John J. Miner

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Summary

Talented virtuoso of requirements and prototyping with an extensive background in the Agile software development life-cycle. Adept at delivering client projects, defining product requirements/enhancements, and analyzing market trends for new features. Hard working troubleshooter and creative thinker with a user focused mind. Embraces change, plays well with others, and does not bite. Capabilities include:

- Providing Status Updates
- Managing Commitments
- Wireframes & Mock-ups
- Maintaining Product Backlog
- Cross-team Collaboration
- Analyzing/Interpreting Code
- User Discovery
- Persona Development
- QA/User Testing

Experience Highlights

Product Owner/Management

- Reporting to the VP of Product Development, managed and facilitated product backlog for client implementations and enhancements of internal product suite.

- Created user stories and acceptance criteria for product backlog items with inputs from clients, end-users, and business stakeholders.

- Led weekly phone calls with clients to discuss open technical issues, delivery timeline, and overall progress of implementation integration. Collected client requirements and feedback to make improvements to implementations and other features.

- Held meetings with developers and stakeholders to brainstorm/analyze potential improvements to our development process and procedure.

- Created mockups for custom client components and product enhancements for upper management then managed the development of the products from start to completion.

- Analyzed market research to create wireframes of new enhancements and features to increase retention, usability, and revenue.

Project Management

- Contributed and led development team to the delivery of 25+ client implementations.

- Daily collaboration between multiple teams; Development, Account Management, Creative, and E-commerce, to assure accurate project delivery.

- Communicate timeline and due dates for implementations to Client Services team to set customer expectations.

- Managed client priority pipeline and was responsible for removing 'blocker' impediments.

- Worked with development to ensure backlog items are prioritized, accounted for, and timely delivered on a weekly basis.

- Daily interaction with Account Management to incorporate client ad-hoc requests into prioritized backlog.

Previous Employment

Implementation Specialist, FreeCause (Boston)   *May 2011 to May 2012*
- B2C & B2C2C company harvesting loyalty through technology and client branding

Product Manager (Consultant), 9Tailors (Boston)   *December 2010 to April 2011*
- Custom 'DIY' clothing company allowing customers to build garments from scratch

Project Manager (Co-op), IBM (Heredia, Costa Rica)   *July 2010 to September 2010*
- HR, Finance, and Payroll Benefits sector for partner employers and their employees

Business Analyst (Co-op), PowerAdvocate (Boston)   *May 2009 to January 2010*

SQA Engineer (Co-op), AIR Worldwide (Boston)   *May 2008 to January 2009*

Skills & Abilities

- **Certified Scrum Product Owner** - ScrumAlliance

- *Languages*: JS / Java / XML / SQL / PHP / HTML / CSS

- *Software*: JIRA / Protoshare / Bugzilla / MS Office / Eclipse

Education

Boston Startup School, Boston, MA
Product & Design
June 2012 to Present
- 6-week accelerator program by TechStars

Northeastern University, Boston, MA
Bachelor of Science, Information Science and Business
September 2006 *to May 2011*
- Awarded Presidential Global Scholarship

Dublin City University, Dublin, Ireland
Northeastern University Study Abroad Program
February 2010 to June 2010
- Backpacked through Italy, England, the Netherlands, Spain, Czech Republic