

Jacob J. Milojkovich

Jakemilojkovic@gmail.com • 617-763-2109

Focus: Director, Product Management/Delivery

Progressive, ongoing Technology Administration, Team & Product Management Experience

Process and communications-oriented professional with a proven work ethic and a passion for driving product delivery, adhering to product vision, strategy, roadmaps and KPIs. Valuable technical, data and marketing background. Experience authoring business requirements, and managing critical data sets. Stakeholder-first orientation. Ability to absorb and synthesize requirements associated with complex projects. Skilled relationship manager, both internally and externally.

Technologies Area Studies – Full Stack Coding

Computer Science applied to JavaScript, Databases, Server Side Development, Browser-Based Technologies
Deployment and Delivery, API Design, Quality Assurance

PROFESSIONAL EXPERIENCE

Ironhorse Funding LLC - Beverly, MA

9/2019 – Present

Progressive experience during tenure, moving from marketing into key technology/product delivery management function.

Director of Front-End Product Delivery (2022-present)

Manager, LOS Systems (2021-2022)

Database Administrator (2021)

Digital Document Manager (2020-2021)

Marketing Associate (2019-2020)

Key responsibilities have included:

- Managing the company's configuration team and the overall performance of the Loan Origination System (LOS). Creating essential policies and procedures for team members. Training internal staff and document processes.
- Collaborating with IT project managers with their database-related needs.
- Adhering to KPIs and contributing to vision, strategy and roadmap for the platform.
- Maintaining the LOS databases, including upgrades and implementations. Build associated maintenance plans that can monitor root causes and swiftly resolve issues.
- Documenting database configuration processes and author business requirements.
- Performing QA testing of new system implementations.
- Training new and existing clients on applicable software.
- Maintaining DocuSign integration.
- Managing customer communication.
- Working with vendors to report defects, request new configuration for complex projects and follow-up with same.

Middle East Nightclub - Cambridge, MA

10/2016 – 9/2019

Head of Marketing

Marketed 900+ events annually, overseeing 101,000+ ticket sales comprising \$1.7+M in revenue. Handled troubleshooting of all box office issues, maintained vendor relationships, managed digital advertising (Facebook, Instagram, Google Ads, Spotify), graphic design (digital and print), email marketing (150,000+ email list), and Wordpress.

Leedz Edutainment - Boston, MA

12/2011 – 9/2016

Operations Manager

Advanced and organized 50+ live events per year with high profile musicians. Managed relationships with musicians, clients, sponsors, vendors, managers, agents. Managed social media (Twitter, Facebook, Instagram, YouTube, Snapchat). Created weekly/monthly digital media campaigns, maintained website, designed digital materials (Adobe Photoshop/Illustrator).

EDUCATION & PROFESSIONAL DEVELOPMENT

Fisher College - Boston, MA

2011 - 2013

Business Administration Degree Program

University of New Hampshire

Full Stack Coding Boot Camp (ongoing) - Studies include:

Computer Science applied to JavaScript, MySQL, MongoDB, MERN Stack, Template Engines, HTML5, CSS, JavaScript, jQuery, Bootstrap, Progressive Web Applications, Heroku, Git, GitHub Pages, Shell Scripting, API Design (Client-Server Model, API, Rest, JSON, AJAX, HTTP request methods, GraphQL)