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Greg Oehmen

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Contact	   	linkedin/in/grego github.com/goehmen greg.oehmen@gmail.com @gregoehmen
Location	Mill Valley, CA. (SF Bay Area)	

I am a cloud-centric product leader with a passion for fostering strategic customer/stakeholder relationships that drive strong revenue outcomes in alliance with global account teams. I accomplish this by setting product vision and guiding engineering to deliver to market for competitive advantage in an a rapidly evolving technology space; always with the strategic goal of assuring successful customer outcomes.

PROFESSIONAL EXPERIENCE

PIVOTAL, INC. San Francisco, CA.

Jan 2014 - Present

Product Lead - Pivotal Cloud Foundry Roadmap

Sep 2017 - Present

As Roadmap Product Lead, I create alignment with key customer stakeholders to deeply understand use cases for Pivotal products and identify gaps and strategic opportunities. I aggregate customer feedback into actionable engineering initiatives to define product prioritization and drive direction of dozens of software engineering teams. There are four main areas of focus in this role:

- Core Customer - Provide roadmap insights to customers to enable them to make ongoing informed product investments while aggregating customer demand to inform product teams about market opportunities. Onsite with customers such as: Comcast, Ford, FedEx, The Home Depot, JPMorgan Chase. Interacting at EBCs with prospects. Hosting monthly roadmap calls open to customers, prospects, partners, field.
- Product Working Groups - Formation of Pivotal-internal cross-organizational groups to attain alignment and collaboration between Field, R&D, Marketing, and Support where a lack of said alignment result in friction, missed opportunities, and a lack of shared

understanding and mutual empathy between all organisations. I currently oversee 14 product working groups across the product portfolio.

- Customer Advisory Boards - Formation of groups of select customers that convenes to provide strategic, forward-looking product guidance to a Product Manager around a specific problem set or opportunity. I am responsible for the formation and scaling out of this program. Currently piloting two CABs.

- Product Roadshow - I take specific Product Managers into targeted geographic regions to meet locally on-site with customers to discuss specific product features or get targeted candid product feedback. In this program, I am able to leverage my depth of product experience to provide mentorship influence to the 75+ Pivotal Cloud Foundry Product Managers.

Strategic Product Owner

Nov 2015 - Sep 2017

Built a program that focused on creating alignment with key customer stakeholders to deeply understand use cases for Pivotal products and identify gaps and strategic opportunities. Aggregated customer feedback into actionable data to define product prioritization and drive direction of dozens of software engineering teams.

Leveraged product depth and vision to inform and guide customers to successful outcomes in their organizational initiatives leading to successful product adoption and accelerating consumption. This included product roadmap feedback sessions, workshops and specific product deep-dives at regular cadence with C-level/SVP to front-line ops/dev teams.

Sr. Product Manager - Cloud Foundry

Jan 2014 - Oct 2015

As a senior member of the Pivotal product management org, I led engineering teams that are hyper-focused on modern software dev methodology - TDD, paired programming, agile/lean/XP principles and practices. I also served a complex set of stakeholders: an established open-source community, a nascent account team and a small but demanding set of enterprise-level customers during a 2-year period where Pivotal revenue from Cloud Foundry went from \$0 to \$125MM TCV/yr.

- Cloud Foundry CLI PM - led a three pair agile engineering team developing the CF command line toolset exposing new features in the cloud controller API (github.com/cloudfoundry/cli). Implemented CLI plugins, added features in support of Windows commandline and refactored the help command set. It was during this time that I begin engaging in deep feedback cycles with key customers - work that would become my next role.

- BOSH PM - led an agile engineering team developing BOSH (github.com/cloudfoundry/bosh). Responsible for BOSH CPI, agents, release and all components of the BOSH product suite.

SALESFORCE.COM, San Francisco, CA.

Apr 2012 - Jan 2014

Product Owner – TechOps Data Center Automation

Led multiple SCRUM teams in an agile environment to deliver key components of an automated infrastructure in support of the salesforce.com cloud service offering. Successful in delivery by forming strong relationships with stakeholders, owning product vision and translating that vision into a product by managing work in the backlog for prioritization and execution through to the production environment. Teams use a DevOps model to improve communication, reduce friction, increase velocity and deliver slices of working code to production every sprint; always aligned with release goals.

Delivered automated host imaging and configuration system to all production datacenters resulting in two value add streams:

- Drove ongoing infrastructure build automation in all new/future datacenters as TechOps expands to meet business demand created by revenue growth from \$1BB per year (FY10) to \$1BB per quarter (Q4 FY14). Enables TechOps to build infrastructure faster with less labor and a substantial reduction in error rates; lowering costs on multiple vectors.
- Enabled reimaging and configuration of 10k hosts in existing datacenters which started in Q4'13. Bringing hosts under this management increases the ability to respond to security and compliance requirements, shortens maintenance windows and decreases error rates in production; lowering costs while protecting the salesforce.com brand.

