

Experience Summary

Product delivery, partner management, design strategy, and successful definition/execution of small to large, cross-functional programs/projects/applications/solutions involving partner Fortune 100 Global corporations

- +12 year acumen in product delivery, project management, product management, & technical design
- +10 year consulting and partner engagement acumen including OEM/ODM/TPV engagements
- +10 year development and commercialization of new products and services with P&L responsibilities
- +10 year creation, growth, and development of new organizational groups and structures cross-discipline
- +12 year communication and presentation skills across organizational structures including CxO levels

Skill Set

Functional & Technical Specifications; UI Design/Mockups (HIP, UCD, Contextual Design, & Wire-frame Modeling); PLM with New Product Development (NPD including SWOT, Ideation, IP, POCs, & Commercialization); Business Process Modeling (BPM including Use Case & Activity/UML Diagrams); Object Oriented Analysis & Design (OOA, OOD including MVC & REST principles); Entity Relationship Modeling (ERM including ERD, Data Dictionary, XML Schema, & SQL); API Mapping & Integration to ERPs (SAP & BO SI); Source Mgmt & IDEs (TFS, VSS, Xcode, TextWrangler, Espresso, Visual Studio); Bug /Defect Tracking & Triage (JIRA, RAID, Product Studio); SDLC (Waterfall, Agile, Scrum, & RUP); PMBOK; SLAs; OLAs; TPV Mgmt; FTE Mgmt; RFPs; RFIs; RFQs; CAPEX & OPEX Budget & Reporting; Position Papers; White Papers; Knowledge of Mobile & Cloud paradigms/design (RIA, SOA, CSS, HTML5, PHP, Twitter Bootstrap, Amazon E3 & AWS); MS Office Suite; MS Project & Project Server; SharePoint

Work History

Spring Wireless | Plano TX | Director of Solution Consultancy | March 2010 – Present - Product & strategy delivery owner of SaaS and Mobile Solutions to Fortune 500 clients. Responsibilities include:

- Global Product Delivery Mgmt. of SaaS & SOA solutions across multiple vertical business clients (CPG, Finance)
- Management and review of new features and customization of existing products (Functional & Technical)
- Recruitment and definition for Consultancy Services practice for US operation (+15 FTE)
- Multi-discipline HR Management for local and international resources (Development and Consultancy)
- Definition of strategy and best practices across development, testing, and consultancy organizations
- Budgetary responsibilities across systems delivery projects and regional P&L (CAPEX, OPEX)
- Ideation and product roadmap participation cross-platform (iOS, Windows Mobile, Android)

Microsoft Corporation | Redmond WA | Principal Group Program Manager | January 2000 – December 2009 -

Product delivery owner of device and feature portfolio for multiple consumer focused devices in Windows Mobile Division. Responsibilities and achievements across Mobile and SaaS delivery models included:

- Staff Management and Recruiting:
 - Managed +14 FTE person team for OEM product delivery portfolio across 12 concurrent projects
 - Responsible for HR performance management review models mapped to multi-million dollar budget
 - Built +21 resource product delivery team, recruiting cross-discipline, for development partnerships
- Delivery and Program Management:
 - Delivered the fastest selling Windows Mobile Smartphone, over a million units sold in less than year
 - Drove and defined partner management strategies including portfolio scope for OEM partner achieving 84% requirement acceptance into a mobile platform
 - Defined and delivered a text analysis platform delivered 11 cross-platform SKUs (Windows Vista, Hotmail, Encarta, MSN, and Microsoft Office)
 - Defined and deployed an online registration service, rehabilitating a failed project to a system that handled 30K logged-in users within the first minute of go-live
 - Managed, reviewed, and actively contributed to the creation of multiple technical and functional designs, models, and schedules, cross platform (embedded, client, server, & services)
- Partner and Strategy Management:
 - Defined best practice frameworks for OEMs achieving partner approval 60 days from inception

- Prepared/Presented proposals to development partners (e.g. VZW, ATT, Vodafone, Motorola) for multiple specialized devices, user experiences, and feature sets, across 21 projects
- Managed thousands of partner development support requests monthly
- Managed partnerships with international teams including Seoul, Taiwan, Dublin, and Beijing for requirements, designs, strategy, resource management, and deliverables for multiple projects
- Innovation and Product Management:
 - Managed and facilitated 5 new team patents over 24 months. Created 3 patents directly.
 - 2007 | Received U.S. Patent for Alphanumeric Vanity Dialing
 - 2005 | Received U.S. Patent for Componentized Text Analysis Platform
 - 2004 | Received U.S. Patent for Lexical Services Platform API
- Honors and Awards:
 - 2009 | Microsoft VP Award and Bonus Recipient for Management Excellence
 - 2007 | Promoted to Principal Level Leadership Position
 - 2005 | Selected for Microsoft Leadership Training Program
 - 2003 | Microsoft VP Award and Bonus Recipient for Technical Leadership
 - 2002 | Microsoft VP Award "Living the Values | Cross-Group Collaboration"

Alltel Information Services | Little Rock AR | Group Manager | February 1998 - January 2000 - Product delivery owner of enterprise web portfolio within the Financial Services Division. Responsibilities and achievements across enterprise and web delivery models included:

- Managed and led a cross-functional virtual team of over 25 resources dispersed over 4 geographic regions
- Managed \$2.4 million HR budget, responsible for application development, interface development, enterprise process definition, technical design, and production implementation of SOA portfolio
- Acted as principal in creating and implementing new PMO organization (Group Information Office)
- Deployed application portal aggregating multiple web applications (CRM, Sales Force Automation, and BI)
- Realized approximately \$2.5 million incremental cost savings and reduced TCO by 50% YoY

Coopers and Lybrand | Fort Worth TX | Project Analyst | May 1997 - February 1998 - Project Support responsibilities across internal and external clients with emphasis on Lotus Notes

- Participated on the Training Committee for Tax Partners and Senior Managers for proprietary software
- Managed and maintained implementations of Lotus Notes for regional offices and client locations

Bell Helicopter Textron | Fort Worth TX | Project Lead Consultant | October 1996 - May 1997 - Provided Consultancy and Advisory Services responsibilities, defining market strategies. Responsibilities included:

- Successfully bid and accepted consulting contract with Bell Helicopter Textron assuming responsibility as Project Manager leading a team of 4 resources
- Researched existing branding and market position to define customer analysis for market segmentation
- Designed a buyer profile for a 4.1 million-dollar product for Executive Management

Education

- George Washington University | School of Business | <http://business.gwu.edu/grad/mspm/>
Masters of Science, Project Management - (GPA 3.8) Graduated Fall 2005
- Texas Christian University | Neeley School of Business | <http://www.neeley.tcu.edu/>
(MBA) Masters of Business Administration - Dual Concentration: Management Information Systems (MIS) and Decision Analysis (GPA 3.5) - Graduated Spring 1997 | Texas Graduate Information Services Scholarship Award Recipient
- University of Freiburg | Partner School Initiative | <http://www.uni-freiburg.de/>
Global Economics Program - TCU MBA Global Initiatives Network
- Texas Christian University | <http://www.tcu.edu/>
Bachelor of Science, Concentration: Comparative Statistical Analysis - Graduated Summer 1993