Ryan S. L. Carpenter

ryan.sl.carpenter@gmail.com ▪ +852 6462 6099

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.
- Establishing a product architecture and managing a team of developers through implementation.
- Engaging with stakeholders, including international clients, corporate partners, and distributed teams.
- Development expertise with many full-stack web and hybrid mobile app tools: Node.js, AngularJS, Cordova, REST APIs, Ajax, jQuery, Bootstrap, SASS, PostrgeSQL, MongoDB, git, Jira

EXPERIENCE

App Strategy Consultant / Product Manager

GBST, Ltd. – Hong Kong, China   Jan 2015 – Apr 2016

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

- Hired to develop a strategy for integrating mobile apps into GBST's existing product lines and create a new team of six to begin developing them.
- Remotely managed and cultivated contract staff in Vietnam as an agile development team on a two-week release schedule. Used Node.js, AngularJS, and Cordova to build hybrid apps for iOS, Android, and web.
- 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.
- Oversaw adoption of automated testing within the development team and ensured full code coverage.
- Drove for the adoption of standardized APIs in GBST to connect existing products with new platforms and audience by developing our own in Node.js and establishing key system interfaces.
- 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   Apr 2014 – Nov 2014

Exicon is a small, Hong Kong-based start-up that develops and sells an enterprise-class SaaS platform to manage its clients' mobile apps and developers.

- Established development metrics and put systems in place to monitor team goals.
- Strategized with engineering team to improve the platform's user experience.
- 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   Nov 2010 – Mar 2014
Savi Networks, LLC – Mountain View, California   Sep 2007 – Nov 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.
- Supported the management of our 30-person software development team contracted in Beijing.
- 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 beyond my role and 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   Sep 2004 – Sep 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