**Joe Jobscan**

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555-555-5555

**Experience**

**CloudWorks Inc., Seattle, WA**

**Product Manager, Apr 2012 – Dec 2019**

* Product owner in agile development environment using SCRUM
* Achieve revenue growth over $1,000,000 dollars in first year of product release
* Specify market and technical requirements and create user stories for TV news archive and media sharing workflows
* Research cloud compute and containerization, along with becoming AWS certified
* Use Artificial Intelligence and machine learning services and APIs to increase ROI
* Relationship management of technology companies, key consumers and internal stakeholders to create engagement and validate the product roadmap
* UI/UX design for user plugins to news reporting software
* Senior project manager for multi-year project consisting of 60 install sites
* Streamline installation time from 5 days on-site to 1 day remote, reducing costs to both Masstech and the customer
* Manage North American sales team with matrix reporting structure across other teams

**Sales Engineer, Jun 2010 – May 2012**

* Design and Implement solutions for television broadcast customers using Masstech broadcast workflow and media asset management software and hardware
* Negotiate terms of statement of work to be completed with customers purchasing Masstech solution
* Research and evaluate customer broadcast facility and production sites and determine best solution that fits their needs

**Dell, Round Rock, TX**

**Technician, Dec 2009 – Jun 2010**

* Troubleshooting, maintenance and repair of all types of broadcast systems and equipment, including video servers and automation systems
* Support media archiving systems and broadcast IT infrastructure
* Install and commission of new equipment and rework of existing broadcast facilities
* Maintaining documentation in written and CAD software

**Techno USA, Houston, TX**

**Product Manager, Jul 2008 – Mar 2009**

* Product manager for workflow application framework
* Specify market requirements for video encoding, transcoding, and delivery services
* Updated video packaging requirements to support CableLabs 2.0 spec, as well as Hulu, YouTube, iTunes, and others
* Design a rough-cut video editor for use in packaging and delivery workflows
* Work closely with engineering teams and upper management with regards to product direction, and market pressures

**Washington Production, Tacoma, WA**

**Product Manager, Jan 2001 – Jul 2008**

* Develop video management strategy for digital asset management system
* Introduce Pragmatic Marketing framework as a process in product management team
* Liaise with technology partners and key customers to validate and grow the strategy and translate it into product requirements
* Product evangelist for sales and marketing
* Analyze, develop, and maintain partner relationships
* Write and present educational whitepapers, training seminars, and guides to use of the technology

**Washington Production, Tacoma, WA**

**Support Engineer, Jan 1997 to Jan 2001**

* Provide technical support to customers using an enterprise wide media asset management solution, on multiple platforms.
* Diagnose problems with 3rd party software.
* Advise on hardware selection, install configuration and network topology prior to install.
* Install and maintain databases, Bulldog software, and required 3rd party software.
* Create Support tracking system using MS Access, assist in selection process of new Support tracking system.
* Create database for tracking customer installs, and write web enabled.
* Perform quality assurance testing of software, including benchmark testing.
* Enable automated testing by writing Java program.
* Create Mac and Windows installers for Bulldog Software.

**Education**

**June 1992-July 1996 Northeastern University,** Boston, MA

Computer Science