Companies and positions held

Company name: Amazon Prime Video

Position title: Sr. Technical Program Manager

Program manager for Prime Video Live Sports X-Ray engineering team. Delivered re-architectured streaming video data backend involving seven interlocking workstreams, reducing future project development time from 30+ weeks to 6 weeks. Launched Thursday Night Football data experience on Roku and Apple TV Prime Video apps. Owned reporting mechanisms for Director-level audience for technical program consisting of multiple product, engineering, and Computer Vision/Machine Learning (CV/ML) science initiatives. Led effort to reduce UI layout and string truncation issues across mobile, web, and Living Room (TV) platforms by adopting pseudo-localization for client development and UX design. Instituted bi-weekly engineering demos to increase visibility between product, front-end, and back-end engineering teams.

After this brief foray into program management, David realized his true passion lies in product management.

Company name: Tokio Marine HCC

Position title: Product Manager

Deployed Machine Learning (ML) business classification model into API and SaaS app, with Human-in-the-loop (HITL) validation and post-processing evaluation. Launched B2B API to request insurance quotes automatically, increasing application count and hit ratio. Integrated 3rd-party data APIs into pricing algorithms to optimize revenue and minimize claims risk.Developed product roadmap and requirements backlog with input from end users and C-level executives. Created User Experience (UX) wireframes and interactive walkthroughs. Digitized postal correspondence and tracking processes, resulting in saving thousands of dollars and eliminating multiple manual tasks. Led all agile ceremonies with globally dispersed engineering team (California and India). Maintained roadmap and created, reviewed, revised, and prioritized user stories. David conducted competitive analysis on real-time data providers for use in insurance risk analysis. He identified candidates based on data breath and response latency.

Company name: Medtronic, Northridge

Position title: Business Analyst

Increased productivity and removed obstacles to content delivery for leading medical device provider. Responsible for Content Management System administration and user training. Reduced Contextual Help delivery time by 20% by creating process to pre-translate templates. Used Google Analytics to demonstrate low adoption of customer-facing portal documentation and defined strategy for increasing user engagement.

Company name: Veritas

Position title: Product Manager

When Symantec spun off its storage protection division to private capital and renamed it Veritas, David transfered to Veritas to create the Development Tools Engineering team focusing on Content and Localization Management. He led a team of 7 engineers – 2 in California and 5 in China - responsible for maintaining and upgrading a SaaS portal for content localization and publishing. He led the team's transformation to Agile methodology and tools such as JIRA and Confluence. He continued to provide real-time support and training for users and engineers around the globe.

David envisioned a user assistance app that could serve up context-specific content automatically based on a user's product suite subscription, feature usage, and locale. He created requirements and managed the development cadence for his team. To maintain UX consistency, the team used the company-wide design system for the front-end. When they determined the system lacked a suitable content navigation element, they created the necessary element and contributed it back to the design framework.

Working with multiple product teams to ensure compatibility and coordinate release timing, he launched the MVP in four locales (languages) and expanded to 17 in the next release, in an example of 0-to-1 development.

David conducted market research and competitive analysis on content management systems, utilities, and processes during his time at Symantec and Veritas.

Company name: Symantec

Position title: Senior Content Strategist

Technical product manager for Vasont content management system used to produce fast, complete, and reliable content deliveries in

over 30 languages. Gathered user needs from internal clients and drafted into functional requirements for system and process enhancements. Ensured that change requests were based on solid business cases with optimal user base impact. Facilitated communication across teams to align expectations and outcomes.

Contributed to structured authoring and terminology standards designed to promote a common user experience across product families. These standards, enforced by XML validation software, also enabled a streamlined localization process.

Resolved issues by interviewing stakeholders to confirm process and tool usage conformity. Determined cause by recreating issues using live and/or test data. In cases of user error, reinforced training and best practices. Otherwise, updated XSL or write up description and solution requirements for external consultant.

Provided onsite, remote, and online-module training to employees worldwide.

Company name: Symantec

Position title: Principal Information Developer

Lead writer and HTML Help developer for flagship consumer offering, Norton Internet Security. Collected requirements from product and partner teams, and facilitated communications with localization. Produced up to ten versions each of a dozen help files for modular, dynamic help system. Developed solutions to improve documentation process workflow, reduce the time to deliver finished content, and increase the accuracy of the content set for consumer product line.

Contributed to content information architecture reorganization for conversion to content management database. Provided output requirements and worked with support team to debug deliverable creation. Assisted team members with transition through training, best practices guidelines, and automation tool development.

Oversaw production of internal help file quality assurance tool, including requirements, implementation, and unit testing.

Recognized by CEO for outstanding contribution.

Company name: Critical Path

Position title: Technical Writer

Created print, installed, and web-based materials for enterprise-scale mail server and meta-directory. Deliverables included PDF manuals, context-sensitive Help systems, and Release Notes. Authored context-sensitive help content for web-based management utilities using HTML, DHTML, XML, and JavaScript.

Company name: Ticketmaster

Position title: Technical Writer

Assisted in creation of Documentation department, developing content for database and server systems as well as end-user tools. Researched and purchased content creation, editing, and keyword management software.

Company name: Veritest

Position title: Technical Writer

Wrote hardware and software compatibility and functionality reports for the nation's leading independent testing laboratory. Managed company website content and design with experience in HTML, JavaScript, and Active Server Page coding.