

[^0]
## EXPERIENCE

## Product Manager Windows Devices CSX

Microsoft
单 08／2019 Ongo ng 9 Redmond
－Current y working as a Product Manager in Experiences＋Devices for app ication and device compatibi ity areas．

## Product Manager－Xbox Royalties

Microsoft
竺 07／2017 07／2019 $\bigcirc$ Redmond
－Providing End to end product strategy／roadmap for Xbox Live Marketp ace Roya ties payout process for 3rd party nte ectua Gaming Property exceeding \＄400 mi ion USD annua y with $40 \%$ YoY growth for 350 vendors．
－nteracted with externa customers Gaming P owners）and interna stakeho ders（account managers，accounting，and finance）to drive enhancements to existing reporting and payout processes．
－Product Lead for driving feature scenarios，user experience，and use case requirements from inception to re ease for a new roya ty payment app ication．The app ication current y saves Microsoft an average of \＄33M in ear y month y payment discount from our gaming partners．Saved over $\$ 300,000$ in the first quarter by reso ving previous process $f$ aws．
－P ayed a key ro e in data conversion and contract migration to the new app ication whi e managing a team of contingent staff and training them to work on routine processes．
－Product ead for a B ockchain proof of concept pi ot that de ivered roya ty statements to Microsoft Xbox game pub ishers．Referenced Artic e－https：／／customers．microsoft．com／en－us／story／microsoft－ financia operations－professiona－services－azure）

## Product Manager－Windows Universal Store Onboarding

Microsoft
㿫 07／2016 07／2017 $\bigcirc$ Redmond
Microsoft
－Conceptua ized，designed，and de ivered more than 5 features by coordinating efforts across different stakeho der teams such as engineering，marketing，support，and business deve opment
－Led end to end de ivery of deve oper and partner onboarding too s from inception to pub ic aunch everaging Windows Azure AP services，increasing user base to $\sim 00,000$ users．
－Worked on Windows app to articu ate AuthN／AuthZ，Te emetry to measure and enhance user behaviors，ntegration with Toast／Push notifications for state changes and user（re）－engagement．
－Coordinated，payment strategy deve opment，and gap ana ysis across the Xbox business，Microsoft Studios，third－party pub ishing，Xbox engineering，and finance teams．
－Led the modern engineering practices such as test automation， automated bui ds，and continuous integration／de ivery are considered in the back og in an effort to avoid technica debt and introduce efficiencies into the software deve opment and de ivery process

## EDUCATION

Master of Business
Administration
Washington State University

## Management Information Systems <br> Chicago State University

## CERTIFICATION

Metrics for Product Managers
Linked n．com／earning
University of Washington
Certificate $n$ Product Management

## SKILLS

Technologies
$\frac{\text { Azure DevOps }}{\text { SQL }} \xrightarrow{\text { HTML }}$

Tools
JIRA MS Visio MS Project
Confluence CA Agile Central（Rally）

HPQC

INDUSTRY
EXPERTISE
Product Management

## Agile Development

Business Analysis

## EXPERIENCE

## Product Manager（Accenture Consultant Role）

Walt Disney Parks \＆Resorts
皆 11／2015
07／2016
$\bigcirc$ Seatt e
－Product owner for Wa t Disney Parks \＆Resorts Techno ogy PhotoPass experience for the Disney Wor d app a owing guests to more convenient y view and purchase their in－park photos direct y from their mobi e phones．OS and Android）．
－Successfu y submitted the mobi e PhotoPass experience in App e and Goog e P ay Store which since it s aunch has become one of the most used features in the Disney Wor $d$ app with more than $M$ unique photos viewed per week and ．M in sa es from photo purchases．
－Worked cose y with vertica Product Managers in Or ando to a ign the mobi e strategy with MyDisneyExperience．com，the in－park kiosks， and back－end services．
－Created Epics，User Stories，Acceptance Criteria，and Business Requirements in a Scrum／Agi e environment．
－Ana ysis and research for the product roadmap inc uding an improved Dining reservations fow Dining Optimization），abi ity to book FP for restaurant experiences GFF，improved FP modify functions，etc．

## Project Manager Lead（Accenture Consultant <br> Role）

T－Mobile
聯 09／2014 10／2015 $\quad$ Seatt e
－Managed vision，strategy，roadmap creation，capacity p anning， change contro and status communications to de iver an \＄$M$ program，providing integrated wire ess and wire ine e－commerce experience for $T$ Mobi e sma business customers．
－Authored business case which，upon imp ementation，resu ted in a $2 \%$ increase in device revenue as we as an increase in customer satisfaction score of $.5 \%$ ．
－Decreased deve opment rework saving～ $5 \%$ in vendor costs and improved de ivery time ines through effective vendor management whi e ensuring highest qua ity product and stakeho der satisfaction
－Engage eadership and business stakeho ders to define，a ign，and drive the roadmap strategy for the T Mobi e C oud Services customer care porta．
－Created user stories，acceptance criteria and AP specifications，as a product owner de egate，to execute on ine contract acceptance capabi ity for a ca recording feature estimated to generate annua revenue of $\$ 2 \mathrm{M}$ ．

