

# mark everett

product manager, software engineer, damned good cook.

mynnx.com

## 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

|                |       |         |                   |
|----------------|-------|---------|-------------------|
| Python         | MySQL | Thrift  | AMQP              |
| JavaScript     | D3.js | Node.js | Chef              |
| UX prototyping |       |         | Customer research |

## EXPERIENCE

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

- Collaborated with a team of 5 engineers, UX, Support, Marketing, and stakeholders
- Determined requirements for a new product, with competitive analysis and customer research as input
- Built mockups of interface and worked towards final design with UX and engineering
- Delivered the open-source glimpse.js library and integrated it into the Rackspace Cloud Control Panel in 6 months

**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