

Dreamer and Driver of Award-Winning Products

- Over sixteen years' experience conceiving, managing, and directing innovative products for Telcos, interactive media agencies, startups, and online companies such as Accenture, AT&T, T-Mobile, Microsoft, Garrigan Lyman Group, 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, mobile technology, responsive design, online videos, channel marketing, usability, social, gaming, CMS, speech recognition, and Agile methodologies
- Award-winning products: WhitePages.com's 'Address Book' (CSA's Consumer Product of the Year) and Voice Web Solution's 'VANGUARD' (Top six innovative products of VOX 2002)

Professional Experience

Functional Lead - Manager

June '15 – Present, *Accenture, Seattle, WA*

- Functional Lead for an Omni-Channel Platform where I lead design, development, feature prioritization, and product demonstrations for international clients and stakeholders
- Product Owner at a major telecom for an immense project using Scaled Agile Framework (SAFe)
- Technologies include Adobe AEM, Angular2, and Microservices for a fast, responsive web design site
- Mentoring business analysts and product owners
- Creating more efficient tools and processes for site-wide front-end validation and site accessibility

Independent Consultant for Mobile Products

April '14 – Present, *Flock Mobile LLC, Woodinville, WA*

- Product Owner at a *major telecom (via Accenture)*, September '14 – June '15, rolled into project above
- 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

Advisory Board Member, Technical and Project Advisor

March '14 – Present, *Essay Mentors, Issaquah, WA*

- Providing technical & project strategy for a startup that helps students write college essays online

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*

- Managed the design and front end development of AT&T's mobile web app that was designed to showcase Android apps and Web Apps using the slickest user interface possible
- Aligned design and architecture to deliver production worthy code each sprint using pure Scrum
- 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 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
- 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 spoke at conferences

Languages and Tools

Angular, HTML5, CSS, XML, JSON, AJAX, JavaScript, XSLT, VoiceXML, Java, JSP, .NET MVC, PHP, ASP, AEM, Drupal, WordPress, Rally, JIRA, Confluence, MS Office, SharePoint, Visio, MS Project, Axure, Balsmiq, Brightcove, Salesforce, Enterprise Architect, Spanish

Education

- University of Oregon, 1998. BA English
 - Second study of emphasis in mathematics, philosophy, and journalism
- Certified in 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

~ References gladly given upon request. Meanwhile, visit www.JeremyMcKenzie.com/Reputation. ~

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