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I. EDUCATIONAL HISTORY

August 2015 **University of Maine, Orono**
B.S. in Computer Science

*Senior Capstone: Display Wall Configuration and Multithreading
netCDF Visualization*

August 2012 **Eastern Maine Community College**
A.A. in Liberal Studies

II. EMPLOYMENT HISTORY

February 2017- **Product Owner, Full-stack Developer, Software Integration Manager,**
June 2019 **& IT Manager at SpotterRF, Orem, Utah**

Duties: Owner of two internal software products: manufacturing and web business development. Designed web sites with features like Active Directory LDAP Authentication, quality assurance tools, saving statistics and snapshots to databases for tested and released products. Served as an interdepartmental liaison. Worked as an intermediary between manufacturing and business development departments in bringing understanding of a product vision to development teams. Facilitated meetings between the company and our partners via video conferencing. Met with manufacturing and business development teams, whiteboarding and implementing solutions to feature requests. Conceptualized and presented a new product design for manufacturing software, worked with manufacturing and management to execute product and bring on all software from a non-secured service to an LDAP secured service. Met daily with the manufacturing team and coordinated their needs/priorities and adjusted accordingly to the manufacturing software. Conceptualized and developed user facing, quote building web service. Product used daily by customers and has tools for the sales team to help accelerate generating

business and run reports, providing valuable business insights. Interacted daily with critical third-party integrators with custom and sensitive needs and tight deadlines. Presented to management monthly about product development status. Worked with the manufacturing and business development teams coordinating viable solutions in a timely manner. Networked the building's long-term security monitoring system. Researched, purchased, installed, and maintained database servers for data collection in manufacturing.

May 2015-
January 2017

Information Technology Analyst at Cianbro, Pittsfield, Maine

Duties: Presented monthly and quarterly IT statistics to management via Microsoft Power BI Desktop report. Organized and documented troubleshooting tickets, daily with K100 Dell software.

August 2012-
May 2015

IT Consultant at University of Maine Department of Psychology, Orono, Maine

Duties: Brokered hardware solutions between suppliers and the department. Configured and serviced equipment for graduate students. Created design documents.

August 2014-
August 2015

Help Desk Analyst at the University of Maine IT Department, Orono, Maine

Duties: Interacted with students, including repeat customers to repair and maintain student's work computers. Served in the University of Maine student body as the first responder to common technical issues. Organized individual experiences with solutions into a university database to increase the dependability and speed for future IT troubleshooting.

August 2010-
August 2012

Computer Technician at Eastern Maine Community College, Bangor, Maine (Volunteer)

Duties: Presented monthly and quarterly IT statistics to management via Microsoft Power BI Desktop report. Organized and documented troubleshooting tickets daily, with K100 Dell software.

October 2008-
June 2011

Tech Manager at Computer Essentials, Ellsworth, Maine

Duties: Managed work orders and onsite repairs for repair team. Managed offsite repairs for local businesses. Served as a liaison for the tech team and consumer.

SUMMARY OF PROFESSIONAL EXPERIENCE: *Over ten years IT experience including two years serving as a product owner, two years as a product development manager, and four years as a software engineer.*

III. PROGRAMMING LANGUAGES

JavaScript, HTML, CSS (4 years), GoLang, PostgreSQL, Java, C#, Python, Bash, GitHub.

MySQL, JIRA (1-2 years).

IV. SKILLS

- Product development from concept to customer
- Effective communication with various groups including management, stakeholders, department teams, business partners, customers, and third-party integrators with custom and sensitive needs
- Interpersonal skills
- Extensive experience in presenting statistics and reports
- Coordinating multiple departments and building relations with clients and shareholders
- Inherited projects where client relationships were fragile
 - Consistently overcomes inherent challenges by personally hand delivering custom solutions to improve/repair relationships
- Teamwork, as both lead and follower
- Web design - product integration
- Coordinating interfaces between existing technologies making them compatible with third-party technologies
- Quality assurance and analysis
- Database Management: create and utilize databases to document product performance, monitor current projects, and apply to future tasks
- Expert planning from concept to completion
- Collaboration with multiple internal and external departments maintaining smooth product development

V. SERVICE

2008-2009	Volunteer at Bangor Maine Humane Society
2010-2013	Apple Blog via a Squarespace website (3,000 unique monthly visitors)

VI. OBJECTIVE

Apply my interpersonal, communication, technical, and problem-solving skills as product owner to improve business value.

VII. REFERENCES

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