### *Jeremy McKenzie\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***Innovation, Passion, and Agility***

# Dreamer and Driver of Award-Winning Products

* Over twenty years’ experience conceiving, managing, and directing innovative products for Telcos, interactive media agencies, large retailers, startups, and online companies such as Accenture, AT&T, T-Mobile, Google, Microsoft, Rick Steves Europe, MTV, AOL, WhitePages.com, and my own ventures
* Known for utilizing a rare combination of vision, thorough thinking, team building, technical skills, and communication to drive the creation of superb products from inception to completion
* Strong knowledge in omni-channel, ecommerce, retail, digital transformation, SaaS, PaaS, mobile technology, responsive design, online videos, usability, social, gaming, and Agile methodologies
* Award-winning products: my ‘JukeStorm’ idea won Accenture’s Global Innovation Contest 2019, WhitePages.com’s ‘Address Book’ won CSA’s Consumer Product of the Year, and Voice Web Solution’s ‘VANGUARD’ won Top Six Innovative Products of VOX 2002

# Professional Experience

## Senior Manager - Program and Project Management

*June ‘15 – February ‘23,* ***Accenture****, Seattle, WA*

* Principal Technical Product Manager for a major retailer’s order status visibility tool to provide accurate and near, real-time details on where an order and its line items are in the order lifecycle
* Senior Technical Product Owner for a major health insurance’s data hub that streams data with high performance and zero trust to ensure security and accuracy
* Delivery Lead for Accenture CIO to lead product development 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, feature prioritization, and product demonstrations for international clients to enable 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
* Product Owner at a major telecom for an immense project using Scaled Agile Framework (SAFe)
* Mentor to business analysts and product owners
* Creating efficient tools and processes for project status, front-end validation, and web accessibility

## Independent Consultant for Mobile Products

*April ‘14 – June ‘15,* ***Flock Mobile LLC****, Woodinville, WA*

* Product Owner at a ***major telecom (via Accenture)****, September ‘14 – June ‘15*, Product Owner at a major telecom for an immense omni-channel platform project using Scaled Agile Framework (SAFe)
* Product Realization Manager at ***AT&T Mobility (via Broadpoint Group)****, April ‘14 – August ‘14*, for a new, stealth AT&T mobile experience involving big data, analytics, and a snappy user interface

## Technical Delivery Manager

*July ‘12 – April ‘14,* ***Garrigan Lyman Group (GLG)****, Seattle, WA*

* As a Technical Product Owner role in an Agile team, I managed the development of 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, ecommerce responsive web design projects

## Product Realization Manager, AppCenter Evolution (features Android and Web Apps)

*July ‘11 – June ‘12,* ***AT&T Mobility (via Yoh)****, Redmond, WA*

* Used pure Scrum to manage the design and frontend development of AT&T’s mobile web app that was designed to showcase Android apps and Web Apps using the slickest user interface possible
* Incorporated social networking and ratings/reviews features with third party vendors

## Senior Technical Program Manager, Customer Solutions

*May ‘10 – July ‘11,* ***Medio Systems****, Seattle, WA*

* 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

## Product Realization Manager, MEdia Mall 2.0 Client

*Sept ‘08 – May ‘10,* ***AT&T Mobility (via Yoh)****, Redmond, WA*

* 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

## Senior Program Manager, Applications

*April ‘07 – June ‘08,* ***Action Engine Corporation****, Bellevue, WA*

* 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

## Program Manager, Premium Services and Account Services

*July ‘04 – Jan ‘07,* ***WhitePages.com Inc.****, Seattle, WA*

* Used Scrum to manage five projects simultaneously from vision to deployment to maintenance, including the Premium version which includes their first B2C ecommerce 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

## Co-Founder, Software Developer, and VP Marketing

*Nov ‘01 – Mar ‘06,* ***Voice Web Solutions, Inc.****, Seattle, WA*

* Managed and developed four speech application development tools, including:
  + Voice Web Studio for developing SALT applications (over 24k downloads)
  + 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
* Managed public relations, maintained the brand via print and online, and presented at conferences

# Languages and Tools

React.js, Vue.js, Kafka, AWS, Microservices, Elastic Search, Azure, Angular, HTML5, CSS, XML, JSON, AJAX, JavaScript, XSLT, VoiceXML, Java, JSP, .NET MVC, PHP, ASP, AEM, Figma, Aha!, Miro, Rally, JIRA, Confluence, MS Office, SharePoint, Visio, MS Project, Axure, Salesforce, Enterprise Architect, Spanish

# Education

* University of Oregon, 1998. BA English
  + Second study of emphasis in mathematics, philosophy, and journalism
* Certified in SAFe 4 Agile, HTML, Java, and VoiceXML
* Intensive workshops in Usability (UX), Information Architecture (IA), and Identity 2.0
* Lots of world travel, living abroad, and amazing conversations with people of all types

*~ To read what others think of me, visit* [www.JeremyMcKenzie.com/Reputation](http://www.jeremymckenzie.com/reputation)*. ~*