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Summary

Product/Program Management Professional with 10 years experience in the wireless and wireline industry with specific emphasis on software and tools that enable companies like AT&T Wireless, Level (3), Vonage, Time Warner Telecom, and Sprint.

Management Skills

Product Management: Product pricing, roadmaps, competitive analysis, product requirements, product marketing, sales strategy, business-to-business products/services, business-to-consumer products/services, and the software development life cycle

Program Management: Project planning, project execution, contingency planning, waterfall methodology, agile methodology

Work Experience

2008 -
2009

Speakeasy, Inc.

Sr. Product Market Manager, Consumer Services (10/08 - 3/09). Define feature and product priorities for the newly launched Speakeasy Voice service, present roadmap to development and executive teams, and act as the Product Owner in the agile development processes.

- Through targeted promotions and events, successfully launched a new calling plan that represented 40% of monthly sales
- Modified messaging and pricing resulting in a doubling of subscriber counts in two months
- Provided leadership to a team of 35 development and engineering resources to develop unique mobile integration features not found in competing products

Environment: VoIP, wireless technologies, agile software development, product management

2007 -
2008

Strata8 Networks, Inc

Product Marketing Manager (10/07 – 10/08). Provided strategic and tactical leadership in this new cellular startup by defining product requirements, creating a product development gate process, and by steering technology and service architecture decisions.

- Started "State of the Market" presentations for the management team to understand competition and to steer early roadmap decisions
- Recommended and implemented vendor solutions resulting in operational cost savings and greater efficiency
- Identified and initiated targeted channel relationships resulting in a strong reseller in the education vertical

Environment: wireless technologies, CDMA infrastructure elements, IMS components and methodologies, product management, marketing, program management.

2007 -
2007

T-Mobile USA

Senior Product Manager, Wholesale (5/07 – 10/07). Provided management recommendations for service direction, pricing, and internal positioning related to the T-Mobile Wholesale (MVNO) and Roaming business.

- Implemented a process for operations to handle extreme roamers, resulting in extensive cost savings to the company

- Analyzed and presented vendor solutions that would create a better roaming experience and make roaming partnerships with other carriers less costly
- Advocated for company positions in industry forums and associations resulting in greater protection of revenue and integration standards
- Saw that requests and contractual obligations to wholesale partners were met resulting in more traffic being sent to the T-Mobile network

Environment: Wireless technologies, GSM roaming infrastructure elements, MVNO and carrier technical integrations, product management, marketing, program management.

2005 -
2007

TeleCommunication Systems, Inc.

Product Manager, VoIP (10/05 – 5/07). Provided leadership for product, marketing, and sales strategy across all aspects of the organization as it relates to the TCS VoIP E9-1-1 Service.

- Successfully took a version 1.0 product and increased feature breadth attracting many traditional carriers in wireline and cable - the expanded features won industry awards in 2007 and 2008
- Identified and implemented a channel partner program to expand the target market to smaller service providers through partners resulting in increased revenue with lower implementation costs
- Patented, marketed, and evangelized at industry meetings a multifunction platform to provide both E911 and LBS services resulting in two industry awards in 2006 and one in 2007
- Successfully expanded product set to attract public safety organizations and increase revenue and market appeal

Project Manager, New Service Introduction (3/05 – 10/05). Provided subject matter expertise on new releases and new technology implementations for operational teams for the TCS VoIP E9-1-1 Service. Was a key player in development of processes and organizational structure in support of the nationwide deployment required by the FCC for VoIP providers.

- Managed the team responsible for implementing E911 for Vonage resulting in the very first VoIP E911 in the country
- Successfully managed contract negotiations with a large cellular carrier resulting in a multi-year, high dollar signed contract for services

Environment: Wireless and VoIP Technologies, 9-1-1 infrastructure elements, Local Exchange Carrier infrastructure, Public Safety Answering Position equipment, WAN, WLAN, product management, marketing, program management.

2002 -
2005

IS Domain, Inc.

Project Manager and Technical Consultant (1/04 – 3/05). Provided all around project management leadership for project teams to ensure successful revenue generating projects. Manage RFP response teams successfully to help build the business.

WiFi Operations Manager at AT&T Wireless (4/03 – 1/04). Provided service life-cycle support management for AT&T Wireless Wi-Fi service. Provided technical and managerial expertise in the definition and operation of the service.

- Successfully implemented new policies for greater cooperation between operations and product teams resulting in lower costs and less churn during new releases
- Prime point of contact for partner issues and service update requests resulting in greater overall communications with other providers

Project Manager and Engineer (9/02 – 4/03). Provided Project Management and System Engineering expertise for a gateway software product in the wireless and wireline markets. Created materials and provided training and sales presentation for new and existing customers.

Environment: Quintessent software (ASR, LSR, Pic/Care, E911, LIDB), WAN, LAN, SAN, Sun Solaris, Sun hardware, Windows NT, Windows 2000, Windows XP, VPN, Microsoft Office applications, Wireless Technologies, Broadhop customer account management, Chameleon secure connections, Asterisk VoIP PBX, Linux, WAN, WLAN, Java and Perl development environment, CM environment, and team collaboration tools (wiki)

1998 -
2002

Quintessent Communications, Inc.

Lead Customer Support (4/01 – 4/02). Provided supervisory expertise for a group of five Support Engineers.

Lead Application Administrator (11/99 – 4/01). Provided leadership expertise for a team of five people including System Administrator, Database Administrator, Application Administrator, Customer Support Engineer, and Network Engineer in support of the Quintessent Application Service Provider (ASP) environment.

- Built and managed a team from the ground up responsible for expanding into a hosted service environment, adding five new customers, and adding considerable value to the company resulting in eventual acquisition of this portion of the business

Customer Support Analyst (9/98 – 11/99). Provided first line support for the Quintessent applications supporting the business functions of wireless and wireline companies.

Environment: Quintessent software (ASR, LSR, Pic/Care, E911, LIDB), WAN, LAN, Sun Solaris, Sun hardware, Windows NT, VPN, Microsoft Office applications

1998 -
1998

University of Washington

Technical Support, University of Washington (7/98 – 9/98). Maintained and supported a small NT network, supported the daily operation and backup systems for two administrative offices in the Office of Research.

1997 -
1998

Walla Walla College

Contract Teacher, General Physics Lab (9/97 – 6/98). Full responsibility for teaching two sections of General Physics Lab as well as helping to set lab content and grading policies. Also responsible for discipline policies in my classroom.

Education

3/98 – B.S. Degree in Physics with minors in Math and Environmental Science

Achievements

1998	Recipient of employee recognition award – Quintessential Performance Award
2003	Recipient of MMS Operations Contractor of Excellence Award
2006	TMC Product of the Year Awards for LivewirE911 and LivewireLBS
2007	APCO's Hot Product of the Year Award for LivewirE911
2008	Agile Boot Camp Training