Ryan S. L. Carpenter

Ryan.SL.Carpenter@gmail.com ▪ +852 6462 6099

EXPERIENCE

App Strategy Consultant / Product Manager

GBST, Ltd. – Hong Kong, China   2015-2016

Based in Australia, GBST develops financial software for wealth managers, as well as 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. Used JIRA tracking software to manage team efforts.
- Participated in app development, as needed, using Cordova and Node.js frameworks for quick hybrid apps.
- Evaluated client needs and proposed strategies for entering mobile market and leap-frogging competitors.
- Adapted GBST's front-office/CRM software into a mobile app for wealth managers.
- 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.
- Developed and maintained new APIs to connect mobile apps to existing client data.
- 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.
- 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 tech 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   2006-2007

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 defence contract and won the business.
- Prepared the proposal in time to meet the original specified deadline, a rare occurrence 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, for the top 5% of new staff.

Space-Based Infrared System (SBIRS) HEO Flight Software Test Engineer

Lockheed Martin Corporation - San Jose, California   2004-2006

SBIRS was a series of U.S. Air Force satellites used to for early warning of ballistic missiles.

- Designed, developed, peer-reviewed, and executed unit and functional tests for the flight software of the first highly-elliptical orbit satellite in the SBIRS constellation, validating specific system requirements.
- Participated in formal system verification tests, executed under direct Air Force oversight.

EDUCATION

Lockheed Martin Corporation	/ Engineering Leadership Development Program	2005-2008
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. 300k visits/mo. & 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 captain of my team, I developed systems to survey members & 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