

Award-Winning Technical Program Manager

- Technical Program/Product Manager with over twelve years' experience managing innovative products for Telcos, startups, and online companies such as AT&T, T-Mobile, Microsoft, Medio Systems, MTV, MySpace, AOL, and WhitePages.com
- Known for utilizing a rare combination of vision, technical skills, thorough thinking, team building, and communication to drive the creation of superb products from inception to completion
- Strong knowledge in mobile technology (Android, iPhone, BREW, RIM, Java, WinMo), widgets, 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

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

July '11 – Present, AT&T Mobility, Redmond, WA

- Manage the design and front end development of AT&T's mobile web app that is designed to showcase Android apps and Web Apps using the slickest user interface possible
- Marry the product goals to the design to the architecture, and vice-versa, while fostering team cohesiveness to smooth the rough patches along the way
- Work with third party vendors (Facebook & Apploicious) to incorporate social networking and ratings/reviews into the user experience
- Use a very pure form of Scrum to deliver production worthy code every two weeks

Senior Technical Program Manager, Customer Solutions

May '10 – July '11, Medio Systems, Seattle, WA

- As daily Scrum master, I managed the development, porting, and redesign of T-Mobile's Web2Go Portal across all devices on T-Mobile's network, which now serves millions of users per day and tens of millions per month (an increase of 174,473% since I started managing it)
- Managed the integration of Medio's search and recommendations products into T-Mobile's mobile storefront and portal
- Managed Medio's analytic products in order to create engaging mobile interfaces that quickly give the user mobile applications, news feeds, and media that fits them best
- Release manager – orchestrated all aspects of product releases (from writing specs to supporting the release during the night maintenance window) at least three times per month

Product Realization Manager, MEdia Mall 2.0 Client

Sept '08 – May '10, AT&T Mobility, 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
- Worked closely with AT&T's Marketing, Design, Product Realization, QE, and Ops to design, develop, and release a highly complex application with high visibility across teams
- Presented weekly progress status to executive management via decks and conference calls

Technical Project Manager, Storefront Migration

June '08 – Sept '08, Motricity Inc. (3 Month Contract), Bellevue, WA

- Managed the merging of two enterprise wide mobile e-commerce platforms into one storefront platform that will serve multiple Telco carriers
- Drove feature sets using Scrum and user-centered design with a team of seven developers which required tight interaction with four other teams due to complex inter-dependencies

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
- Engaged close interaction with the following customers to create their mobile applications:
 - AOL – AOL MyMobile (Multiple apps using AOL's properties)
 - MTV Networks – VH1 Watch & Discuss (Chat app)
 - MySpace Corp – MySpace Mobile (Social network app)
 - Thumbplay – Thumbplay Mobile (Store for mobile downloads)
 - Blue Label One – Mibli (IM/Chat and infotainment solution targeting South Africa, India, and South America enterprises)
- Six of these seven applications were managed simultaneously with multiple development teams

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, exploring product direction, and gaining stakeholder approval
- Created and led Innovators Club to brainstorm, inspire and share new ideas company-wide
- Pioneered efforts for company to be an Identity 2.0 provider
- Prototyped voice-enabled address book for use over any telephone

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 24,000 downloads on Adobe Exchange and Download.com
 - VANGUARD for transforming HTML and text documents into speech applications that are easily navigable over the phone
 - Winner of top six innovative products in the VOX 2002 Conference
- Responsible for GUI and VUI design, development, and testing
- Managed public relations, maintained the brand via print and online, and spoke at conferences

Languages

HTML5, WAP, WML, XHTML, CSS, XML, AJAX, JavaScript, Java, JSP, PHP, ASP, C#, XSLT, MySQL, VoiceXML, SALT, GRXML, Wiki, conversational 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. ~
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