JAMES KIM

Phone: (469) 955-3656   jangbinkim@gmail.com
www.linkedin.com/in/james-kim-6889b4320

Technical Product Manager

Highly motivated and accomplished IT project and product manager with a career emphasis on partnering with internal and external stakeholders to identify solutions that meet various individual and organizational needs. Exceptionally skilled in collaborating with essential leadership to develop strategies, roadmaps and architecture planning to create infrastructure centered around quality and bottom-line results. Ability to create efficiency within projects and program development through open communication and cross-functional team integration within a fast-paced environment. Extensively experienced in BI data and large-scale transitions to set up efficient and successful project and program management environments.

Technical Skills

- Project / Product Management
- Budget & Risk Management
- Partner / Vendor Relations
- Data Modeling
- Logistics / Delivery Management

- IT Strategic Planning
- Metrics / Milestone Timeline Reporting
- KPI Reporting & Improvement
- Performance Management
- Reverse Logistics

- Roadmaps & Architecture
- Data Management & Compliance
- Leadership & Training
- Process Improvements
- Customer Service

Computing Skills: Microsoft Office (Excel, Word, PowerPoint, Outlook, Project) | Webex | SharePoint | Agile | Waterfall | Scrum | Azure | Python | DevOps | JIRA | SAP| BI | Microstrategy | Informatica | HTML | JavaScript | C/C++ | CSS | ASP.NET | Oracle | DB2 | Teradata | SQL Server | PHP | Apache

Accomplishments

- Optimized workflows for system integrations and project rollouts, **reducing implementation time by 30%** through efficient resource allocation and continuous process monitoring.
- Developed SOPs and enhanced cross-functional communication channels between engineering, operations, and product teams, leading to a **15% increase in project efficiency**.
- Resulted in Samsung achieving **100% KPI for on-time delivery** to the customer's requested date in 2023 and 1H 2024, which accomplished a customer's credibility and created robust relationships by exceptional products and services.
- Built up teams from 6 to 14 professional staff for additional business demand requisition by outstanding performance and credibility with customers in Samsung.

Career Experience

Samsung Electronics of America   Mar 2019 ~ Aug 2024
Technology Product Manager

Developed, maintained, and supported the customer's requirement for Samsung wireless mobiles such as handsets, watches, and tablets. Utilized available tools and coordinated process innovation. Developed software and firmware maintenance systems to enhance intelligent analysis. Owned product backlog

management, iteration planning, and story prioritization. Product quality, budget, and risk management for unique projects, Vendor control for production quality and capacity retainment and improvement.

- Led product technology strategy and roadmap development
- Managed cross-functional teams to drive product innovation
- Collaborated with global R&D teams to ensure technology alignment
- Overseed product development lifecycle from concept to launch
- Defined technical requirements and specifications for new products
- Evaluated emerging technologies for potential integration
- Conducted market and competitor analysis to inform product decisions
- Drove continuous improvement in product performance and quality
- Ensured products meet regulatory and industry standards
- Provided technical expertise and supported internal and external stakeholders

Samsung Electronics of America   Apr 2014 ~ Feb 2019
Sr. Engineer

Developed complex systems to meet requirements of specific projects and technical products serving customers as the Sr. Engineer of Special Projects. Applied hybrid methodologies of Agile and waterfall to the Postponement system development project. Updated technologies following the latest review requirements and implemented third party software. Tracked and managed projects, including roadmaps, priorities, and resources to ensure alignment with customer expectations through internal metrics systems, servers, and SharePoint. Planned and coordinated activities across the entire project scope for new and custom developments.

- Developed advanced technology solutions for consumer electronics products
- Led cross-functional teams in product development projects
- Designed and tested new hardware/software components
- Optimized product performance and efficiency
- Implemented quality control processes
- Collaborated with global engineering teams
- Mentored junior engineers
- Participated in strategic planning meetings
- Researched emerging technologies
- Troubleshot and resolved technical issues

Samsung Telecommunication of America   Oct 2009 ~ Mar 2014
Production Planner III

Made a production plan to propose to the production team, so the team could adhere to timeline, budget, and scope. As a Production Planner, I reviewed the development of a divisional strategic transformation plan to develop long-term enterprise data management and information sharing functions. Collaborated with product managers and cross-functional partners to consolidate multiple project requirements including roadmaps, priorities, milestones, and transformation status to key stakeholders. Executed communication plans around milestones for internal and external dissemination. Led training in key internal technologies and staff testing for new application updates with the production and quality assurance department.

- Coordinated production workflow for multiple products
- Analyzed production data to identify inefficiencies
- Developed production schedules and timelines
- Communicated with suppliers to ensure timely delivery of materials
- Monitored production progress and adjusted as needed
- Collaborated with cross-functional teams to optimize production processes
- Implemented lean manufacturing principles to improve efficiency
- Ensure compliance with quality standards and regulations
- Utilize ERP systems to track production and inventory data
- Forecast demand and plan production accordingly

Koinfo Web & IT Solutions   May 2008 ~ May 2009
Web Developer

Created Web application and website development for commercial via PHP programming, e-Commerce server hosting services and consulting web services.

• Designed and developed dynamic and responsive websites
• Collaborated with team members to implement new features and enhancements
• Troubleshot and resolved technical issues
• Optimized website performance for speed and scalability
• Created and maintained documentation for code and processes
• Stayed current on industry trends and technologies
• Collaborated closely with clients to understand their needs and delivered custom solutions
• Participated in code reviews and provided feedback to improve code quality
• Conducted testing and debugging to ensure website functionality
• Assisted with website maintenance and updates

Penta System Technology Corporation   Jan 2000 ~ Sep 2004
Senior Consultant.

Consulted business intelligence tool (Microstrategy) and developed OLAP (Online Analysis and Processing) modeling, Data Warehouse modeling and development in customer's site such as bank, security, credit card, National Tax, and Corporation marketing.

• Implemented as BI consultant for data warehouse development projects, collecting data, analyzing business, dimensional database modeling as star schema, snowflake schema or hybrid,
• Built a dynamic report system and created hundreds of customized business reports on a cloud server.
• Fostered positive relationships with customers, including internal stakeholders.
• Managed and followed up post operation in customer's sites such as Goodbank card, Woori Securities, The Export-Import Bank of Korea, Industrial Bank of Korea, National Tax Service, and SK Corp in South Korea.
• Led cross-functional teams to deliver high-quality solutions

Education & Certifications

Bachelor of Arts in Computer Science and Engineering (Major), Mathematics (Minor)
    University of Texas at Arlington
Bachelor of Arts in Fiber and Polymer Science
    Seoul National University

Scrum Master Certified from Sep 2024 through Sep 2027.
PMP (Project Management Professional) – Being prepared and will be certified in 2024.

Awards

SAMMY Award
Outstanding performance and successful launch for the Galaxy Fold & Flip 6 project in Samsung by Sungki Kim (Aug 2024)
Spotlight Award
Outstanding and challenging work for the Galaxy Note 7 replacement project in Samsung by Tim Baxter (Oct 2016)
Honor Roll
Outstanding Academic performance and scholastic achievement at the University of Texas at Arlington (Dec 2007)
Certificate of Appreciation
Outstanding and Dedicated support in Korean Student Association (May 2007)
Kim Young Ho Scholarship
Academic Excellence and Contribution to Korean Student Association (Dec 2006)