

Joe Jobscan

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Professional Experience

CloudCare Inc.

Director of Program Management

Oct 2017 - Sep 2019

Account Management

- Customer and vendor relationships - trusted advisor, escalation management, account management, account reviews and operation reporting status on a regular base for strategic account.
- Track and meet engagement Service Level Agreements key metrics. Working with the finance team on engagement revenue recognition.
- Develop Standard operating procedures (SOPs), processes and controls to align all teams on the same operations cadence. Run process improvement to increase customer satisfaction and reduce operation cost (10% annually).
- Build cloud Managed and professional Services for SaaS teams from startup to mature business operations. Support ongoing customer engagement. Resolve issues through troubleshoot, technical judgment and data driven analytics.

Program Management

- Program management of complex projects in dynamic cloud environment.
- Collaborator and partnership across software engineering, support services, product, HW, networking, procurement, marketing and sales teams.
- Consulting on Cloud Digital Transformation & Migration from client legacy business system to cloud SaaS operation.
- IT Security - Responsible for meeting cloud security technical requirements and policies; including technical architecture, personal data, privacy requirements and access management. Conduct security penetration testing, security event management testing for audit and integration with scan security tool.
- Content Management – building processes to have campaign content launches according to publication schedules.
- New resources hiring, collaborative with other teams' resource, coaching, mentoring and kipping high resource retention.

Tech Co.

Senior Technical Program Manager

Aug 2015 – Sep 2017

- Technical program management supporting all E-Commerce retail channels (Web CRM, Sales, Care & IVR). Technical acumen for project scope changes, change control, provide guidance and coach on product capabilities. Ability to juggle between multiple internal customers and external vendors in a changing environment.
- Risk management & compliance - proactively identify risks through data analysis tools. Asses risks impact, provide mitigation, contingency, influence and negotiate new timelines when needed.
- Business Intelligence - end to end BI business scenarios testing support in feature releases.

- Member of strategic account management team responding to new RFPs, sales pitch vision and value proposition, participate in oral meetings and engagement negotiating. Excellent presentation and communications skills from top management to targeted clients.

American Consulting Inc.

Quality Assurance and Automation Manager

Jul 2010 – Jul 2015

Responsible for building and managing QA teams. Working closely with various groups within the company (IT, marketing, sales, customer delivery, software engineering, content and training) focus on deployments of large complex projects with high quality.

- Manage multiple projects (\$500,000 to \$5,000,000+) of end user testing (agile & waterfall) across regions in a dynamic changing environment.
- Building Automation framework testing for all device types, OS (Windows, iOS, Android) and browsers (IE, Chrome, Safari).
- Introduced QA automation reducing number of manual executions by 75%. Identify trends and improving by 25%, new feature development, their user stories creation, campaign content publishing and overall time-to-market.
- End to end, back end, APIs, accessibility, security, mobile technologies and User Experience (UX) testing.
- Building new Performance Measurements product tool to support performance tests for webpages load time.
- Focus on improving quality by leveraging industry experience, engineering principles and best practices in the agile scrum teams. Increasing their quality and reducing its time by 25%.
- New product initiatives strategy, RFP response and P&L creation. Project planning, manage schedules and new engineering team building. Coach, mentor and inspire engineering to set high quality of business development standards.

American Consulting Inc.

Development and Product Manager

Dec 2004 – Jun 2010

- Responsible for full lifecycle of product development from technical customer requirements, use cases creation, design, coding, QA, release management, training and ongoing production technical support.
- Ideation of new digital advertising product, using web technologies, for non-designer users, which reduced designers cost significantly by allowing sales reps to directly create ads content. This tool vision and its success, set the cultural and entrepreneurial environment.
- Consolidated products from 4 different engineering systems into one over 5 years.
- Transferred design and software engineering development responsibilities to offshore. Moved the designing and software engineering activities to offshore locations saving 70%-80% of cost.

Education

Creighton University, Omaha, NE

Aug 2000 – Jun 2004

Mathematics, Bachelor of Science