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## Qualifications Profile

*Highly accomplished professional with over 20 years of measured success in product and solutions delivery for complex technical industries.*

Forward-thinking, innovative, critical thinker, driven for success, with a keen attention to detail. Has the ability to lead and guide product lifecycles and customer solutions, from the initial design and planning to successful completion within minimal expenditure and timely delivery. Possesses the capability to build and lead teams, fostering individual growth and attaining results that equal or exceed stated goals. Consummate team player, collaborating with various departmental members and senior management to ensure open channels are established and maintained so all relevant parties are well informed and problem resolution can be addressed quickly and efficiently. Approachable, personable, and is sought out for expertise and advice on a continual basis. Proficient in Cloud, SaaS, Paas, laaS, Nodel.js, Python, Web Development, HTML, CSS, JavaScript, Web/System APIs, REST/JSON/XML, SQL, Git, SVN, DevOps, Agile, Waterfall, and Scrum.

**Areas of Expertise**

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| * Strategic Planning | * Product and Solutions Delivery | * Project/Program Management |
| * Product Strategy | * Sales, Consulting & Training | * Building & Leading Teams |
| * Customer Empathy | * Cross-functional Collaboration | * Clound Migrations & Operations |
| * Agile, Scrum & Waterfall | * Stakeholder Engagement | * Mentoring |

# Professional Experience

## Highspot – Seattle, WA

### Senior Technical Project Manager, April 2020 - April 2021

Primarily involved in coordination with Content Integration, Management, and Consumption team members in the areas of sales, product management, engineering, design, quality assurance and support to develop targeted plans for the delivery of SaaS products and technologies, ensured that new features and enhancement of products were documented, implemented, and tested properly.

* Effectively led and mentored the team which resulted in the award of an annual recurring $2M Salesforce contract by providing critical necessary product integrations and advancements through four releases.
* Expertly developed custom configurations with the establishment of processes for the operation of independent development teams addressing individual needs, resulting in a 400% increase in delivery of sales commitments over a six-month period, winning 5 customer deals against intense competition.
* Created and implemented four front end and three back-end integrations utilizing Salesforce, Quip, HigherLogic, Widen, and OpenText that provided for growth in new business.
* Able to grow the initial team and formed four teams to fully focus on separate SaaS disciplines, with the completion of two reorganizations during the term of employment.

## Alaska Airlines – Seattle, WA

### Senior Technical Project Manager, June 2019 - December 2019

Designed new and evolved existing types of standardized templates for written documentation and application/network diagrams required for executive, management, developers, and support personnel. Enabled the development team for processes utilized in real time and the future to facilitate the migration from in-house to an Azure-based model. Identified any potential risks that would mitigate project processes.

* Championed a centralized documentation management library as part of a $40M integration with planned maintenance for the FCC certification of a full Maintenance and Engineering (M&E) system alignment after merger with Virgin America.
* Judiciously improved and quality of controls and outcomes with the creation and implementation of best practices for the transition to a Cloud-based DevOps model.

## Enviro-Master – Seattle, WA

### President, October 2016 - January 2019

Founded and operated this firm focused on commercial restroom hygiene and led a team in all aspects of sales, installation, customer retention and upsells, and daily operations.

* Achieved a doubling of sales with the addition of a 50% increase in new sites that contributed $100K in yearly recurring revenue.
* Attained a high level of customer satisfaction for 100 sites in the Puget Sound area, with attainment of 100% customer retention.
* Dramatically reduced the operational budget by 20% following the acquisition of Swisher from Ecolab and able to provide a 15% increase in employee wages that resulted in increased morale and retention.

## F5 Networks – Seattle, WA

### Senior Product Management Engineer, January 2015 - October 2016

Initially hired as a Network Support Engineer in 2004 and promoted to two other positions, including Field Systems Engineer, and held two lateral positions prior to promotion to the position of Senior Product Management Engineer in January 2015. Led and managed the end-to-end product lifecycles, collaborated with team members and external parties in the direction of product strategy and mindful of targeted deliveries and budget considerations. Carried out functions related to five cross-functional positions in a 12-year period from February 2004 to October 2016.

* Championed a new vision for Cloud and automation, by incorporating existing technologies into a unified product suite for five disparate teams that possessed differing knowledge platforms, technology, and models.
* Authored presentation materials and specifications used by executive leadership and integral Cloud engineering teams to deliver maximum customer value in a completely new market for the company.
* Continually stayed abreast of market trends and customer research with team members at the forefront to determine company direction of Cloud strategy in the present and future.

## F5 Networks – Seattle, WA

### New Product Introduction Engineer, September 2009 - December 2014

Consistently interfaced with sales and service organizations to ensure a high level of preparation for future product and service releases by establishing a clear communication standard. Liaised with sales, services, development, and marketing departments.

* Orchestrated the release of five innovative technology platforms with completion of comprehensive and succinct product rewrites, including the clustering technology at the foundation of the Cloud strategy.

# Education

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| **Programming Course**  University of Washington, Seattle, WA | **Programming Courses**  Seattle Central College, Seattle, WA |