

## **OBJECTIVE**

A product management or solutions architecture role that takes advantage of my creative ability to translate complex technology problems into profitable business results.

## **SKILLS**

Business

Proven leader with expertise in social media, e-commerce, web analytics, and software engineering.

Technology

Product Management, Solutions Architecture, Partnership Development, Client Services, and Technical Sales.

Google Analytics, Omniture, Coremetrics, and WebTrends; Salesforce; Artificial Intelligence (NLP and Security); Java, C++, C, JavaScript, and Dojo; Bash and SVN; Eclipse and Idea; and Basic: HTML, CSS, SQL, Python, and Lisp.

Languages

Fluent English and Spanish; Conversational Portuguese and French; and Basic Italian.

## **EXPERIENCE**

- 2011 *Professional Sabbatical* - Traveled through 6 countries in 1 year researching professional opportunities.
- 2008 - 2010 **Bazaarvoice** (Austin, TX) *Product Manager, Technical Product Manager, and Associate Product Manager*
- Social Commerce Insights™ - Designed, managed development and partnerships, and launched Bazaarvoice's 1<sup>st</sup> social media ROI solution in less than 9 months (jointly announced with Google).
    - 67 strategic or at-risk clients adopted SCI in 8 months yielding 13% boost in revenue. \$4M saved in FY12.
    - Managed relationships with Google, Omniture, Coremetrics, and WebTrends.
    - Shipped v2 beta (+ Workbench Integration, Post Purchase Email, Attribute Reporting, and Multivariate Tests) and developed Social Merchandising ROI reports - comprised 2/12 FY11 strategic company goals.
    - "It's an absolutely integral part of every deal; we can't do without it." - SVP WW Sales
  - SearchVoice Inline - Delivered technical architecture for 1<sup>st</sup> SEO-friendly extension of product suite.
  - Feature Tracking - Created solution to monitor millions of product configurations in Salesforce.
  - Documentation and Training - Overhauled, scaled, and managed company and client wide documentation and training for 10 consecutive, on-time product releases. Transitioned this ongoing responsibility to team of 5.
  - Implementation Engineer On-boarding - Built system to reduce new-hire startup cost by 80x.
  - Honors and Certifications - Genius Grant (highest award), Culture Award (from peers), Business Development Award, Culture Ambassador (cultural beacons and emerging leaders), Social Analytics Award, 5-Star Performer Award, PM Team top performer, Pragmatic Marketing Certification, and WebTrends Analyst Certification.
- 2006 - 2008 **IBM** (Austin, TX) *Software Engineer, Campus Relationship Manager, and Extreme Blue Intern*
- Tivoli Security Policy Manager - Owned development and design of enterprise SOA security UI (written in Dojo).
  - BizTech - Led incubator project to encourage engagement and predict adoption of emerging technology.
  - Extreme Blue - Created data migration tool for Content Management Systems. Top performance rating.
  - Other - Organized partnership with Columbia University around Service Dominant Logic. POC Customer Contact.
- 2005 **ICAP** (Jersey City, NJ) *Software Engineer Intern* - Committed over 100 BrokerTec (\$500B/day) patches in Java and C++.
- 2004 - 2005 **Andy's Pro Photo** (New York, NY) *Co-Founder* - Brought photo business onsite at Columbia University.
- 2003 **Forbes Magazine** (New York, NY) *Photo Research Intern* - Selected photos to publish in *Forbes* print and online.
- 2001 - 2003 **Wolfe's Photo Works** (Middletown, DE) *Founder* - First foray into entrepreneurship; offered photos of boarding school students to parents which generated sufficient income to finance private education and extensive travels.

## **EDUCATION**

2003 - 2007 **Columbia University** (New York, NY) 4 Year Academic Scholarship. B.A. Computer Science (AI). GPA 3.63/4.0. *Dean's List, Sigma Nu (Treasurer), ACM, Balanced Man Scholar, and Intrusion Detection Systems Lab Research.*

## **ADDITIONAL**

- Patents Social Commerce Insights 12888559, Boolean Logic Editor 20110161272, and Content ETL 20080154927.
- Awards Eagle Scout, AI and Huffman Tournaments Champion, and St. Andrew's High School Valedictorian.
- Clubs Columbia Club (Austin, TX) Co-President - Manage events, communications, membership, and finances.
- Personality Myers-Briggs: ENTP "Enthusiastic Innovator." DiSC: 7.75-6.00-1.50-1.50 "Result-Oriented."
- Activities Soccer, tennis, cycling, surfing, wakeboarding, travel, photography, and jazz saxophone.