

ERIC P JONES enjoys reading maps, being lost, and helping people
PRODUCT OWNER / PROJECT MANAGER
ERIC@ERCJNS.COM | (678) 230-5974 | SEATTLE, WA

SKILLS

Python (Scripts, Data, Web)	● ● ● ● ○	User Story Development	● ● ○ ○ ○
HTML & CSS	● ● ● ○ ○	Wireframing	● ● ● ○ ○
JavaScript	● ○ ○ ○ ○	Requirements Specification	● ● ● ● ●
Linux / Unix Shell	● ○ ○ ○ ○	Agile / Scrum Master	● ● ● ● ○
Git	● ● ● ○ ○	Team Foundation Server	● ● ● ● ●

EXPERIENCE

Web Developer, Wedgy's Pizza Delivery

Remote. Greenville, SC | June 2016 – September 2016

- Complete website redesign and development (PHP, Bootstrap CSS, WordPress). WedgysOnline.com
- Responsive mobile-first design better serves the 70% of customers accessing the site on mobile devices.
- Custom theme and plugin for WordPress CMS allows store manager to update coupons and pricing in minutes rather than hours.

Program Manager, Microsoft

Redmond, WA | August 2013 – December 2015

- Collaborated with software engineers, UI/UX designers, and business teams to design, launch, and service features for the Windows Developer Center. Dev.Windows.com
- Prioritized bugs and deliverables, verified testing strategies, and guided a software development team transitioning from waterfall to agile planning methods. Lead daily standup and retrospectives.
- Created wireframes and functional requirements specification for a redesigned registration process with fewer screens, user-friendly error handling, and clear calls to action. Managed development, testing, and launch of this feature, which ultimately lead to a 25% decrease in customer support volume.
- Managed expectations, communicated status updates, and gathered user feedback as the main point of contact for customer support escalations. Helped guide work item prioritization with customer stories.
- Designed and delivered an extensible token system. Compelling user stories and detailed functional spec highlighted opportunities for this system to gracefully expand beyond its original scope (tracking free and discounted account tokens) to also support opt-in feature flighting and permissions management.
- Developed cross-team infrastructure and dashboards (Cosmos, Elasticsearch, PowerBI) to bring telemetry data into daily decision making for individual contributors. Advocated across teams and leadership for data-driven processes, resulting in prioritization which better reflected user needs.

Avionics Product Development Intern, Boeing

Everett, WA | May 2012 – August 2012

- Developed proof of concept prototypes for avionics system onboard electronic communications infrastructure using COTS hardware.
- Completed a user study focused on factory inventory inspectors. Developed user requirements for future hardware and software tools intended to increase inspector speed and accuracy.
- Assisted with microcontroller toolchain development (C).

PROJECTS

Orienteering Meet Scoring and Web Tools, Cascade Orienteering Club

Seattle, WA | October 2014 – ongoing

- Live updating results for staggered-start races provided on a local WiFi network to hundreds of competitors and spectators, even in areas with no cell service. Python Flask web server and SQLite database running on a Raspberry Pi, consuming XML from event management software.
- Entry pre-processing tools merge entries from multiple sources and format for import into event software. Reduces errors and decreased the time for this task from 20 minutes to 2 minutes.
- Results post-processing tools calculate and assign individual, team, and season scores, and format for display on the web. (Python, JavaScript) LostTimeOrienteering.com

EDUCATION

Bachelor of Science, Electrical and Computer Engineering, Olin College

Needham, MA | September 2009 – May 2013

- Project based courses including User Oriented Collaborative Design, Software Design, Renewable Energy, Mechanical Prototyping, Analog and Digital Communications, and Systems Engineering.
- Mechatronics system design, sensor platform software (LabVIEW), data analysis (Python), and business management during a yearlong capstone project developing a traction control system for zero-turn lawnmowers in partnership with Ariens Co. olin.edu/collaborate/scope/projects/2012_13/ariens/