Ownership and stewardship of internal customer Puppet/configuration management development community; driving adoption across orgs. The aggregate delivery for the past 12 months includes 41 manifests (15 customer contributors) & 1900+ code commits by 22 contributors (14 customer contributors). Efforts included:

- Maintaining an SDLC framework for puppet code using Github, Jenkins, Puppet-Lint, RSpec, RDoc for test automation, peer review, code merging and. Each request must pass battery of automated tests and code review before being merged into codeline. Merged 115 pull requests in previous 12 months.

BOSSA NOVA ROBOTICS, San Francisco, CA.

May 2011 - Mar 2012

Director of Online Operations

Responsible for all aspects of operational delivery and production support of multiple eCommerce websites as well as all aspects of online connected product hosting. Core responsibility is to provide a platform on AWS for the micro-transaction based online game – www.mechatars.com - as well as the cloud-based service platform that connects physical robots to the online game.

- Responsible for the success of a technical Ops team that runs all company's complete online presence and managing the associated \$250k/year managed services budget.
- Led all development and implementation of IT business processes such as release management and peer code review resulting in drastic reduction in unplanned outages, shorter duration planned outages and faster agile SDLC iteration.
- Led operations for company's eCommerce efforts. Maximizing site results through SEO and Google Analytics; supporting channel relationships; managing supply chain/logistics for large B2B customers (Toys-r-Us, Target, Amazon.com) as well as direct B2C fulfillment through company website.
- Launched and managed data warehouse and BI/analytics development project to improve business decision-making.
- Led the customer support, sales support and in-game community development. Lead the integration of SaaS support product Zendesk with existing websites(www.mechatars.com and www.iloverobots.com). Managed \$75k/year CS budget.

GAZILLION ENTERTAINMENT, San Mateo, CA.

AUG 2007 - MAY 2011

Director of Database Services

Set objectives and developed strategies for team of IT professionals as a DevOps service shared across multiple game dev project teams in multiple geographic locations amid massive organizational growth. Managed individuals and teams, set functional goals and tactical plans. Monitored execution of goals/plans to validate alignment with strategic goals/objectives to achieve corporate objectives. Led definition and implementation of the operations production support infrastructure. Implemented and drove improvement in processes and standards utilizing best practices for IT service management. Leveraged improvements to influence other organizational business units to foster quality across the board. Managed vendor relationships - lead multiple projects in partnerships with Disney/Marvel, DreamWorks Animation, the LEGO Group and others.

- Responsible for leading database team through the launch and continued operation of large-scale online games with massive concurrency, 24x7 uptime in support of subscription-

based and micro-transaction eCommerce payment mechanisms. Defined and tested Disaster Recovery requirements and methodologies and managed to SLA requirements.

- Lead role in operations product development with multiple internal stakeholders and 3rd party partners to integrate various components into game architecture for multiple projects facilitating launch and thus revenue. Components include: billing/eCommerce, chat filtering/moderation, customer service, message bus/event processing, ETL/BI suite, bug/ticketing systems
- Led team of directors to define and implement a build release process
- Created program to engage app dev teams to regularly and collaboratively perform app code review/sql code review
- Built matrix of SLA offerings which ensures that business needs drive operational/I.T. decisions
- Developed initial set of database standards and best practices
- Initiated Game Operations team-wide daily Production Change Meeting
- Drove Game Operations team's effort to implement a production support infrastructure enabling team to meet/exceed SLA expectations
- Worked with direct reports to define career enhancing development paths

APPLE, INC., Cupertino, CA.

JUL 2005 - Aug 2007

Senior Oracle Database Administrator

Primary DBA for eight production databases including the ITMS (iTunes Music Store) customer database cluster which is downstream of ITMS and captures marketing analytics data. Also including the POS (Point Of Sales) database cluster which is the payment backbone of the Apple Store chain of global retail outlets and EasyPay in-store technology. Managed technical challenges including 5TB database, 1 billion row table, massive nightly ETL processing, hot backups eclipsing a 24 hour duration and issues (capacity, performance, compliance obligations, etc.) inherent in rapid data growth. Member of 25 person team sharing total responsibility for over 125 production databases (750 total databases).

