

Joe Jobscan

Seattle, WA 98101
joejobscan@jobscan.co
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