Jeremy McKenzie | Woodinville, WA | (206) 973-3836 | LinkedIn | hire@jeremymckenzie.com

# Jeremy McKenzie _____

*Innovation, Passion, and Agility*

## Award Winning Technical Program Manager

Resourceful senior technical program manager and product owner that is recognized for innovation, building morale, and creating highly efficient processes to support cross-team collaboration. Uses successful, expert skills in program management, user-centered design, software engineering, and architecture to deliver complex platform and SaaS projects throughout the SDLC. Known for crafting and driving award winning products and solutions by solving problems for people, processes, and software and by finding ways to delight end users and stakeholders.

## Skills

Product Owner | Agile (SAFe, Scrum) | Program management | Stakeholder management | Risk & Dependency management | Documentation & Tracking (Azure DevOps, Rally, JIRA, Confluence, MS Project, MS Office) | Roadmaps (Aha!) | Cloud (AWS, Azure, GCP) | SaaS | PaaS | E-commerce | Mobile | Digital Transformation | UX Design & Prototyping (Figma, Axure) | Architecture (Visio, EA) | Data Streaming (Kafka, Event Hub) | Microservices | APIs | JSON | React.js | Vue.js | Angular | Salesforce | AEM | HTML5 | Java | JSP | .NET | PHP | ASP

## Experience

**Accenture**, Seattle, WA                                                                                          06.2015 – 02.2023
**Senior Manager - Program and Project Management – Engineering & Delivery Excellence**
Responsible for leading multiple teams to deliver solutions (especially digital platforms) for high profile clients.
- Principal Technical Product Manager for a major retailer's campaign management and an order status visibility tool to provide accurate and real-time details on where orders' line items are in the order lifecycle.
- Senior Technical Product Owner for a major health insurance data hub that streams data with high performance and zero trust to ensure security and accuracy.
- Delivery lead for Accenture CIO to lead ideation, product development, and data ETL for enhancing the tools that all Accenture employees use to manage their identity and match people to the right projects.
- Functional lead for Accenture's Omni-Channel Platform where I led design, development, featured prioritization, and product demonstrations for international clients to enable the digital transformation of their e-commerce and account management for customers and reps on web and mobile devices.
- End to End PM at a major telecom integrating frontend with middleware and backend systems.
- Operated on Scaled Agile Framework (SAFe) as a Product Owner.
- Mentored business analysts and product owners as my deliveries are recognized as the "gold standard".
- Created efficient tools and processes for project status, front-end validation, and web accessibility.

**Flock Mobile LLC**, Woodinville, WA                                                                         04.2014 – 06.2015
**Independent Consultant for Mobile Products**
As a freelance TPM, I led UX & Development teams throughout the product development lifecycle while implementing data-driven strategy and best practices.
- Product Owner at a major telecom for creating an immense omni-channel platform using Scaled Agile Framework (SAFe).
- Product Realization Manager at AT&T Mobility (via Broadpoint Group), for a new, stealth AT&T mobile experience involving big data, analytics, and a snappy user interface.

**Garrigan Lyman Group (GLG)**, Seattle, WA                                                               07.2012 – 04.2014
**Technical Delivery Manager**
As a Technical Product Owner role, I managed the design and development of client projects.
- Technical Product Owner for GLG's Channel Marketing SaaS Platform from inception to release (along with other side projects).
- Resident expert in online video technologies, mobile technology, and Agile methodology tools.
- Managed development for many high-profile, e-commerce responsive web design projects.

To read what others think of me, visit https://jeremymckenzie.com/reputation.

## Other Relevant Experience

**AT&T Mobility (via Yoh)**, Redmond, WA | **Product Realization Manager, AppCenter Evolution**
- Used pure Scrum to manage the design and frontend development of AT&T's mobile web app which was designed to showcase Android apps and Web Apps using the slickest user interface possible.

**Medio Systems**, Seattle, WA | **Senior Technical Program Manager, Customer Solutions**
- Medio Managed the development, porting, and redesign of T-Mobile's Web2Go Portal across all devices on T-Mobile's network, which increased tens of millions of users per month (174,473% growth).
- Managed Medio's analytic products and integration into T-Mobile's mobile storefront and portal in order to create engaging mobile interfaces that recommend apps, news feeds, and media.

**AT&T Mobility (via Yoh)**, Redmond, WA | **Product Realization Manager, Media Mall 2.0 Client**
- Managed and designed media and application/game storefronts that install on mobile devices (such as the feature-rich Media Mall 2.0 client), thereby enabling millions of mobile phone users to preview, purchase, and manage Games, Apps, Ringtones, Wallpapers, Answer Tones, etc.
- Worked with third party vendors (QPass/Amdocs, Ericsson, Motricity & UI Evolution) to incorporate multiple web services into one system that works on over 100 mobile devices.

**Action Engine Corporation**, Bellevue, WA | **Senior Program Manager, Applications**
- Managed the design, schedule, development, testing, and deployment of mobile applications running on Windows Mobile, MIDP, BREW, and RIM devices.
- Managed creation of mobile applications for big brands such as AOL, MTV, and Myspace.

**WhitePages.com Inc.**, Seattle, WA | **Program Manager, Premium Services and Account Services**
- Used Scrum to manage five projects simultaneously from vision to deployment to maintenance, including the Premium version which includes their first B2C e-commerce product.
- Created their online address book, which won WSA's 2005 Consumer Product of the Year.
- Created functional online demos of products for usability testing and exploring product direction.

**Voice Web Solutions, Inc.**, Seattle, WA | **Co-Founder, Software Developer, and VP of Marketing**
- Administered Voice Web Studio for developing SALT applications (over 24k downloads).
- Developed VANGUARD for transforming HTML and text documents into speech applications that are easily navigable over the phone (VOX 2002 Winner for Innovation).
- Responsible for GUI and VUI design, development, and testing.

## Education and Certifications

- Bachelor's Degree (BA) in English - University of Oregon
  - Emphasis in mathematics, philosophy, and journalism
- Certified in AWS, GCP, SAFe 4 Agile, HTML, Java, and VoiceXML
- Intensive workshops in: Usability (UX), Information Architecture (IA), and Identity 2.0

## Awards

- My **JukeStorm** idea won Accenture's Global Innovation Contest against 6,000 ideas.
- WhitePages.com's **Address Book** won CSA's Consumer Product of the Year.
- Voice Web Solution's **VANGUARD** won Top Six Innovative Products of VOX 2002.

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