- Functioned as lead DBA on \$7.5MM global Genesys telephony project; architecture includes 6 production databases, a physical standby implementation, OLTP & warehouse aspects; project had very high visibility and political ramifications and enabled Apple to improve global communications while managing cost of communication and reducing the proliferation of communication applications.
- Led team of DBAs on Logical Standby proof of concept project – explored potential for production implementations of this technology to augment current high availability, failover and DR solutions enabling Apple to harness nascent technology to meet challenges of rapid growth, meet SLAs and lower total cost.
- As lead DBA on HP Open View DB monitoring (DBSpi) production implementation project, replaced previous monitoring solution with DBSpi which improved granularity of monitoring solution in place in production.
- Took initiative to strengthen leadership skill set via educational track at Apple tailored for transition from individual contributor/DBA to management. Classes taken: Communication Skills for Influence and Decision Impact: Creating Value with Every Decision.

CATHOLIC HEALTH INITIATIVES (CHI), Denver, CO.

01/04 - 06/05

Production Oracle Database Administrator

First database administrator hired on newly formed I.T. team created to take over management of all I.T. functions for 65 hospitals that had previously been performed by multiple regional I.T. teams. Managed all aspects of all (16) Oracle production databases for enterprise.

- Performed as lead tech person on CHI's IT Consolidation project involving multiple database migrations from multiple 'retired' data centers to new data center in Denver which enabled massive economies of scale - reducing server footprint and software licensing fees and vastly improving business agility.
- Developed and implemented database production support infrastructure including proactive space management, error prevention and backup/export feedback enabling team to manage to SLAs.

- Led DBA team on vital project developing, testing and launching in production, a Cerner Corporation 'Millennium Application' database with growth rate of 2 terabytes per year hosting data for over 65 hospitals nationally and serving as the central nervous system of the organization.
- Took initiative to develop and implement database team policies and long-term team strategy/goals. Defined and initiated project plans to accomplish goals. Built DBA team website.
- Created and implemented database team security policies and Disaster Recovery plans for all production Oracle databases. Documented all policies & DR plans. Wrote DR test procedures and implemented a schedule for routine DR testing.

INVESCO FUNDS GROUP, INC., Denver, CO.

Jul 2001 - Dec 2003

Production Database Administrator

Managed all aspects of over 30 Oracle databases; assisted with 5 Sybase and 5 Microsoft SQLServer databases encompassing Prod/test/dev environments. Responsible for 24x7 availability. Management of backups/recoverability (logical & physical) via Rman/Veritas NetBackup and export methodologies, database and sql tuning, user/security management, space management, partition management, installs/migrations/upgrades/patches, implementation of and adherence to DBMS standards, development of DBMS security policy.

- Trained/mentored dev staff on Oracle database topics enabling app dev teams to create higher quality apps and bring them to production more rapidly.
- Led initiative to automate many DBA tasks for the proactive monitoring of databases allowing team to shift focus from repetitive reactive tasks to strategic proactive projects and allowing DBA team to take on larger role within the organization.
- Managed short- and long-term growth capacity planning/management including budgetary considerations
- Represented DBA team as member of Production Change Management team

ORACLE CORPORATION, Colorado Springs, CO.

Jan 1999 - Jul 2001

Technical Analyst - Dataserver/8i Knowledge Center

Member of Oracle Support responsible for achieving rigid metrics requirements while assisting clients with Oracle RDBMS specific technical issues. Specifically supported Oracle 7.3.4, 8.0.x, 8.1.x, 9.1.x on all Unix, Linux, Windows, Novell and other platforms. Range of RDBMS issues handled included block corruptions (ora- 1555), restore/recovery scenarios, server installs/migrations/upgrades, query/performance tuning issues, resolving down production systems, sql/plsql, database internals, general database administration, troubleshooting errors and outages.

- Took initiative to develop the curriculum for an ORA-600/7445 Error Diagnosis & Resolution workshop and taught it to approximately 100 peers in Oracle support. The workshop lowered Oracle's cost by reducing resolution times across the team which lead to higher productivity and better metrics across the board.
- Interfaced with Oracle's Bug Development team to identify, track and resolve all code bugs that support customers encountered. Drove resolution as client advocate to delivery of one-off patch, backport or inclusion in subsequent patchset.
- Contributed regularly to Oracle Support's Knowledge Base of technical articles on RDBMS-specific topics.

NEWJAS INTERNATIONAL, INC., Seattle, WA.

Dec 1997 - Dec 1998

Sales Manager

Leadership/management of Seattle office sales staff. Development /maintenance of accounts in Northwest Region. Primary Target: Global markets.

NNR NISHITETSU, Seattle, WA.

Sales Representative
Export/Import Documentation Specialist

Jan 1993 - Jan 1997**Oct 1995 - Dec 1997****Mar 1993 - Oct 1995****EDUCATION****Regis University, Denver, CO.**

M.S. Computer Information Systems

Aug 2004**Miami University, Oxford, OH.**

B.S. in Business Admin - Major: Marketing/International Business

May 1991

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