**Bower Himes**

[**bshimes@gmail.com**](mailto:bshimes@gmail.com)

**617 596 3443**

**Boston, MA**

## **Goal**

Utilize my data science and analytics skills together with my broad and deep technical program management experience to discover opportunities, solve problems, and drive meaningful change to your business or organization.

## **Skills**

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| **Data Engineering and Science technologies:** R: Quanteda NLP, time series anomaly, ML packages, gglot2, Python for data science: Pandas, matplotlib, scikit-learn, TensorFlow, SQL, Jupyter, R-Studio, Power BI, Tableau  **Application Technologies:** .NET/C#, Java, HTML/CSS, Javascript, MongoDB, MySQL, MS SQL Server  **Network Technologies:** TCP/IP, DNS, HTTP  **Business Cloud Software and Systems:** AWS, Akamai CDN, Jira, Confluence (Atlassian-suite), AHA, Slack, MS360, Unity, Zendesk, Stripe |

**Experience**

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| **FEBRUARY 2018 - PRESENT**  **Senior Technical Program Manager and Analyst**, Bose Corporation  **Product Launch Service Analyst:**  - Analyze global service data for product launch (launch + 6 months). Designed and built a comprehensive NLP and anomaly detection time series program (R/Python) for classification of high volume, unstructured product service records. Operationalize this program to product and engineering groups for monitoring real-time critical product, firmware, and mobile app launches status.  - Report KPI’s to engineering, product and business stakeholders including 3rd party partnerships with Amazon (Alexa) and Google (Voice Assistant) and music services (Spotify, TuneIn, SiriusXM, and Pandora). Built reporting applications in R and Python to improve, simplify and standardize business reporting workflows.  **Global Service Readiness Program Manager:**  - Design and manage global services programs for Bose and partner technical support, global  wholesale and reseller partners, repair and service facilities, parts distribution, marketing, training, sales and retail  organizations. To prioritize program KPIs, build analytic applications in R/Python utilizing historical product and service data to identify patterns and areas most likely to generate high service contacts.    - Acting Tier-4 escalation point of contact for global technical teams. Liaise between global service organizations,  product management, and engineering. Manage escalations and bug burns-downs between multiple organizations within Bose. |
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| **July 2016 – February 2018**  **Senior Network Support Specialist**, Starry, Inc.  - Design, document and train product and service business processes to sell, deploy and support a national deployment of the 5G Starry Internet platform.  - Configure, document, and maintain switch configurations. Troubleshoot building installations and customer provisioning issues.  **Network Analyst:**  - Analyze and report on Wi-Fi data usage metrics connecting to Starry’s network.  - Provide analysis to marketing and engineering on “quality of experience” based on device-type network usage patterns combined with Wi-Fi signal strength (RSSI) and Wi-Fi transport throughput rate (TXRate) metrics. |

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| **May 2017 – July 2017**  **Data Scientist**, Inmoji  **Northeastern Co-Op Intern**:  - Predict app user demographic based on their emoji preferences and app usage behavior;  design and develop application for classification using k-means clustering with R and snowflake. Work with senior  engineers and management for rapid, full project lifecycle from design to demo. |

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| **2004 – August 2015**  Akamai Technologies  **Product Management –** 2013 - 2015  - Managed a profitable private IP CDN product to market in partnership with global customers and internal business stakeholders.  - Focused on building network usage analytics dashboards for network partners.  - Managed customer and internal engineering technical efforts for product launches and deployments.  **Program Management II Scrum Master –** 2011 - 2013  - Managed multiple high volume CDN deployments through sales lifecycle into deployment and support.  Clients: British Sky Broadcasting, Turk Telekom, Australian Broadcasting Corporation, Korea Telecom, Sky Italia, Level3, T-Mobile, Google, Dept. of Defense, Starbucks Corporation, and China CDN.  **Project Manager –** 2006 - 2011  - Managed Akamai and Starbucks partnership for the initial iPhone launch including deployment of hardware and software to 7000+ retail locations for Apple iTunes media content delivery including reporting. Managed schedules and planning between the CDN (Akamai), retail (Starbucks), content provider (Apple), and network provider (T-Mobile, AT&T, Google).  **Enterprise Technical Customer Support *–* 2004 - 2006** |
| - Represented enterprise customer technical operations teams to identify and resolve global application performance and content delivery issues. |

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| **2002 – 2004**  **Pre-sales Technical Support, Consulting Services**, SoftArtisans, Inc  - Provide technical sales support and consulting services for proprietary client and server-side .NET file transfer technologies. |

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| **1999 – 2001**  **Web Developer**, ZEFER, Inc  Full-Stack web developer, multiple .com clients. |

## **Education**

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| Data Analytics Certificate Program - **Northeastern University** - 2017  Product Manager Certification - **Pragmatic Marketing** - 2015  Agile Scrum Master Certification - **Scrum Alliance** - 2012  Communication Protocols and Internet Architectures - **Harvard University** - 2003  Java Programming Fundamentals – **Northeastern University** - 2000  Bachelor of Arts: Music. 1995. Waterville, ME. BA. Magna Cum Laude - **Colby College** - 1995 |