

# Ryan S. L. Carpenter

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## KEY SKILLS

- An open mind and persistence in creating unique solutions for unanticipated problems.
- Experience adapting my engineering background to diverse industries: fintech, logistics, and aerospace.
- Proven leadership developing mobile apps, full-stack web platforms, IoT software and hardware.
- Acuity towards balancing multiple stakeholder needs and translating them into a successful product.
- Extensive, global management experience of teams that vary in talent, language ability, and project roles.

## EXPERIENCE

### ***App Strategy Consultant / Product Manager***

GBST, Ltd. – Hong Kong, China

2015-2016

*GBST is a Brisbane-based corporation that develops financial software for wealth managers, institutional and retail brokers.*

- Hired to create a new team to integrate mobile apps into GBST's existing product lines.
- Remotely managed and cultivated three contract staff in Vietnam as an agile development team on a two-week release schedule.
- Evaluated client needs and proposed strategies for entering mobile market and leap-frogging competitors.
- Managed the design and development of a unique app for back-office trading operations that simplified the interface of our core product, while keeping most trade, client, and risk information at the user's fingertips.
- Identified key features of existing web apps to adapt for touch interfaces in our initial prototypes.
- Studied client operations and learned details of finance theory in order to build better tools for the industry.
- Utilized information theory to optimize dashboard design and prioritize interactive features.
- Collected and organized regular feedback from clients and industry experts into development sprints.
- Developed and maintained new APIs to connect mobile apps to existing client data.
- Consulted with the division CEO, sales team, and key customers to create marketing/support materials.

### ***Director of Operations and Performance Management***

Exicon, Ltd. – Hong Kong, China

2014

*Exicon develops and sells an enterprise-class SaaS platform to manage its clients' mobile apps and developers.*

- Improved sales strategies, increasing traffic by establishing new metrics to best measure our effect.
- Identified gaps in and reorganized the company budget to successfully reduce costs and increase revenues.
- Established a pricing strategy to be attractive to both low-touch users and large enterprise clients.
- Led product marketing and investigated new strategies for advertising and social network targeting.
- Guided product development to prioritize the needs of our customers.

### ***Program Manager***

LoadStar, Inc. – Hong Kong

2010-2014

Savi Networks, LLC – Mountain View, California

2007-2010

*Savi was a logistics technology company formed as a joint partnership between Lockheed Martin and Hutchison Whampoa. When Lockheed Martin sold its share in 2010, the company was rebranded as LoadStar.*

- Led LoadStar's operations in Asia following corporate restructuring, rebuilding team from 4 staff to 28.
- Directed hardware development of our premier product through a new Chinese manufacturing partner.
- Led small teams of engineers and operational staff in 8 customer projects valued at a total of \$1.5M, including several of the first profitable programs in the company.
- Managed the capture effort and program execution of Savi Network's largest customer, an \$800k contract.
- Collected and analyzed customer requirements, then used them to research and implement innovative changes to Savi's SaaS app. Identified company needs outside my duties & executed plans to meet them.
- Created formal processes within the company for testing new equipment.
- Developed custom software tools that increased employee efficiency and added analysis capabilities.

## ***TSAT Mission Operations System (TMOS) Risk Manager***

Lockheed Martin Corporation - San Jose, California

2004-2007

*TSAT was a military communications satellite system commissioned by the United States Air Force.*

- Directed the creation of mitigation plans that would eliminate 90% of program risk over contract lifetime.
- Managed authors of a 500+ page proposal document for a large defense contract and won the business.
- Prepared the proposal in time to meet the original specified deadline, a rare feat for Air Force contracts.
- Authored the proposal section detailing the management of more than \$100M in program risk.
- Monitored the team's mitigation of more than \$15M of program risk.
- Developed new analysis tools to clarify program risks and opportunities, and adjusted mitigation priorities.
- Graduate of the Lockheed Martin Engineering Leadership Development Program (top 5% of new staff).

## **EDUCATION**

**Stanford University** / Masters of Science – Aeronautics and Astronautics

2005-2007

**Harvey Mudd College** / Bachelors of Science – Engineering

2000-2004

## **SKILLS AND PROJECTS**

**Quartermaester.info:** Developed an interactive map of the *Game of Thrones* novels by modifying existing artwork and parsing textual data from wikis. 10 million visits and featured in *The Guardian*.

**SoHo Bus Map:** Designed a schematic, subway-style map of 23 bus routes through Hong Kong.

**MyLegCo:** Created a mobile app that illuminates the actions and voting patterns of individual members and political camps in the Hong Kong Legislative Council.

**Swim Team Tools:** As team captain, I developed systems to survey members and automatically generate meet entry forms and worksheets (cloud-hosting allows transition to new captains)

**Language Skills:** English (first language), Mandarin Chinese (basic oral/written), Spanish (basic)

**Interests:** competitive swimming (top 10 at World Masters), trail running, dragon boat racing