

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) | GitHub: <https://github.com/szakem81/Shem-Zakem-Portfolio> | 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.
- **Scaled Revenue:** Designed and launched rapid A/B testing frameworks for new product lines, driving **21% monthly revenue growth** without increasing headcount.
- **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, cutting hours off tarmac troubleshooting time. Directly improved AOG (Aircraft on Ground) metrics for major carriers.
- **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 that used Azure IoT sensors for remote 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 intelligence collection operations, synthesizing raw field data into actionable intelligence reports for senior command decision-making.

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 tactical radio/satellite networks at the tactical edge.
- **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.
- **Languages:** Java, C++, C, C#, SQL.
- **Cloud & Platforms:** AWS, Azure, Salesforce Service Cloud, REST APIs.
- **Tools:** Jira, Git, Tableau, Google Analytics.