mark **everett**

product manager   **mark@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

UX prototyping	Customer research	Usability testing
Interaction design	Data visualization	Agile methodology
Lean Startup	Python	Javascript

EXPERIENCE

Rackspace Hosting   **Product Manager**   12/2012 - 4/2014

- 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 performed usability tests with customers
- Established and documented best practices for other PMs at Rackspace SF
- Built a CRM and customer knowledge database to share knowledge and warm contacts
- Guided other PMs through the process of product discovery experiments

Rackspace Hosting   **Software Engineer**   8/2009 - 11/2012

- 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

SMS Story

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

Call Your Mom

Node.js app that allows you to schedule and connect phone calls in the future

Heart

A product that aims to strengthen romantic relationships by teaching emotional awareness, negotiation skills, and honest communication in an engaging way

EDUCATION

B.S. Computer Science, Virginia Tech, 2009