


Eric Jones

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Seattle, WA

Technical Product Manager 

OBJECTIVE

I am looking to bring my experience from five years in the software industry to work for the public good. My technical ingenuity, communication skills, and ability to navigate ambiguity will transfer directly to results in fields from education to transportation and sustainability.

EXPERIENCE

Technical Product Manager, Schlosser Geographic Systems Inc. 


April 2018-Present

- ▶ Meet with clients to clarify requirements and design custom GIS and web-based solutions.
- ▶ Lead the process of translating functional requirements into specific, achievable, and testable tasks for software developers.
- ▶ Manage priorities and scope of work across multiple projects to deliver on time.
- ▶ Continually improve release processes using Team City automation and Powershell, decreasing time spent manually testing and removing opportunities for human error during deployment.
- ▶ Create and iterate on interaction and visual designs at all levels of fidelity from paper to code.
- ▶ Develop and execute testing plans to exercise new features. Create detailed bug and performance reports, and collaborate with development team until a resolution is found.
- ▶ Provide 24/7 on-call technical support for Linux hosted web mapping system.

Program Manager, Microsoft. 

August 2013 – December 2015


- ▶ Prioritized bugs and deliverables, verified testing strategies, and fostered collaboration across disciplines to design, launch, and support features for the Windows Developer Center.
- ▶ Designed new developer center registration flow that reduced customer support volumes by 25%.
- ▶ Worked across teams to capture telemetry and built PowerBI dashboards to bring data into daily decision making for feature teams and leadership.
- ▶ Guided a software development team transitioning from waterfall to agile and scrum methods.

Teacher, C2 Education. 


January 2018 – May 2018

- ▶ Inspired curiosity and confidence while teaching math and science concepts to K-12 students.

EDUCATION

B.S. Electrical and Computer Engineering,
Olin College. 

Renewable Energy, Systems Engineering

Data Analyst Nanodegree, Udacity. 

VOLUNTEER

President, Cascade Orienteering Club. 

Lead teams organizing 400+ person events.

SKILLS

Product 

Requirements Gathering, User Experience Design, Agile Project Management, Technical Communication, Client Support

Dev, Test, Ops 

Python, SQL, HTML/CSS/JS, Powershell, Bash, Git, Team City