

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 AT&T, T-Mobile, Microsoft, Garrigan Lyman Group, Medio Systems, 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, mobile technology, responsive design, online videos, channel marketing, usability, e-commerce, 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

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
- Product Owner at a major telecom for an immense NDA project managing a large Scrum work stream in close coordination with other work streams, UX, design, development, UAT, usability, third party vendors, and stakeholders
- Technologies include Adobe AEM, AngularJS, and HTML5 for a fast, responsive web design site
- Mentoring newer business analysts and product owners
- Creating more efficient tools and processes for site-wide front-end validation and 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, see NDA project above
- Product Realization Manager at *AT&T Mobility (via Broadpoint Group)*, April '14 – August '14, for a new AT&T mobile experience that is currently in stealth mode
 - o Managed the product definition via user stories and the high level architecture
 - o Engaged with multiple vendors to integrate big data, multiple recommendations engines, and snappy user interface to provide a delightful user experience

Advisory Board Member, Technical and Project Advisor

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

- Providing insight and strategy in project planning and technical solutions for an educational startup that helps students write their college essays via an online experience

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, e-commerce responsive web design projects such as Target's Brightspot Mobile (<https://brightspotmobile.com>), Rick Steve's Europe (<http://ricksteves.com>), and T-Mobile's Video Gallery (<http://videos.t-mobile.com/>)

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
- Married the product goals to the design to the architecture, and vice-versa, while fostering team cohesiveness within a pure version of Scrum to deliver production worthy code every two weeks
- Worked with third party vendors to incorporate social networking and ratings/reviews features

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 serves tens of millions users per month
- 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

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

Education

- University of Oregon, 1998. BA English
 - Second study of emphasis in mathematics and journalism
- Certified in HTML, Java, and VoiceXML
- Intensive workshops in Usability (UX), Information Architecture (IA), and Identity 2.0

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