Suites
- **Business Systems Analysis & Architecture:** Requirement and user story assessment and translation
 - Tools: Make, Zapier, Tableau, BI, ServiceNow, Parature
- **Product Management:** SDLC, design and implementation, tracking and control
- **Content Creation Lifecycle:** Instructional, marketing, and promotional content development and distribution
 - Tools: Adobe Creative Suite, Canva, WordPress, Drupal
- **Learning Design & Systems:** pedagogical methodology, LMS technology, LDS & instructional design
 - Tools: Canvas, Moodle, Rise Articulate
- **Organizational Behavior & Change:** Collaboration, digital asset and knowledge management culture, effective communication with stakeholder and client focus, partnership and grant management
 - Tools: Slack, Teams, SharePoint

PROFESSIONAL EXPERIENCE

Board Chair and Director of Operations

Jan 2022 - Present

Intersectional Equity Maricopa, Scottsdale, AZ

- Co-founded and managed operations for 501(c)(3) nonprofit organization focused on promoting equity and inclusion. Led multiple operational initiatives, driving organizational growth and community impact.
- Managed technical operations, including CRM implementation, partnership management, grant development, survey data collection and analysis, financial management, and web hosting and content solutions.
- Served as principal data and systems architect and administrator, creating and maintaining infrastructure to support organizational goals and improve processes.
- Directed operations in direct community action including mobile pantry and warehouse with resulting distribution of 8,000+ lbs of food and water to unsheltered populations, enhancing outreach and support.
- Obtained and administered grants to develop a learning management system and curriculum focused on diversity, equity, inclusion, and addressing school violence.
- Provided leadership in nonprofit management, combining strategic planning with daily operational oversight to maximize organizational impact and resource use.

Project Manager of Digital Transformation

Jan 2021 – Present

Education Technology Providers, Scottsdale, AZ

- Led the end-to-end design and implementation of bespoke enterprise systems and processes, leveraging custom relational data structures in Airtable. Employed Agile methodologies for requirements gathering, process assessment and mapping, iterative assessment and continuous improvement.
- Improved financial business operations by 66% through the development and implementation of a new financial management system.
- Generated ~\$4MM in revenue leads by creating CRM dashboards and facilitating user-centered interfaces.

- Spearheaded digital transformation initiatives, setting new standards in data management and collaborative working environments.

Project Manager of IT and Education

Oct 2019 - Jan 2021

MGRM Pinnacle, Tempe, AZ

- Developed and deployed a Moodle-based LMS product in AWS cloud infrastructure, enhancing functionality and user experience across multiple client districts.
- Implemented agile and hybrid SDLC project methodologies, improving team efficiency and project delivery.
- Managed ITIL operations framework adoption, significantly improving operational support and customer satisfaction by 40%.

Senior Manager of Academic Technologies

Mar 2013 – Jul 2019

University of California, Berkeley; Berkeley, CA

- Shaped a new Academic Technologies division, leading online and hybrid learning initiatives and increasing course offerings and student engagement by 30%.
- Executed a unified service desk infrastructure, enhancing cross-functional operations and fostering collaboration.

Senior Manager of Technology Operations

Jun 2010 - Mar 2013

Kellogg School of Management, Northwestern University, Evanston, IL

- Championed IT and AV service convergence, enhancing operational excellence and stakeholder satisfaction.
- Reduced ticket and service time by 33% while offering expanded consultative services in digital transformation
- Implemented creative services for live event, media production, and brand development.

Senior Client Systems Architect Engineer

Aug 2008 - Jun 2010

Kellogg School of Management, Northwestern University, Evanston, IL

- Designed and implemented desktop deployment and lifecycle solutions, maintaining pace with rapid technology changes and decreasing lifecycle refresh by 80%
- Conceptualized an enterprise video and media infrastructure, introducing new streaming and webcasting capabilities.

EDUCATION

June 2018

Master of Education in Management Information Systems

UNIVERSITY OF MISSOURI | COLUMBIA, MO

- Major: Academic Technology Minor: Project Management

June 2018

Bachelor of Science in Cognitive Science

NORTHWESTERN UNIVERSITY | EVANSTON, IL

- Major: Informatics Minor: Linguistics

Honors and Awards

Employee of the Year

2012

Northwestern University

Arizona Humanities Grant Recipient: School Violence Curriculum Development

2024

National Endowment for the Humanities

Certifications

- 2008 ITIL V4 Foundations Certification
- 2008 Microsoft Operations Framework
- 2011 Project Management – Master's Coursework
- 2012 Project Management – Google Certified Professional
- 2024 Diversity, Equity & Inclusion; LinkedIn Certified Professional