SHEM ZAKEM

Senior Technical Product Manager | U.S. Army Veteran Seattle, WA | (541) 423-7388 | szakem@live.com | LinkedIn: linkedin.com/in/pro-geek **| Clearance:** Previously Secret (Expired/Re-investigation Eligible) **|** Website: https://szakem81.github.io/

SUMMARY

Senior TPM & Combat Veteran with 15 years of technical leadership. I fix broken engineering processes and build scalable systems for complex industries (Aerospace, Defense, Enterprise Tech). Former **Army Platoon Sergeant** and **Boeing Lean Master** who understands that "Agile" means delivering working software, not just holding meetings. **Patent holder** in IoT hardware/software integration.

TECHNICAL LEADERSHIP

INDEPENDENT TECHNICAL PROGRAM MANAGER (Consultant) Medford, OR | Sep 2023 – Present Retained by *logistics clients to fix failing operational workflows and integrate fragmented data systems.*

- **Fixed Inventory Latency:** Built a unified API layer to aggregate orders from multiple streams (Direct, Mobile, 3PL). Cut order-to-delivery time by **21%** and improved inventory accuracy by **29%**.
- **Engineered Cost Controls:** Implemented real-time analytics dashboards to flag margin leakage and automate procurement decisions. Resulted in a **12% hard cost reduction** across the client portfolio.
- **GTM & Revenue Strategy:** Partnered with Sales/BD to launch new product lines, defining pricing models and technical battlecards that drove **21%** monthly revenue growth.
- **Operational Transformation:** Applied enterprise-grade agile frameworks to SMB operations, instituting OKRs and KPI loops that provided executive visibility into unit economics for the first time.

EXPEDIA GROUP | Senior Manager, Product Management *Seattle, WA | Sep 2018 – Sep 2023 Led the engineering turnaround for global partner operations platforms.*

- **Rebuilt the Platform:** Orchestrated the 0→1 migration of legacy workflows to a single **Salesforce Service Cloud** instance across **4 Lines of Business**. Gave leadership a 360° common operating picture for the first time.
- **Automated the Grunt Work:** Designed automated case-resolution logic that handled high-volume, low-complexity tickets. **Saved $4.2M/year** in support costs and generated **$700K** in new revenue.
- **Solved Data Fragmentation:** Integrated Dropbox and Salesforce APIs to automate document ingestion. **Saved $1.4M** in manual processing costs and eliminated security compliance risks.
- **Deployed Predictive AI:** Shipped ML models that flagged partner issues before they escalated, boosting satisfaction scores by **32%**.
- **Revenue Engineering:** Delivered **$2.7M in incremental revenue** by reducing friction in the "Add-a-Property" onboarding feature.

THE BOEING COMPANY | Lead Technical Product Owner *Seattle, WA | Jan 2014 – Sep 2018*
Led development for "Toolbox 2.0," the SaaS platform airlines use to maintain the 787 and 737 fleets.

- **Saved the Brand (Leadership Award):** Took over a failing Root Cause Analysis process for the 787 Toolbox. Identified and fixed systemic software defects that were causing airline customers to lose trust. Awarded "Exceptional Performance" recognition by leadership.
- **Cross-Functional Global Leadership:** Led **75+** staff (Engineers, UX, QA, and PMs) across multiple 0→1 product lines. Managed the backlog and delivery for complex aerospace requirements across distributed global teams.

- **Reduced Aircraft Downtime:** Shipped the "Intelligent Wiring" module, utilizing SIL/HIL simulation frameworks to validate fault analysis logic against 787 avionics data, and supporting ViL (Vehicle-in-the-Loop) maintenance workflows that directly improved AOG metrics.
- **Cut Defect Rates:** Applied **Boeing Certified Lean Master** methodologies to the software SDLC, reducing production bugs by **34%**.
- **Stakeholder Management:** Conducted international customer workshops to validate requirements and prototype new features, securing executive approval from diverse global stakeholders.

GREEN BOX BATTERIES | Founder & Inventor *Lakewood, WA | Jan 2011 – Jan 2014*

- **The Invention: US Patent #9,276,418** Designed and built a battery exchange kiosk, applying **HIL** testing to calibrate Azure IoT sensors for remote fleet telemetry and ensuring seamless **ViL** integration for autonomous fleet management.
- **Execution:** Bootstrapped the company, built the full hardware/software stack, and delivered all units on schedule.
- **Agile Implementation:** Reduced rework by **25%** by implementing SAFe practices in a hardware-centric development environment.

MILITARY SERVICE

U.S. ARMY | Platoon Sergeant / Human Intelligence Collector (35M) *201st Military Intelligence Battalion | 2006 – 2008*

- **Intelligence Leadership:** Led a specialized HUMINT platoon of **30+ collectors**. Managed training, discipline, and operational readiness.
- **Data Synthesis:** Directed large-scale collection operations, synthesizing **high-frequency field data** into actionable intelligence reports to evaluate mission performance and drive decisive command-level outcomes.

U.S. ARMY | Signal Support Systems Specialist (25U) *82nd Airborne Division, 2/505th Parachute Infantry Regiment | 2003 – 2006*

- **Combat Leadership:** 82nd Airborne Paratrooper. Awarded **Combat Action Badge**. Maintained mission-critical distributed networks at the tactical edge, ensuring interoperability for early JADC2/MOSA-aligned command environments.
- **Rapid Deployment:** Executed high-tempo operations within the Global Response Force, maintaining 100% equipment readiness for immediate deployment.

EDUCATION & SKILLS

University of Washington
- **B.S. Computer Science & Systems | 1st Place, Senior Project Competition** (Institute of Technology)
- **B.S. Computer Engineering & Systems** | Minor: Mathematics

Technical Skills
- **Certifications:** Boeing Certified Lean Master, SAFe® Agilist, Certified Scrum Master.
- **Methodologies:** Agile, SAFe, Lean Six Sigma, MOSA/JADC2 Concepts, Real-Time Distributed Systems (DDS/Pub-Sub familiarity), SIL/HIL/VIL Simulation.
- **Languages:** Java, C++, C, C#, SQL.
- **Cloud & Platforms:** AWS, Azure, Salesforce Service Cloud, REST APIs.
- **Tools:** Generative AI (Gen-AI), Agentic AI, Jira, Git, Tableau, Google Analytics.