MICHAEL E. JONES

Principal Technical Program Manager

San Jose, CA 95126 | 206-818-7673 | mejones73@pm.me | linkedin.com/in/mejones73/

Seasoned Executive and Principal Technical Program Manager with over two decades of experience in innovative project leadership in cutting-edge tech industries, including pivotal roles in launching major titles, platforms, hardware, internal tools, and managing live operations. Proven track record leading cross-functional teams as a player/coach, driving strategic goals, enhancing operational efficacy, and delivering technical expertise, high-quality products, tools, and processes. Adept at navigating the complexities of product development from inception to post-release, with extensive experience in streamlining, and implementing innovative solutions, while utilizing flexible approaches to the needs of teams and products.

Core Expertise

Strategic Planning & Execution | Product Lifecycle & Resource Stewardship| Cross-Functional Team Leadership | Agile & Hybrid Methodologies (PMP) | Operational Efficiency, Process Improvement, Prioritization, Creativity | Risk Management & Mitigation | Solving Problems| Partner & Stakeholder Management | Data-Driven Decision Making | Live Operations & Post-Release Content | Technical & Non-Technical Communication | Change Management

Career Accomplishments

- **Kinoo**: A key member of the leadership team and spearheaded the production and launch of an award-winning AR communication/game platform. Drove the project from concept to market, coordinating a team of over 120 professionals with a budget exceeding $12 million. Achieved recognition with 10 prestigious awards in 2021 and 2022, including the CES Innovation Award.
- **8 Circuit Studio**: Co-founded and managed a Web3 gaming company, successfully releasing titles on multiple platforms. Focused on the integration of cutting-edge blockchain technology, setting a new standard in gaming experiences.
- **Kabam**: Built and led multiple service departments focused on enhancing customer experience and development support. Departments included Quality Engineering, Automation, Build & Release, and User Research. Managed a staff of 50+ with an annual budget exceeding $4 million, resulting in improved efficiency, reduced downtime, and enhanced product quality, contributing to Kabam's reputation as an industry innovator.
- **Microsoft**: Xbox and Xbox 360 launch teams, responsible for the on time delivery and quality production of launch titles on both platforms, leading teams to release a total of 6 AAA titles. Awarded patent as inventor of video game instrumentation method available through the Xbox SDK, which ultimately led to kill shot replay feature in Halo franchise.
- **Verizon**: Transformed software delivery and production processes, leading to significant cost savings and improved performance. Implemented agile methodologies, enhancing operational efficiency and accelerating daily content releases on their social entertainment media platform.
- **Livescribe**: Established QA Department, Automation Framework, and Build & Release Department, integrating CI/CD practices. Achieved a marked increase in software release stability and frequency, reducing costs and optimizing operational efficiency.

Professional Experience

Principal Consultant | Insight Consulting Services — San Jose, CA *(Remote)* 01/2020 – Present

- Produce plans and workshops demonstrating how to **improve forecasting of deliverables, efficiency, and preparation to scale** at small to midsized software and hardware companies utilizing **Agile** and **Hybrid Methodologies** with tools like **JIRA, Smartsheet, etc.**

- **Templatized and delivered Product Requirement Documents (PRD)** by implementing and demonstrating a repeatable process for dealing with ambiguity in the ongoing **collection of requirements, risks, and deliverables**, resulting in team and project alignment prior to production phase and improved estimations on time, resources, and costs to execute.
- **Developed best practices for project execution, and management strategies** by creating central repositories for data, naming standards, project scheduling standards, product roll up and project level dashboards, project kickoff templates, launch/release punch lists, build environments, and more resulting in clear communication channels, clean cross departmental handoffs, and a near 80% improvement in predictability of deliverables.
- **Drove process implementation**, including ideal tools (JIRA, Smartsheet, Trello, Airtable, Perforce [version control], Miro, and more), tool administration, workflow development, workshops, and automated processes resulting in 3x improved operational efficiency as measured by stagnate tasks, time to complete epics, and total epics completed.
- **Defined product roadmap, including strategic and required resource timelines,** resulting in hiring plan with defined triggers, pre-planned Job Descriptions, role expectations, and support requirements, including time commitments that would be required from current staff to onboard new hires to budget into the current schedule.
- **Implemented KPI / metrics** to drive decision making **in both product and process** through the analysis and identification of trends resulting in streamlining data dissemination and comprehension across organization.

