

SKILLS

- Adept at big picture thinking and identifying process/product weaknesses
- Self-starter; internally-motivated; organized with the ability to plan; leadership experience
- Facilitator of rapid problem solving in team environments; skilled writer and technical presenter
- Strong customer focus with a keen ability to identify customer needs and translate them into product requirements
- Quick to understand and learn new technologies and how they impact business
- Ability to assess tradeoffs between features, schedules and costs allowing better and more efficient product design
- Fluent in Spanish
- Proficient in Microsoft Word, Excel, Access, PowerPoint, Project, Outlook, and FrontPage; Familiar with Solid Works, PDM Works, ProE, and ProMechanica, SQL, SPSS, SPlus, Macromedia Flash, Adobe Photoshop, Corel Photo-paint, Pinnacle Studio; Can program in C, and HTML, and have experience programming microcontrollers in a variety of languages

EXPERIENCE

Global Product Developer, ATL Technology, Springville, UT **October 2005 - Present**

Project Manger, Product Manager, Senior Design Engineer, Quality Engineer and Business Development

- Successfully managed the company's most complex project to date (BOM with 600+ parts 5 levels deep) completing it on time and under projected costs by 5%
- Coordinated the efforts of management, customer, manufacturing, engineering, quality, and purchasing to complete a project that will increase annual company revenues by roughly 35%
- Conceptualized, pitched, developed, and produced a new product that delighted the customer and created a new substantial revenue stream for ATL
- Translated customer needs into product requirements and performed experiments that enabled the customer to change requirements cutting product costs by nearly 50%
- Successfully negotiated new business resulting in substantial annual revenue increases
- Increased overall company efficiency by creating and documenting procedures, creating software tools, providing training and implementing best practices

Consulting, Self Employed, Pleasant Grove, UT

August 2005- December 2005

Consultant

- Performed industry analysis to identify growth opportunities in the coming decade for a local manufacturer of construction materials
- Analysis was used to successfully secure funding for company expansion

Product Manager, Dynix, Provo, UT

July 2004 – August 2005

Product Manager for a new Software Module

- Successfully prioritized customer needs to map out product strategy for the next three years
- Distilled customer and market input into design documents and successfully began development
- Identified, organized and met all cross-departmental needs to ensure an easy product launch with well prepared staff resulting in a successful and on schedule product release
- Developed new product concepts and presented them to upper management for resource allocation.
- Diffused customer concerns in semi-weekly conference call while presenting product roadmap and functional details
- Gained market "buy in" and stalled competitor's sales by presenting product roadmap and functional details at industry tradeshows and other events
- Enabled upper management to make strategic decisions by mining data from available sources and returning it in report format
- Translated a software module into Spanish

Senior Manager, Dynix, Provo, UT

February 2004 – June 2004

Manager of Multiple North American Customer Support Groups

- Managed 28 direct reports split into two teams
- Identified key metrics, developed, coded and implemented reporting tools that provided employees continual feedback on performance. Results were:
 - Reduced backlog of open support issues by 50%

- Cut response time to customer issues in half
- Cut the resolution time to customer issues by 66%
- Faster resolution of issues submitted by strategic customer and hot customer accounts
- Eliminated work that was lost in interdepartmental exchange (“passing the buck”)
- Timely information to upper management that enabled them to make staffing, organizational and training changes
- Standardized employee titles, pay grades, and job descriptions enabling a standard for comparison when evaluating existing employees or new hires compensation
- Worked interdepartmentally to resolve/prioritize product defects resulting in improved customer satisfaction

Manager, Dynix, Provo, UT

March 2003 – February 2004

Manager of one North American Customer Support Group

- Managed 14 direct reports on a single team
- Ended customer confusion about maintenance services provided during the life of a product by implementing a cradle-to-grave approach to services management; prepared all documentation for the end of life of Dynix products
- Developed simplified documentation describing Dynix’s customer service offerings. Results were:
 - Elimination of customer confusion about services they have or have not bought
 - Elimination of support staff confusion about services they were to provide
 - Elimination of the confusion of other departments in regard to the support services Dynix provides and empowered them to set proper customer expectations
- Fixed contract language to establish clear expectations between Dynix and its customers in regard to support services and the means by which they are provided
- Initiated two product recalls and worked with engineering to provide quick re-release of the product
- Opened communication between customer support and engineering resulting in a doubling of the number of customer reported product defects fixed in each product release
- Trimmed processes, trained staff and implemented new tools to increase productivity by 20%
- Changed the operating hours of the support center resulting in better inbound phone coverage with reduced staff while improving response time to inbound calls by 25%
- Removed legacy processes resulting in simplified processes and improved employee morale
- Empowered employees to make their own decisions by providing them new tools and relevant data

Consultant, Governor Mike O. Leavitt, Salt Lake City, UT

April 2001 – August 2001

Industry Analyst and Strategic Consultant

- Developed strategies for the State of Utah for its growth as a high-tech center
- Identified significant industry players and successfully began negotiations for recruitment to the State of Utah

Product Development Consultant, Air Concepts Industries, Ontario, CA

January 2001 – April 2001

Development of a New Consumer Product

- Led a team of 5 to gather and analyze market data using factor, cluster, conjoint and other statistical tools to develop product definitions and business case analyses for new consumer product
- Created surveys and conducted interviews that made possible the establishment of product feature prioritization

Product Engineer, Strong Consulting, Provo, UT

July 2000 – September 2000

Design and Development of a Collapsible Jogging Trampoline

- Developed all CAD drawings and design documents to facilitate overseas production
- Exceeded expectations with innovative and cost saving features

Manager, B.L.O.C.K.S., Spanish Fork, UT

February 1997 – July 2000

Manager and Head Instructor of a Martial Arts Studio

- Developed unique marketing strategies based on proprietary research resulting in a 500% increase in revenues
- Created unique procedures, documents and reports that more than tripled customer feedback
- Engineered and taught new service methods resulting in higher employee morale and customer satisfaction

EDUCATION

Master of Business Administration, Marriot School of Management

April 2002

Brigham Young University, Provo, UT

- Product/Business development and management

Master of Science, Mechanical Engineering, College of Engineering and Technology
Brigham Young University, Provo, UT

December 2002

- Design theory and product development

Bachelor of Science, Mechanical Engineering, College of Engineering and Technology
Brigham Young University, Provo, UT

April 2000

OTHER ACCOMPLISHMENTS

- Created a new method for evaluating a products ability to achieve its strategic objectives
- Invented new technology to be used in commercial/military flight simulators
- Designed an autonomous miniature forklift capable of delivering packages on a factory floor
- Placed 4th out of 20+ in BYU Business Plan Competition 2002
- Semi-finalist out of 100+ in the Utah Entrepreneur Challenge 2002
- Managed a \$1.2 million annual budget for housing and administration of 180 volunteers, cutting prior year costs

PERSONAL INTERESTS

- Martial arts, paintball, wake and snow boarding, rock-climbing, carpentry and metal work, performing in voice and theatre, computers, video games, and family.

REFERENCES

- Available upon request.