

# ERIC BELTRAN | TECHNOLOGY LEADER

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Eight years of direct technology industry experience within both large scale organizations and start-up environments. A proven business leader and solution driven professional who finds passion in building great products, leading creative teams, hearing from users and solving their most critical technological challenges.

## PROFESSIONAL EXPERIENCE

**K12 INSIGHT**, HERNDON, VA ..... 2013 – PRESENT

Product Manager ..... JAN 2014 - PRESENT

- Successfully managed three full life cycle implementations and software releases for a cloud based application in mobile and web environments.
- Developed and maintained a product roadmap and acted as product lead for all strategic and product related decisions.
- Worked closely with beta users and sales executives to prioritize feature requirements and balanced current user needs with innovating new features to capture market share.
- Managed team of three designers and coordinated efforts with off-shore development team to ensure product was built to specifications.
- Maintained relationships with C-Level executives across organization and presented regularly at product update meetings internally and board meetings externally.
- Regularly conducted customer webinars for 3,000+ users to market new features and oversaw marketing strategies related to release management.
- Championed special projects including; managed trademark application process; updated Terms of Service with legal advisors; managed freelancers to author User Guide; developed SLA; and assisted with RFP development.

**SKILLS DEMONSTRATED:** SOFTWARE DEVELOPMENT MANAGEMENT, MARKETING NEW PRODUCTS, TRAINING USERS, PRESENTATIONS TO C-LEVEL PARTICIPANTS, WRITING/GATHERING/AND COMMUNICATING TECHNICAL REQUIREMENTS, SCHEDULING, MANAGING COSTS

Director of Strategic Partnerships ..... SEP 2013 – DEC 2014

- Managed all business partnership efforts companywide and maintained existing relationships, facilitated renewals, negotiated partnership contracts, and sought new partner relationships.
- Regularly audited and analyzed ROI of existing partners to ensure the relationship was not only strategic but provided adequate exposure into key territories through partner sponsored events and conferences.
- Worked directly with chief executives of educational associations and managed a variety of state and national studies to further the initiatives of our partners and gain brand exposure for our company.
- Maintained key understanding of various state and national educational policies and trends in order to identify unique opportunities and provide business solutions.
- Acted as Product Manager for software solution built for Texas and California public school districts in response to new statewide policies and plans.
- Managed and directed our presence at 35 state and national events including the sole sponsorship of the keynote address at a major national conference. Coordinated marketing and conference events including break-out sessions, presence at booth and lead retrieval, and hosted dinners.

**SKILLS DEMONSTRATED:** C-LEVEL RELATIONSHIP MANAGEMENT, EVENT AND MARKETING PLANNING, CONTRACT NEGOTIATION, STRATEGIC PLANNING, ROI MEASUREMENT, PROJECT MANAGEMENT FOR STATE AND NATIONAL INITIATIVES

Associate Regional Director ..... MAY 2013 – SEP 2013

- Routinely facilitated the implementation, adoption, and on-going support for all K12 *Insight* solutions to clients.
- Responsible for account management of large book of business—consisted of 30+ accounts—within my defined region.

**SKILLS DEMONSTRATED:** PROJECT PLANNING, CUSTOMER SERVICE, SOFTWARE IMPLEMENTATION, EXCEPTIONAL ORAL AND WRITTEN COMMUNICATION, TECHNICAL PROBLEM SOLVING

**K12, INC.**, HENDON, VA ..... 2010 – 2013

**Technical Project Manager** ..... SEP 2011 – APR 2013

- Credited with great leadership during all phases of e-learning courseware development.
- Thorough attention to detail and strong technical background allowed me to consistently deliver projects to required scope, quality, timescale, and budget in a demanding and fast-paced work environment.

**SKILLS DEMONSTRATED:** TECHNICAL PROJECT MANAGEMENT, ISSUE TRACKING TOOLS, LMS DEVELOPMENT

**Product Support Manager** ..... JUL 2010 – AUG 2011

- Successfully led remote team of support technicians to deliver solutions to large volume of support related issues across key lines of business.
- Worked directly with key clients to resolve issues, alleviate concerns, and nurtured relationships back to health, avoiding possible non-renewals.
- Routinely demonstrated a strong ability to operate comfortably against short deadlines, maintained sense of urgency during crunch times, and sustained professionalism within demanding and stressful situations.

**SKILLS DEMONSTRATED:** CUSTOMER COMPLAINT RESOLUTION, CRM ADMINISTRATION, INFORMATION SYSTEM MANAGEMENT, LEADING REMOTE TEAMS, RESOURCEFULNESS

**KC DISTANCE LEARNING**, PORTLAND, OR ..... 2007 – 2010

**Senior Developer** ..... MAY 2008 – JUN 2010

- Initiated construction of an internal standards repository for web development team, which housed a knowledge center consisting of best practices and standards.
- Knowledge center adoption eventually decreased instances of non-compliant development issues resulting in increased value and marketability of products.
- Designed, developed, and delivered SCORM friendly online training course for internal training program. Efforts included preparing course materials, developing assessments, and managing participant data.

**SKILLS DEMONSTRATED:** DATA SECURITY, 508 COMPLIANCE, CLOSING NEED GAPS, INTERNAL TRAINING, CONTENT DEVELOPMENT

**Developer** ..... MAR 2007 – APR 2008

- Integral team member of Curriculum Delivery team, responsible for development of over 200 SCORM friendly K-12 online and hybrid courses.
- Owned variety of projects and learned to operate in fast paced environment without sacrificing attention to detail.

**SKILLS DEMONSTRATED:** WEB DEVELOPMENT, JAVASCRIPT, HTML, FLASH, RESPONSIVE DESIGN, SCORM

## EDUCATION

**MINOT STATE UNIVERSITY**, MINOT, ND ..... 2012 – 2014

Master of Science, Management of Information Systems  
Severson Entrepreneurship Academy

**UNIVERSITY OF OREGON**, EUGENE, OR ..... 2002 – 2007

Bachelor of Arts, Multimedia Design  
Bachelor of Arts, International Studies: Human Rights and Conflict Resolution