

PROFILE SUMMARY

Versatile technology professional with a successful track record of leading teams and managing B2B / B2C programs, services, and projects to increase market share and revenue. Managed budgets from \$10K to \$8M, and teams ranging in size from ten to several dozen (direct, extended, matrixed, and offshore employees & contractors).

More than a decade of business and technology experience covering all phases of the corporate, engineering and service lifecycle (inception through sunset). Consistently asked to lead business strategy and technical planning & development. Looking for a position that leverages creative leadership, communications, problem solving, customer interaction, brand definition, market characterization, project planning, team building, and delivery skills.

Strong communicator, great sense of humor, and broad diversity of interests in work and in life.

SKILLS SUMMARY

- Business Development and Strategic Account Ownership
- Functional and People Management (Development, Project, Program/Service, Offshore, Account & Customer)
- Product Definition & Brand Management
- Requirements Analysis & Documentation
- Excellent Presentation & Communication
- Web Technologies and Social Media
- Audio, Video, & Graphic Creation/Editing
- Passionate Gamer
- Professional Actor

PROFESSIONAL EXPERIENCE

Strategic Leadership

- *Product Manager* for Emergent Game Technologies – Improved market relevance and focused strategic direction of Gamebryo and Gamebryo LightSpeed products, and improved platform partnerships (Microsoft, Sony, Nintendo, NVIDIA, AMD, etc.) to create larger mutual opportunities.
- *Director of Visa* Enterprise Resource Planning (ERP) tools – Expanded functionality, decreased costs, increased revenues (from loss to \$1M+); coordinated development and non-technical resources to meet business needs; managed outsourced resources; productized and expanded use of internal service offerings.
- *Program Manager* for Visa’s Multinational Platform – Drove transfer of ownership for CDI service (enterprise commerce and reporting system) from one functional and geographic business unit to another (UK to the US); managed direct and matrixed personnel.
- *Project Manager* – Exceeded expectations for multiple software, service, operational, personnel, event, and facilities efforts; stayed within project scope, timeline, and vision.
- Ad hoc duties – Implemented half-million dollar, 15,000 square-foot office space remodel within compacted 6-month schedule (requirements gathering through acceptance).

Requirements Analysis

- Drove requirements identification and prioritization for Emergent Game Technologies PC and video game engine and tools solutions
- Identified, gathered, and refined business use cases and technical (functional) requirements for diverse Visa initiatives (patent holder for Visa’s Loyalty/Rewards credit card programs).

Communication/Professional Presentations

- Exercised strong interpersonal and organizational skills benefit teams, projects, and customers.
- Applied exceptional, consistent, professional communication with teams/customers/vendors.
- Served as the go-to guy to inform and update executive management.
- Leveraged Visa “Collaboration Technology” pilot to use Microsoft SharePoint and instant messaging to create better team and customer interactions, traceability and track ability.

WORK HISTORY

Emergent Game Technologies – Chapel Hill, NC: 2007 – Present

Senior Product Manager, Gamebryo and Gamebryo LightSpeed

- Significantly improved products, diversified market penetration, created critical strategic partnerships with independent hardware vendors, resulting in increased business opportunities and early access to platform tools and technology.
- Worked onsite with game developers and publishers to understand and meet their workflow and production pipeline needs.

VISA – Austin, TX: 2001 – 2007

Director, Corporate Solutions

- Enhanced and supported Visa's internal applications (ERP) for the entry of and reporting on project, resource, and financial metrics for Visa as an enterprise. Decreased costs, acquired budget, and expanded systems usage.

Director, International Commercial Card Solutions

- Expanded Visa's Multinational commercial card Custom Data Integration (CDI) / Enhanced Data Integration (EDI) Web and back office applications while reducing cost (from \$6.4M to \$4.8M) and increasing revenue (from \$5.8M to \$7.2M).

Project Manager

- Balanced software, service, operational, personnel, event, and facilities efforts. Managed dozens of extended resources and hundreds of project milestones.

Systems Engineer / Analyst

- Drove business and technical development for multiple Visa initiatives. Responsible for customer interaction, defining and prioritizing business requirements, translation to technical requirements, and translation of design documents to business solutions.

GLOBESET, INC. – Austin, TX: 1999 – 2000

Technical Account Manager

- Managed development and customer expectations for the American Express BankTone Personal Agent account (the American Express Online Wallet).

Project Manager

- Implemented online wallets (SSL, SET) for Citibank & People's Bank of China accounts.

Consultant and Developer

- Customized workflows, changed user interfaces, extended functionality, and integrated the Citibank CitiWallet product with third party technologies.

IBM – Austin, TX: 1997 – 1999

Information Systems Developer, Tivoli Systems

- Researched, designed, and developed information solutions for Tivoli products. Contributed to the development of JavaHelp API.

Information Systems Developer, IBM Network Computing Software Division (NCSD)

- Designed, developed, and tested information and multimedia products for IBM.

TEXAS ASSOCIATION OF SCHOOL BOARDS (TASB) – Austin, TX: 1998

Freelance Interactive Designer

- Implemented installers and coded learning modules for ESL CD-ROMs.

PROCESS / TECHNOLOGY EXPERIENCE

Brand definition; market / competitive analysis; PhysX / APEX from NVIDIA; Gamebryo/Gamebryo LightSpeed; Social media applications & services; Microsoft Office; Scrum; Agile; RUP; waterfall; WordPress; Perforce; ClearCase/ClearQuest; CRM; SharePoint; ERP; CDI/EDI/ETL; Adobe Photoshop; Adobe Premiere; Graphic/audio/video software; HTML; RSS; XML; Clarity/Niku; Cognos; Java; PC / Microsoft Windows.

EDUCATION

Utah State University (1997) – Magna Cum Laude, University & Departmental Honors; BS, Technical & Professional Communication; Minor, Instructional/Multimedia Design. Ongoing Creative & Leadership training.