Principal Technical Program Manager | Kinoo－Mountain View, CA *(Remote)*   04/2020 – 02/2022

- **Orchestrated the end-to-end program management** of Kinoo's Gaming/Communication AR platform (Software Application, Hardware, Integration, Customer Support, Analytics, Marketing & Sale, and more), aligning with strategic business goals, and ensuring operational efficiency from initial product prototype to post-launch. Resulting in a successful product launch and winning the 2022 CES innovation award.
- **Managed cross-functional teams** (Design, UX, Software, Mechanical, Electrical Engineering, producers, business analytics, and more), diverse stakeholders, and partner / business relationships. Resulting in **facilitating clear and proactive information flow** between development teams and stakeholders, acting as a key member of **content development, resource management, scheduling, and definitions of deliverables and success metrics**.
- Identified **risks and dependencies, implementing mitigation strategies** to maintain project timelines and quality standards, including the early identification of resource constraints, requirements, and timelines resulting in the accurate prediction of the product launch window.
- **Developed best practices for project execution, and management strategies**, by creating central repositories for data, naming standards, project scheduling standards, product roll up and project level dashboards, project kickoff templates, launch/release punch lists, build environments, and product development templates resulting in **30%+ reduced planning time** for new initiatives, **improved estimations** (time, budget, and resources), and a **100% success rate in product launches and release updates**.

Co-Founder & Program Manager | 8 Circuit Studio – San Jose, CA (Remote)   04/2017 – 03/2020

- Led the vision, defining new products, for the ecosystem of Web3 and blockchain technology integration into gaming, managing the project lifecycle from concept to launch and into post release, verifying that product was aligning with strategic company goals.
- Collaborated with development, platform, and product teams to deliver innovative gaming experiences, fostering cross-functional, and external partnerships while driving operational execution and fostering continuous improvement to the development cycle.
- Engaged with technical and non-technical stakeholders, effectively communicating project status and aligning resources with strategic priorities in marketing, web development, customer service, user experience testing, and social media.
- Developed comprehensive product software requirements, roadmap, user stories, and schedule.
- Instrumental in content development, including conducting extensive interviews, polls, and testing of paper, prototype, and alpha/beta content with end users, passionately ensuring our product delivered high quality experiences.
- Charted the roadmap for future business endeavors, based on industry trends, and focusing on B2B and B2C opportunities to maximize growth and profitability.

- Built and developed business relationships with partner organizations, understanding their needs by defining requirements, integration points, potential future opportunities, as well as estimates, proposals, and statements of work.

Director of Engineering Services - Mobile & Social Game Development | Kabam – San Francisco, CA   04/2010 – 01/2012

- Oversaw the management and establishment of all service departments in support of the creation, launch and ongoing maintenance of social and mobile game titles, leading strategic initiatives that aligned with business goals and operational efficiency.
- Pioneered agile methodology adoption, enhancing product development processes and cross-team communication.
- Directed the establishment of Build & Release and automation teams, improving release frequency and stability.
- Led the Quality Assurance and Usability Testing departments, establishing Alpha and Beta testing programs in both pre and post-release games, ensuring product exceeded customer expectations at launch and in post launch releases.
- Streamlined operational processes, significantly improving efficiency and product quality.

Director, Software Engineering Services | Livescribe – Oakland, CA   05/2012 – 02/2015

- Pioneered agile methodology adoption, enhancing product development processes and cross-team communication for timely delivery of software releases, while applying hybrid (waterfall) methodologies to hardware development, and ensuring compatibility in cross departmental deliveries between hardware and software.
- Directed the establishment of Build & Release and automation teams, improving release frequency and stability while managing live operations.
- Cultivated productive relationships with internal and external partners, including licensors, to support the strategic release of products.
- Developed a vision for product improvement, selling the concept to key stakeholders. Crafted comprehensive feature descriptions, requirements, user stories, and task documentation for successful implementation.
- Collected internal customer requirements and applied Agile frameworks, leveraging tools like JIRA, Confluence, and Trello. Streamlined system flow, obtained stakeholder buy-off, and collaborated to design and implement the product.
- Revolutionized the estimating process by introducing standardized workflows, resulting in production improvements, and enhancing communication.

Project Manager – Video on Demand | Verizon – San Jose, CA   10/2015 – 03/2017

- Unified cross-departmental efforts of 250+ employees across five departments and two business units to enhance Verizon's IPTV service, and delivering content for their mobile social entertainment media application, broadening consumer offerings.
- Managed the software development lifecycle for multiple projects and across multiple teams, ensuring adherence to best practices from pre-production to post-launch.
- Drove operational improvements and efficiency, reducing costs and streamlining workflows through the adoption of agile methodologies and implementation of agile triggers in hybrid development environments.

Education & Professional Development

BACHELOR OF APPLIED SCIENCE, COMPUTING & SOFTWARE SYSTEMS | UNIVERSITY OF WASHINGTON – Bothell, WA

BACHELOR OF ARTS, POLITICAL SCIENCE & INTERNATIONAL RELATIONS | UNIVERSITY OF WASHINGTON – Seattle, WA

Certifications:
Project Management Professional (PMP), Project Management Institute
Certified Scrum Master (CSM), Scrum Alliance
Certified Scrum Product Owner (CSPO), Scrum Alliance
Product Management, Skillsoft
NLP Master Practitioner, NLP Institute of California
NLP Training Certification, NLP Institute of California