
PROVEN EXECUTIVE DIRECTOR | HELPING COMPANIES TRANSLATE BUSINESS GOALS TO REALITY

Innovation-driven technical leader with 26+ years of experience in developing leading edge products for tech industry leaders, including first-to-market initiatives. Rooted in R&D, able to communicate/distill complex concepts with customers, sales, marketing and C-Levels. Collaborative approach that unites all organizational levels in creating technology infrastructure. Build strong relationships with global, multiple-site teams, customers and vendors. Proven track record of building products/solutions that drive customer value and revenue.

- Improved product sales significantly through development of 19 major software releases, 140+ features, 5 mobile apps, and 36 NPIs.
- 6 company awards, 1 patent and multiple transitional patents.

SKILLS

^Leadership, Mentor, Team Player ^Creative Thinking ^Problem Solver, Customer Empathy, Collaboration ^Communication(Verbal-Written) ^Time Management ^Adaptability ^Project Management ^Interpersonal Skills ^Product Development ^Strategic Planning ^Systematic Process Development ^Vendor Management ^Product Validation ^Organization/Note-Taking ^Business Case Analysis, Research

TECHNICAL SKILLS

^Public/Private Cloud (AWS) ^Security Concepts ^Android/iOS Development ^IP Protocols ^HL7 ^HIPAA ^Atlassian Suite ^Microsoft Office Suite ^Google Suite ^C ^C++ ^Java ^Python ^SQL ^CRM ^SAP ^Harman AV certified ^CI/CD ^Agile/Scrum Methodologies

EXPERIENCE

HARMAN INTERNATIONAL, INC – RICHARDSON, TX

SEPTEMBER 2018-PRESENT

GLOBAL EDUCATION SOLUTIONS MANAGER/AV PRODUCT MANAGER

Defined, prioritized and executed strategies for delivering AV solutions for the global Education market. Championed 8 new global products.

- Created business plans for bringing 8 new global AV products to market with a revenue of \$40M/Year. Led six product teams consisting of internal & external technical staff to deliver product featureset on budget and on schedule, including self-testing.
- Developed product roadmap, concepts, pricing, business cases for new solution/product development investments for K12 and Higher Ed. Working with BD/Sales team, maintained and/or exceeded quarterly goals. Increased margins with new pricing model.
- Collaborated closely with customers, creating empathy maps for user needs, translating to product gaps and integration/creation of new products. Exceeded revenue target 2 of 4 Qtrs. Created training video for teams to get to know new products for easy sale.
- Drove competitive analysis for product marketing messaging and product design. Zoom integration was an example outcome.
- Refined product marketing messaging through product updates, sales/marketing material, training and user documentation.
- Led cost and pricing analysis resulting in a 20% increase in product sales and increased margins.

PIECES – DALLAS, TX

JUNE 2016-SEPTEMBER 2018

DIRECTOR PRODUCT/PROJECT/TECHNOLOGY INNOVATION

Spearhead introduction of new business providing end-to-end reporting, prediction and discovery through hospital EMR systems and HUD compliant connected care coordination for homeless shelters. Championed team through company saving customer certification.

- Led Technology Team of 11 for 4 Products using agile methodologies. E2E: Requirements, Implementation, Validation, Support.
- Successfully launched new 3 new analytic data models, reducing hospital readmissions through new AWS SaaS based solution.
- Introduced new SDLC policies for increased compliance and E2E customer monitoring leading to increased awareness via SaaS.
- Introduced CI/CD approaches to all projects, one at time, gradually reducing the overall failure rate and increasing quality. Utilized GitHub and Atlassian Suite for documentation and customer ticket tracking.
- Led multiple NPIs and onboarding of new customers, including customer certification noted as “saving the company.”
- SQL and Java were the primary software programs used for the applications, where I instated code reviews and guidelines.

TANGO NETWORKS – FRISCO, TX

FEBRUARY 2013-DECEMBER 2015

DIRECTOR PRODUCT MANAGEMENT

Spearhead introduction of Business Messaging, Mobile App and Free-Range Wireless. Product strategy and roadmap. Sales Engineer for global sales team. Managed product portfolio. Managed SaaS operations.

- Brought Tango product to Cisco Solutions Plus & GPL. Integrated with Cisco HCS, Collaboration, Jabber, and BE6k/7k products.
- Successfully launched 3 new SaaS based business mobility products to market, increasing monthly revenue for Tango.
- Introduced Tango’s first mobile app for Android, iOS and BB, opening Tango to new markets through the use of “sandbox” envmt
- Delivered over 30 new product enhancements, throughout 3 major software releases, with a focus on moving the platform to a SaaS environment. Produced new Customer, Sales, Marketing and Product documentation per feature.
- Moved engineering team from waterfall to Agile, while introducing CI/CD methods to increase overall software quality.

- Grew number of customer engagements by more than 100% through website and new vendor relationships. Used GitHub and Atlassian to manage software and tickets. Java was the main programming language utilized.

