mark **everett**

product manager, software engineer

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PROFILE

Product manager who believes that the quickest and safest way to build a product is to empathize with customers. Willing to dip into code and design as needed. Enthusiastic about channelling the strengths of a passionate team in order to build great products.

SKILLS

UX prototyping	Customer research	Usability testing
Interaction design	Data visualization	Agile methodology
Python	Javascript	D3.js

EXPERIENCE

Rackspace Hosting   **Product Manager**   November 2012 - April 2014

- Integrated Cloud Monitoring metric graphs into the Rackspace Cloud Control Panel, reducing support resolution times by 30%
- Performed customer research for the Cloud Intelligence product
- Collaborated with a team of 5 engineers, UX, Support, Marketing, and stakeholders
- Built mockups of interface and worked towards final design with UX and engineering

Rackspace Hosting   **Software Engineer**   August 2009 - November 2012

- Worked with the Cloudkick team to transform their product into the Rackspace Cloud Control Panel
- Implemented Twisted services that use Thrift and RabbitMQ for coordination
- Set up a Jenkins CI instance and wrote code to support continuous testing/deployment
- Modified Chef recipes and deployment code to support new features
- Built provisioning APIs for the Email and Apps division of Rackspace in Python and Perl
- Wrote MapReduce jobs to obtain and report SMTP statistics

PROJECTS

What the Fuck Should I Name my Child? (.com)
Backbone single-page application that helps parents choose baby names, deployed to S3

SMS Story
D3 visualization of the most important people in your life, as measured by SMS volume

Call Your Mom
Node.js app that connects future phone calls from items in a Remember the Milk todo list

EDUCATION

B.S. Computer Science
Virginia Tech
2009