

## Global Development Product Owner/IT Project Manager

Client focused technical leader with 20+ years of experience unraveling complex technical challenges, identifying effective solutions, and partnering global teams to bridge organizational, cultural, and communications gaps for outstanding results. Lead full product life-cycle releases and tool enhancements aligned with client needs from ideation through to post-launch, deployment, and training. Expert at steering organizations through complex technology changes due to merger and acquisition activity and vast experience installing and troubleshooting high-end servers for Fortune 500 organizations valued at up to \$10M.

Repeatedly assigned by executive management to visible and high pressured environments as team lead and company ambassador while working for organizations including Oracle, Sun Microsystems, and Taligent (IBM/Apple/Hewlett Packard joint venture). Passionate about enabling clients to be successful in new technology business applications and showcasing tangible benefits and value to their bottom line. Dedicated to extraordinary high levels of customer satisfaction, quality, exceeding expectations, optimizing user experiences, and translating vision and user needs into next generation products.

### High Profile Achievements

- **Successfully led complex integration of Sun Microsystems microtools and infrastructure into Oracle's platform**, providing a robust single solution offering. Maximized employee engagement and drove proficient adoption of changes through influential communications and training initiatives.
- **Sun Microsystems Technical Lead for the Salt Lake City Olympics** responsible for all aspects of Sun hardware in over 13 event venues. Recognized by Sun's CEO Scott McNealy for flawlessly addressing issues and developing a strategy to respond at moment's notice for this globally televised event.
- **Featured on NBC TV's** behind the scenes of the olympics segment and in the Denver Post technology section (People from Denver Working at the Olympics).
- Championed Guided Resolution and Customer File Management projects from conception to deployment, **delivering a cost savings of \$5.6M and \$3.4M per month respectively.**
- **Responsible for the reliability and environment uptime in support of over \$18B** in revenue and for delivering over 25% of Oracle customer problem/solution issue interaction and automation.
- **Expert public speaker delivering hundreds of technical, training, planning sessions and "Demo Day" presentations to thousands of participants**, including Senior Vice Presidents.

### Experience and Achievements

**ORACLE CORPORATION**, Redwood Shores, CA  
(Oracle acquired Sun Microsystems)

2005 - present

#### **Product Owner (2011 – present) / Project Manager (2005 – 2011)**

My Oracle Support (MOS) Development Team Product Owner responsible for a one stop solution for multiple levels of support customers in the areas of Guided Resolution, Issue Resolution Automation, Customer File Management, and Knowledge Management. Services include searchable knowledge/solutions, guided resolution, automated issue analysis, downloads for patches and updates, tool access, service requests, and support community collaboration.

- Spearhead the safe and secure transport of very large volumes of data including over 30K monthly customer provided uploaded collections, 100's of daily interactions with interactive guided resolution and automation, and 1000's of daily searches in Oracle's knowledge management system.
- Gather business and operational requirements for new features and enhancements to develop and optimize products and tools, build and prioritize the development backlog, ensure releases are delivered on time without defects and comply with the law and Oracle security, and measure developed enhancements against requirements.

### Core Strengths

- Solid Expertise in Global IT Project Management Life Cycle/Product Ownership/Release Development, New Capability/Tools Deployment, Infrastructure Maintenance, New Platform Installations, and Technical Auditing & Compliance
- World-Class Customer Relations, Engagement, & Needs Analysis
- Effective at Building Global Cross-Functional Teams & Relationships to Solve Technical Problems Spanning Multiple Organizations
- Motivator and Leader Through Major Shifts in Business Direction, Leadership, and Corporate Funding
- Large Scale Technical Training Initiatives
- Trusted Partner/Communicates Effectively With All Levels of Management & Technical Comprehension
- Expert Public Speaking, Interpersonal, Influencing, Communication, Collaboration, & Facilitation Skills
- Vast Technical Hands-On Knowledge & Creative Problem Resolution

**ORACLE CORPORATION, Product Owner/Project Manager (continued)**

- Anticipate client needs, recognize trends, handle outages by tracing the root cause and addressing problems expeditiously, provide direct and immediate client access via chat rooms, and resolve all user issues.
- Led acquisition efforts to incorporate tools used by Sun Microsystems into the Oracle infrastructure and direct the integration and retirement of the Sun file management infrastructure and processes into Oracle's framework post acquisition.
- Responsible for the safe and secure receiving, processing, handling and storage of over 100 Terabytes of customer provided "highly confidential" data cycled at 3.5 terabytes per month.
- Identify and deliver corporate cost saving solutions pertaining to customer service delivery.
- Brought HIPAA compliance to Oracle's service offering and resolving the Oracle solution for European Union requirements following the EU's rejection of safe harbor agreements.

**SUN MICROSYSTEMS, Broomfield, CO & Mountain View, CA**

1996 - 2005

**Support Engineer Manager (2003 – 2005)/Senior Support Engineer (1996 – 2003)**

Promoted from Senior Support Engineer to Support Engineer Manager responsible for directing a team of six employees in the areas of product introduction training, engineering and installations, tool development, client satisfaction, and product ownership for a global territory (Switzerland, Malaysia, Canada, Mexico, and the entire U.S.).

- Member of the prestigious international "fly and fix" team focused on Sun Microsystems multi-million dollar high end servers of Fortune 500 organizations. Arrived at customer sites on a moment's notice to investigate and resolve a wide range of issues and outages.
- Technical lead for highly visible projects including the Salt Lake City Olympics. Responsible for all aspects of hardware and security across event venues, patches, field change orders, system audits, engineering team staffing, and ensuring real time data feeds were distributed without a hitch to major media outlets.
- Directed team in new platform and beta installations and in pre-install site reviews, evaluations, and audits.
- Taught over 200 field service engineers on newly released products introduced into customer environments and on complex beta procedures.
- Developed and rolled out factory spec server re-certification procedures to ensure manufacturer control processes and factory specifications were adhered to.
- Reviewed, prioritized, and responded to product and development software requests, environment outages, and defects while ensuring capability compliance.

**TALIGENT, Cupertino, CA**

1995 – 1996

**Product Release Manager**

Led a team of six technical professionals responsible for final build verification and managing "Gold Image" software releases.

- Defined "Gold Master" application build requirements, and installed and maintained hosts to ensure compliance with standard requirements.

**THE SANTA CRUZ OPERATION, Santa Cruz, CA**

1989 - 1995

**System & Network Specialist**

Began career as network troubleshooting engineer responsible for deploying and testing networks, hooking up computers together, and building laboratories. Promoted to take on responsibilities that included quality assurance, building final product releases, development engineering, and writing client server test programs.

- Reproduced and investigated customer escalations with emphasis on network software and configurations and deployed CAT5 distributed network infrastructure.
- Unix System administrator for a wide range of Unix OS systems including ATT SVR4, Solaris, Windows, SCO UNIX, Xenix, and worked on most major PC networks (BNC, Ethernet, Token Ring, SMB/Lan Manager, TCP, RPC/NFS).
- Developed "C" based TCP socket and TLI and NFS RPC based load and intercommunication test suites.

**EDUCATION**

B.S. in Computer Engineering, University of California Santa Cruz  
Total Quality Management Certificate, University of California Santa Cruz Extension

**TECHNICAL EXPERTISE & TOOLS**

**Project Management** – Jira | Confluence | Primavera | Office Project and their application to Agile and waterfall development  
**Scripting** – All industry common scripted and compiled programming languages including CSH, KSH, PERL, Python, PHP