

KEVIN MEDEIROS

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Professional Summary

Product Manager with 15+ years experience in software engineering and product management with ERP systems. Looking to help a great company elevate their software to the next level. Demonstrated success in handling the full product development lifecycle with an efficiency-driven approach. Record of improving product diversity and innovating unique designs and approaches.

Skills

- Roadmaps
- Communication
- Teamwork / Collaboration
- Product management
- Market Research
- Budgeting
- Brand Building
- Product development
- Project Management
- Product Life Cycle

Work History

Product Manager

Davisware, LLC

Aug 2019 - Mar 2020
Woburn, Massachusetts

- Worked with stakeholders, development and UX to create and maintain a product roadmap for the for to different products
- Acted as the voice of the customer when working with internal stakeholders
- Liaised with sales and marketing team to collect customer feedback, incorporating into subsequent production runs and development lifecycles
- Created best practices for using Aha! for the product management team
- Created links between Jira, Desk, Salesforce and Aha! to allow all teams to be on the same page
- Maintained the backlog for two products including both new features and defects
- Trained the support staff on how to better troubleshoot software products to reduce development time and provide quicker updates to the customer
- Coordinated design meetings and decisions across three internal departments and teams
- Wrote product documentation to communicate and align key components of upcoming features and products to internal teams
- Reviewed sales, customer concerns and new opportunities to drive business strategy at weekly planning sessions

Lead Software Engineer

Davisware, INC.

Oct 2017 - Aug 2019
Woburn, MA

- Lead a team of 6 engineers to develop a Xamarin app to support one of our ERP solutions
- Designed and documented all features of the app
- Optimized code to reduce load times from 5 minutes to under 5 seconds in the Xamarin app
- Redesigned the app based on stockholder feedback to better server end users
- Orchestrated efficient large-scale software deployments, including testing features and correcting code

Senior Software Engineer

Intac International, Inc

Jan 2010 - Oct 2017
Woburn, MA

- Established guidelines for the engineering department
- Set standards in place to make for a more efficient and cohesive team

- Since MS Access code cannot be directly used in GitHub, I created a program that allowed us to use GitHub for source control and setup code reviews
- Lead a team of 8 developers to change Wintac from an Access backend to a MSSQL backend
- Worked with the engineering and management to create and maintain timelines
- Helped management find a third party to speed up the conversion process
- Met with management weekly to give full reports on the progress of the conversion and updated timelines as necessary
- Set up specific tasks for my team which allowed for clear communication between my team, me, and management
- Helped create and maintain a C# dll that was utilized by Wintac for a variety of tasks, This dll was originally designed to fix a long running bug for customers improperly closing our program. It has been added to now to work with the GoogleMaps API and also work with Dispatch.me
- Integrated with Google Analytics to get a better insight into customer usage of the product

Software Engineer

Jun 2004 - Dec 2009

Intac International, Inc

- Designed and programmed our Wintac Web Portal App and Wintac Web Portal that integrates with our flagship program Wintac. PhoneGap was used for the front end while VB.NET was utilized for the backend API. I worked with a team of three people in India and was the lead
- Worked with 3rd party vendors to integrate into our system. These include TomTom, Callahan Roach, Dispatch.me, Whozzcalling, and OpenEdge. With TomTom, Whozzcalling, and Openedge I was the lead developer
- Created a dynamic import utility that allowed our customers to import data from any major credit card company. This utility will take a file in any format, display the data to the user, and allow the user where to map the data
- Designed, implemented, and maintained our knowledge and bug database. Written in VB.NET and used from 2006 until 2012
- Designed and implemented over 50 new features for each release of Wintac
- Created a new GUI for Wintac to make it look like a web based application. This updated interface also allowed for widescreen monitors which previously Wintac did not support
- Created Jettra, a dispatching program that links to QuickBooks. I was the lead programmer on this project and had two other programmers under my supervision
- Talked to potential customers about their needs and provided them with a quote to ensure Wintac would meet their needs
- Provided escalated customer support for customers who were unhappy and wanted to return the software
- Over 90% of the customers who I spoke with stayed with the software
- Researched and implemented a new phone system for the company. We were using a web based VOIP system which would drop calls on a daily basis. Presented three possibilities to the board and guided them to select the correct fit for us. We went from having 1-10 dropped calls a day to 1-2 a month

Education

Bachelor of Science: Computer Science

Franklin Pierce University

2004

Rindge, NH