IAN MILES McKENZIE

Technology Project Delivery • Operations Leadership • Stakeholder Management

Portland, OR 97220 | (503) 894-7517 | imckenzie777@gmail.com | ian@bellengale.com

PROFESSIONAL PROFILE

Technology, project-delivery and operations professional with experience spanning software product development, public-sector election operations, municipal process improvement, client project coordination, digital marketing and media production. Experienced in organizing ambiguous work, setting expectations, assigning and redirecting work, identifying performance issues, coordinating stakeholders, resolving operational obstacles and communicating calmly in high-pressure environments. Current founder and technology/product lead for Bellengale, with earlier supervisory and project-coordination experience in government, small-business and field settings.

CORE COMPETENCIES

Project Delivery & Coordination • Stakeholder Communication • Process Improvement • Technology Operations • Strategic Planning Support • Resource Coordination • Risk / Issue Resolution • Public-Sector Operations • Work Assignment & Performance Feedback • Client Service • Documentation & Reporting • Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

BELLENGALE | Founder / Technology & Product Project Lead

Portland, OR | July 2025-Present

- Lead development and delivery of a smartphone-first local-services marketplace, translating business requirements into product features, workflows, testing priorities and deployment decisions.
- Coordinate full-stack work across Django/Python, PostgreSQL, Docker, AWS infrastructure, payments, authentication, web, Android and iOS delivery; use GitHub to organize and track development.
- Define and refine operational features including location-based dispatch, project dashboards, payment/checkout workflows, worker onboarding, administrative tools and photo-based job documentation.
- Prioritize issues and release work according to customer impact, risk, cost, speed and production readiness; troubleshoot cross-functional product, infrastructure and user-experience problems.

NEW YORK CITY BOARD OF ELECTIONS | Election Inspector / Poll Site Coordinator

New York, NY | Seasonal assignments, 2008-2022 | Poll Site Coordinator for three years

- Progressed from Election Inspector to Poll Site Coordinator, serving as an opening-to-close site leader responsible for assigning and directing poll workers, clarifying expectations and addressing operational problems during time-critical public elections.
- Troubleshot voting machines and scanners, supported affidavit-ballot procedures, resolved voter-flow and procedural issues, and de-escalated difficult interactions while maintaining required election procedures.
- Served as first on site and last to leave during coordinator assignments; supported secure closing, reconciliation and transfer of sealed election materials, including end-of-night handoff coordination with NYPD officers transporting ballots for official counting.

CITY OF NEWARK - DEPARTMENT OF HEALTH | Temporary Program / Operations Assignment

Newark, NJ | 2003-2004

- Designed a records-management approach for approximately 5,000+ Childhood Lead Poisoning Prevention Program case files, organizing photographs and written documentation for easier retrieval and alignment with a planned electronic system.

- After departmental leadership approved the approach, directed fellow temporary staff in implementing the filing and labeling process, setting work expectations and correcting/clarifying the method as the reorganization progressed.
- Helped advance a substantial portion of the reorganization before a filing-supply shortage paused implementation; work resumed after departmental procurement of additional materials.
- Created a micro-database for environmental/case-management documents, assisted with grant-proposal work and troubleshot computers and office equipment.

CRYSTAL McKENZIE, INC. | Assistant Marketing Manager / Internet Systems Assistant

New York, NY | 1994-2004

- Supported project delivery for a graphic-design and communications firm serving institutional and public-sector clients, coordinating client communications, field assignments, technology support and project follow-through.
- Served as on-site liaison during a St. John's University signage installation in Queens, coordinating field activity with contractor Hale Storm; identified and escalated a subcontractor performance/attitude problem to the responsible contractor for resolution.
- Performed pre-installation site photography at Albany International Airport and participated in Port Authority of New York & New Jersey project meetings and client communications in support of institutional design/signage work.
- Supported recovery of a multi-floor facility-preparation project in Jamaica, Queens after depletion of critical materials threatened schedule and cost; collaborated in sourcing compatible local materials, adapting replacement flooring requirements and completing the project.
- Directed interns on assigned project work, set expectations, reviewed work and provided corrections/feedback while also supporting website, domain, Internet-marketing and Windows/Mac technology operations.

TARSUS MEDIA | Co-Founder / Owner / Affiliate Manager

New York, NY | Approx. 2007-2009

- Co-founded and operated an affiliate-marketing business; managed affiliate relationships and paid-search activities, recruited affiliates, coordinated with advertisers and networks, negotiated program terms/payouts and supported business operations.

ADDITIONAL TECHNOLOGY & PRODUCTION EXPERIENCE

Flatiron School - Software Engineering training in React, JavaScript, Python, Rails, HTML/CSS and relational databases. • Essex County College - Computer Lab Technician supporting users and workstations. • Media / Production - Planned and delivered video projects requiring location scouting and permissions, casting/recruitment, scheduling, participant coordination, directing, technical production, post-production and final delivery; produced WORK WITH ME for Manhattan Neighborhood Network.

EDUCATION

Rutgers, The State University of New Jersey - Bachelor of Arts, Video Production, cum laude, 2012

Coursework included Narrative Production, Intermediate Video Production, Video Production Capstone, Multimedia & Internet, media studies, film, and video-production internships.

SUNY Old Westbury - Bachelor of Arts, Creative and Communicative Arts, 1990

TECHNOLOGY

Python • Django • PostgreSQL • Docker • Git/GitHub • AWS • HTML/CSS • JavaScript/React • Xcode / iOS Delivery • Android Delivery • Stripe Payments • Windows / macOS • Microsoft Office