## Senior Associate－Product Management， Digital Payments

JP Morgan
笛 07／2011 07／2014 P Ch cago
－Responsib e for managing product deve opment from idea to production，for an E ectronic Bi Payment Systems，which inc udes Co ections，Disbursements，Receivab es and Tax payment services
－Created product roadmap and usecase scenarios and ana yzed workf ows for over $\$ 25 \mathrm{mi}$ ion－do ar revenue generating projects by effective y co aborating with both g oba and oca imp ementations， operations，and deve opment team
－Led Reporting and Supportabi ity Feature teams supporting a \＄OM／year g oba initiative to bui d a next generation＂on ine co ections and mobi e disbursements＂transnationa patform for JP Morgan 2．3B Treasury services business．

INDUSTRY
EXPERTISE
Project Management

IT Strategy

Process Improvement

## Community Technology Advisory Board

10 Members: Pursuant to Ordinance 124736, all members subject to City Council confirmation, 2-year terms:

- 4 City Council- appointed
- 6 Mayor- appointed


## Roster:

| *D | **G | RD | Position <br> No. | Position <br> Title | Term <br> Begin Date | Term <br> End Date | Term <br> \# | Appointed <br> By |  |
| :---: | :---: | :---: | :---: | :--- | :--- | :--- | :--- | :---: | :---: |
| 2 | M | 7 | 1. | Member at Large | Omari Stringer | $1 / 1 / 23$ | $12 / 31 / 24$ | 1 | City Council |
| 3 | F | 3 | 2. | Member at Large | Camille Malonzo | $1 / 1 / 22$ | $12 / 31 / 23$ | 2 | Mayor |
| 2 | NB | 2 | 3. | Member at Large | Isabel J. Rodriguez | $1 / 1 / 22$ | $12 / 31 / 23$ | 1 | Mayor |
| 6 | F | 3 | 4. | Member at Large | Merrill Miller | $1 / 1 / 23$ | $12 / 31 / 24$ | 1 | City Council |
| 2 | F |  | 5. | Education <br> Member | Aishah Bomani | $1 / 1 / 23$ | $12 / 31 / 24$ | 1 | Mayor |
| 1 | F | 4 | 6. | Met Engaged <br> Member | Annie Shaw | $1 / 1 / 22$ | $8 / 31 / 23$ | 1 | Mayor |
| 2 | M | 7 | 7. | Member at Large | Dr. Tyrone Grandison | $1 / 1 / 22$ | $12 / 31 / 23$ | 2 | City Council |
| 6 | M | 7 | 8. | Member at Large | Coleman R. Entringer | $1 / 1 / 22$ | $12 / 31 / 23$ | 1 | Mayor |
| 2 | M |  | 9. | Member at Large | Femi Adebayo | $1 / 1 / 23$ | $12 / 31 / 24$ | 2 | City Council |
| 1 | M | 7 | 10 | Member <br> M | Phillip Meng | $1 / 1 / 23$ | $12 / 31 / 24$ | 1 | Mayor |


| SELF-IDENTIFIED DIVERSITY CHART |  |  |  |  | (1) | (2) |  | (4) | (5) | (6) | (7) | (8) | (9) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Male | Female | Transgender | NB/O/U | Asian | Black/ African American | Hispanic/ Latino | American Indian/ Alaska Native | Other | Caucasian/ NonHispanic | Pacific Islander | Middle Eastem | Multiracial |
| Mayor | 2 | 3 |  | 1 | 2 | 2 | 1 |  |  | 1 |  |  |  |
| Council | 3 | 1 |  |  |  | 3 |  |  |  | 1 |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |

Key:

[^1]
[^0]:    *Term begin and end date is fixed and tied to the position and not the appointment date.

[^1]:    *D List the corresponding Diversity Chart number (1 through 9)
    **G List gender, $\mathbf{M}=$ Male, $\mathbf{F}=$ Female, $\mathbf{T}=$ Transgender, $\mathbf{N B}=$ Non-Binary, $\mathbf{O}=$ Other, $\mathbf{U}=$ Unknown
    RD Residential Council District number 1 through 7 or N/A
    Diversity information is self-identified and is voluntary.

