Shawn Coffman

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Profile

Solution-oriented and problem solver with over 25 years of experience building and maintaining software and software architecture. I have a proven track record of handling desktop development and design. Over 16 years of experience leading teams of developers to develop state-of-the-art automation software used in the broadcast industry by customers such as iHeartMedia and Sirius-XM. Highly skilled in communication, collaboration, and technical documentation.

Professional Experience

RCS

2008 – present — Director, US Product Development
- Manage and provide direction for developers and documentation specialists
- Work hands-on developing, managing, and mentoring the development team
- Manage and coordinate documentation efforts for documentation specialist
- Coordinate development efforts with different departments
- Work with Product Managers to develop and maintain product roadmaps defining overall product strategy and release plans
- Prepare and manage the budget for the department
- Responsible for recruiting, hiring, onboarding, and performance reviews

2005 – present — Product Manager, Sound Center/NexGen, and Associated Applications
- Manage expectations of stakeholders for Sound Center software which is a new project under development
- Manage expectations of stakeholders for changes involving NexGen Digital Broadcast Software used by iHeartMedia and other broadcast companies
- Ensure user requirements are properly defined
- Coordinate sprint planning and sprint reviews
- Conduct daily scrum meetings
- Ensure defect tickets and enhancement tickets meet standards including clear and concise test instructions
- Smoke test all changes before providing a new version of the product to the Quality Assurance team
- Define and coordinate the development schedule from research and design to release

- Work with Quality Assurance and Product Support on training for the upcoming release of a new version of the product

2000 – present **Software Developer**

- Principle developer on NexGen-based products including NexGen and components, AFC, Smart Ripper, and Tracker
- Responsible for the design of new features
- Built and maintained specialized utilities for assisting the needs of customers and product support
- Developed specialized utilities to interface between new products and legacy products
- Wrote test instructions and worked with the Quality Assurance team to ensure proper testing and validation of the changes
- Worked with documentation specialists on the documentation of the changes
- Worked with Product Support to troubleshoot customer issues
- Utilized programming languages such as C, C++, and C#

1997 – 2000 **CSG Systems,** Software Development Analyst

- Started career on Application Team responsible for features and fixes to the cable billing system.
- Completed career on agent transfer team responsible for the transfer of subscriber data from one company to another company
- Development with COBOL and JCL in the mainframe environment

Education

1993 – 1997 **Bachelorof Science, Comprehensive Computer Science,**
University of Nebraska-Kearney

Skills

C/C++	C#
Powershell	HTML
Strong Debugging	Strong Communication
Strong Problem-Solving	Experience with Agile-Development
Proficient in Computer Hardware	Proficient in Computer Software
Proficient in Networking	

Technology Stack

Visual Studio (6-2022)

Visual Studio Code

GitHub

Perforce

Chocolatey

GitKraken

Notepad++

Process Hacker

Postman

Wireshark

VirtualBox

Hyper-V

And Much More

Patents

Podcast Interface, Patent number: 11468004

https://image-ppubs.uspto.gov/dirsearch-public/print/downloadPdf/11468004 ⧉

Playlist-based content assembly, Patent number: 8321041

https://image-ppubs.uspto.gov/dirsearch-public/print/downloadPdf/8321041 ⧉