METROPCS – RICHARDSON, TX

SEPTEMBER 2012-FEBRUARY 2013

SENIOR PRODUCT MANAGER/PROJECT MANAGER

Lead team as technical expert on first-to-market launch of Rich Communication Services (RCS) on 4G LTE and Voice over WiFi (VoWiFi). Served as liaison for third-party developers Mavenir, Genband, Acme Packet, Amdocs, Ericsson and Summit-Tech. Direct day-to-day activities of overall team of 30+ members, consisting of MetroPCS Operations/Engineering and third-party developers. Track project progress daily and report to CEO/CTO, determine and assign workflow requirements. Monitor multiple ongoing test activities, reviews, requirements, test plans, marketing and launch-related activities.

- Salvaged existing project weeks behind schedule; successfully launched 2 months from hire date, receiving promotion.
- Improved collaboration across operations, network, engineering and 6 third-party vendors through twice-daily meetings, test plans and owner identification for each area. Communication.
- Introduced new CI/CD test methodology for mobile app, reducing project delivery time and increasing customer CSAT.

GENBAND – PLANO, TX

FEBRUARY 2011-AUGUST 2012

SENIOR MANAGER PRODUCT MARKETING/SYSTEMS ENGINEER

Directed Network Optimization initiatives focusing on future strategies for Genband product portfolio. Provided training and marketing materials for sales team. Served as liaison to CEO, CTO and CMO. Participated in various trade shows, speaking engagements for focus groups. Performed Systems Engineering tasks for customer bids on entire product line to determine best fit, sizing and pricing; customers included Comcast Corp., Sprint-Nextel Corp., T-Mobile, MetroPCS, Frontier.

- Successfully launched 2 new products (DPI & Call Server) after partnering and acquisition of products.
- Produced assessment and cost analysis for building video across MGW and Call Server products, resulting in not proceeding with MGW and CallServer, but video side project with DPI.
- Increased new customer partnerships by 10% through webinar education, digital marketing and trade shows.
- Built DPI demonstration lab and sales demo unit at no cost to company by using spare parts, assisting sales team with an easy to use and visualize to customers the complexities and value of DPI.

ALCATEL-LUCENT/BELL LABS VENTURES – PLANO, TX

NOVEMBER 2006-FEBRUARY 2011

SENIOR SYSTEMS ENGINEER/ARCHITECT/SENIOR PRODUCT MANAGER/SYSTEMS ENGINEER

Assigned to build a compact, self-contained cellular network-in-a-box enabling a secure emergency network for real-time mission-critical voice, video, data and sensor communications at any location. Served as SME on Security, OA&M/FCAPS, Network, WiFi Mesh, and Cellular.

- Introduced 25 new features, working with 50 engineers, leading to 10 customer Proof of Concepts leading to new revenue.
- Conceived and produced via third party, video game training to increase Sales/Engineering acceptance training.
- Improved overall product network and security standards for evaluation by 5 U.S. government/DoD entities.

As a Senior Product Manager, defined requirements for new features, managing software stream, interface into Genband design, test, support, PLM, and documentation. Led customer and internal training. Collaborated with regional account teams on RFX responses, bids and feature activity, customer updates on product roadmap and features. Designed/managed BU website.

- Built a security lab at zero cost from unused equipment to address customer security requirements. Saved company millions of dollars, eliminating need for costly external provider. Lab led to product changes to address deficiencies.
- Introduced over 35 new product features, working through 500 global engineers, leading to an increase in sales.
- Eliminated 4 MGW models, saving company millions of dollars in development costs, receiving Star Award.
- Improved MGW and IMS capabilities through feature enhancements and vendor relationship improving end sales.

NORTEL NETWORKS – RICHARDSON, TX

JULY 1994-NOVEMBER 2006

PRODUCT MANAGER/DESIGN MANAGER

- Saved business unit \$6M+ and \$2M on separate projects, enabling company to retain customer's business.
- Introduced over 15 new product features working through 500+ member engineering team.
- Eliminated unnecessary UMA solution via business case analysis, saving company millions in development costs.
- Optimized network IP core through internal and external vendor partners, increasing product competitiveness.
- Delivered high profile WPS project with local and offshore team on accelerated schedule, expanding training program. Exceeded project timeline by delivering ahead of schedule, allowing both internal and external customer early access.
- Delivered first-of-its-kind Lawful Intercept solution for VoIP into standards body, completing project ahead of schedule.
- Delivered and developed first nomadic location information solution for VoIP/911 calls, increasing product sales.
- Awarded patent "Address Translation Change Identification", (No. 6,993,595 B1); Co-authored additional patents.
- Introduced 25 features and 3 solutions over 5 releases through 12 local and 6 offshore teams.
- Delivered large-scale capacity project through 40-member, multi-site design team. Received Nortel Award.
- Delivered IS41 to GSM GW through offshore and 3rd party vendors. Received Nortel Award.

EDUCATION

B.S., Computer Science and Engineering – University of Texas at Arlington – Arlington, TX