Scott Kutler
4853 Cordell Ave #1504 • Bethesda, MD 20816
scott.kutler@gmail.com • 469.387.0895

Professional Experience

Founder / Product Manager   **October 2015 - Present**
Brotech LLC (Bethesda, MD)
- Created, developed, and currently maintain operation of the Bro App: a social network with an international user base of over 800,000 people
- Coordinated and validated the development of applications on iOS, Android, and a supporting administrative web interface
- Defined requirements for and oversaw the operation of a team participating in the Agile life cycle
- Facilitated daily meetings with the team's Scrum Master, Developers, Designers, and QA Team
- Operated initiatives in market research (ie. conducting focus groups, managing social media, and competitive analysis) to generate quarterly metrics reports and leverage findings to prioritize product development efforts
- Provided customer support via social media engagement (with over 100,000 followers) and traditional help desk support
- Used tools such as TestFlight, App Store Connect, Apple Configurator, Google Play Admin Console, Firebase Console, Bash, VNC, and LogMeIn to manage the development and deployment lifecycles
- Monitored and managed production systems in a cloud-based deployment environment (AWS: Lambda, S3, Certificate Management, EC2, CloudWatch, etc)
- Managed tools such as JIRA, Trello, Google Docs, and Google Apps for a team of developers

General Manager   **March 2015 - Present**
Tenley Grill, LLC (Washington, DC)
- Assisted in developing restaurant menus and pricing strategy, defining and documenting restaurant operating policy
- Managed restaurant operations and used operational oversight to control costs via staff management, scheduling, and inventory control with restaurant owner
- Interviewed, hired, and trained employees on operations, menu, service standards, and company policy
- Provided on-the-floor management support to identify patron needs and facilitate restaurant operations
- Scheduled, coordinated, and hosted large group events (ie. fundraisers, parties, and live performances)

Certified Apple Technician (Genius)   **August 2008 – November 2014**
Apple (Bethesda, MD)
- Provided training, service, and hands-on support for Apple customers' hardware and software
- Developed weekly training and mentorship plans to support employee growth
- Maintained knowledge of Apple's products, software, and services to provide guidance and support to customers to customers before and after their purchases
- Recognized for having one of the highest customer satisfaction ratings among all technicians in the market

Market Manager   **August 2008 – November 2014**
GMR Marketing (Washington, DC)
- Contracted and established relationships with venue management to expand venue universe for promotions
- Executed weekly meetings, team building events, and training seminars for 30+ employees
- Ensured client's goals were properly met by submitting weekly inventory counts and event recaps
- Recruited, trained, and served as initial point of contact for other field employees and direct reports
- Winner of the "National Field Director's Award" for outstanding achievement and dedication

Education

Justice (BA) and Visual Design (BA), American University (Washington, DC)   **August 2003 - June 2008**
- Recognized on the Dean's List and Alpha Lambda Delta National Honor Society Member

Technical Skills & Certifications

- Apple Certified in Final Cut Pro 7+, iLife 09+, iCloud, iOS 3.0+, and Mac OSX 10.4+
- Certified in Apple's Desktop, Laptop, and Mobile Hardware
- Google Cloud Certification in G Suite (ie. Drive, Gmail, Docs, Sheets, Forms, etc)
- Microsoft Certified in Office Suite (Word, Excel, PowerPoint, Outlook, etc)
- Restaurant Certifications: ServSafe, TIPS, and ABRA Management
- Knowledgeable in Adobe Creative Cloud Products: InDesign, AfterEffects, Photoshop, Premiere, and Illustrator