

EXECUTIVE SUMMARY

Technical Product Owner and Software Engineering Leader with years of experience delivering enterprise software, cloud platforms, SaaS products, and large-scale database solutions. Proven ability to translate complex business requirements into technical solutions while leading cross-functional Agile teams from concept through production.

Extensive experience partnering with customers, executives, developers, architects, DBAs, and QA organizations to define product strategy, and deliver high-quality software. Strong technical background in software development, SQL databases, automation, and enterprise applications enables effective communication between business stakeholders and engineering teams.

Product Leadership

- Technical Product Ownership
- Stakeholder Management
- Product Strategy
- Business Processes
- Sprint Planning
- Backlog Prioritization
- Requirements Analysis
- User Stories / Acceptance Criteria

Leadership

- Engineering Management
 - Cross-functional Leadership
 - Team Building
 - Executive Communication
 - Technical Leadership
 - Vendor & Client Collaboration
 - Process Improvement
 - Organizational Scaling
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PROFESSIONAL EXPERIENCE**Targetbase - Senior Technical Product Owner** 2019 – Present

Serve as Technical Product Owner /Subject Matter Expert for multiple software products supporting enterprise marketing solutions.

- Partner with customers, client services, and stakeholders to gather, refine, and prioritize business requirements. Define business processes and strategies
 - Translate customer objectives and business features into detailed user requirements, technical requirements, database design, user stories, and acceptance criteria.
 - Manage Development teams on/off shore
 - Lead backlog prioritization, sprint planning, and Agile product delivery.
 - Coordinate development efforts across software engineers, DBAs, QA, and business teams.
 - Facilitate communication between technical and non-technical stakeholders to ensure alignment throughout the development lifecycle.
 - Define testing strategy, success criteria, and product validation with customers.
 - Research production issues, identify technical solutions, and prioritize enhancements.
 - Ensure delivered functionality satisfies both business and technical objectives.
 - Utilizing AI for large dataset analysis, documentation. Wrote simple ChatGPT API integration.
 - Wrote an internal web platform hosting utilizing PHP / SQL for reporting and search tools
 - Defining new requirements, functionality and features, researching issues and prioritizing backlogs,
 - Technical design, database design, writing SQL, verifying database functionality
 - Implemented Adobe Cloud web pages with AMP Script
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ATOS - Senior QA Test Analyst / Automation 2018 – 2019

Led quality engineering for enterprise cloud provisioning systems integrating ServiceNow.

- Designed automation validating Windows and Linux virtual machine deployments.
- Redefined the JIRA process to improve software development process flow.
- Process Improvements with Agile workflows.
- Automated the verification of VMs after creation to automatically verify installation of software, Domains, Firewall Rules, IP Addresses, etc, across Windows and Linux platforms.

Armor - Software Quality Manager 2016 – 2017

Managed Quality Engineering teams supporting enterprise cloud security platforms.

- Led multiple Agile Software Quality engineering teams.
- Built custom automation framework to significantly improving testing efficiency.
- Automated VM ordering, creation, and verification. Saving testing time and increasing quality.
- Improved release quality through automation and process improvements.
- Hired, mentored, and developed Software Quality Engineers.
- Partnered closely with Product Management and Engineering leadership.

IBM / SoftLayer - Software Quality Manager 2013 – 2016

Managed global Quality Engineering organization supporting one of the world's largest cloud infrastructure platforms.

- Managed 20+ Quality Engineers.
- Defined software processes and testing strategies
- Developed automation platform.
- Improved software release readiness across multiple engineering organizations.
- Established engineering standards and quality processes.
- Collaborated directly with Product Management and executive leadership.
- Hired, mentored, and developed Software Quality Engineers.

Dynatron Software - 2004 – 2013

Directed and developed software platform for an automotive analytics platform.

- Defined product architecture and technical direction, implemented database and code.
- Designed enterprise ETL platform processing dealership data nationwide.
- Built automated reporting, auditing, and data validation systems.
- Managed engineering organization, hiring, and project delivery.
- Developed scalable Website / SQL Server database architecture supporting hundreds of customers.

Other Experience: Software Quality Engineer / Software Process / Software Testing:

- Zix Corporation, iSoft Corporation, i2 Technologies, Texas Instruments

Technical Product Owner • Web Development • Database Design • SQL • APIs • PHP • ServiceNow • HTML • SaaS • Automation • SQL Server • MySQL • IIS • Bash • **Cloud** • AWS • Azure • Jira • Confluence • MS DevOps • Contentful • Visual Studio • ChatGPT • Gemini • Adobe Analytics • Adobe Launch • Adobe Cloud Pages
