

*Adaptive and dynamic user experience tactician with over 10 years of experience in managing technical projects and product development.*

# Tom Quick

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*Strong command of business, technical, and communication requirements, logistics and potential.*

Portland, OR  
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*Passionate about team dynamic, usability, user experience, and innovation. Focused on lean, viable release planning and execution. Driven by audience adoption, quality, learning, mission, and pride of ownership.*

## Technical Skills:

- Developing functional and business product requirements, layman specifications, feature updates, project and release plans
- Customer-focused interface design, production, optimization
- UX design, user stories, user paths, audience definition
- Rapid prototyping, version management
- Jira/Basecamp/Trello/CopperProject - workflow, process management
- Web design via XHTML/CSS, graphics optimization, browser management, W3C web standards
- Wireframing, content architecture, site navigation
- Documentation, instructions, trainings
- Clear, informative, and action-oriented development and bug tickets
- Content management for localized, international products
- Adobe CS, Google Apps, TextWrangler
- Leveraging SEO and social media best practices
- Platform strategy, migration planning and execution
- Unintimidated by code - comfortable performing straightforward updates in JavaScript, PHP and ASP
- Admin in Wordpress, Drupal, Umbraco, custom CMS systems

## People & Business Skills:

- Drive products and features from concepts through to tangible requirements, action steps, and completion
- Own overall project communications, executive summaries, detailed development tickets, productive and action-oriented brainstorming, project kickoffs, and collaborative troubleshooting
- Leverage the team make-up, with astute awareness of what the skills, motivations and interests are for each individual
- Tactical decisions - knowing what to flag up, and when to make a call
- Prioritize features for releases, and owning those releases
- Learn from successful and misguided assumptions, adjust accordingly
- Anticipate and avoid roadblocks, drive to results, time management
- Host meetings with clear agendas that lead to practical action steps
- Rally teams through respect, enthusiasm, pride of group ownership
- Comfortably communicate with executive management and clients
- Develop estimates, SWOT analyses, project timelines
- Audience appropriate spoken, written, and visual communication
- Lead group brainstorming sessions, innovation capture systems
- Strategic and business planning, product roadmap development
- Designing, creating, and delivering visual business presentations

**Job Experience:****Senior Project Manager** | April - August 2012

Babcock & Jenkins – a full service direct and relationship marketing agency that combines web-based marketing with traditional agency services for the business-to-business market.

- Client communications, team meetings, technical discovery, presentations
- Managed profile development, creative concepts, video, websites, content localization, infographics, email and media campaigns
- Timelines (detailed and client-facing), SOWs and change orders
- Liaison between specialists, account managers, clients
- Resource planning, scope management, quality assurance

**Media Project Manager** | 2006 - 2012

One Economy Corporation – a global non-profit organization that leverages the power of technology and connects underserved people around the world to vital information that will improve their lives.

- Lead on website architecture, layout, design, revisions
- Developed multi-platform, multi-site integration systems
- Liaison between product owners, engineers, management
- Managed vendor contracts, work orders, task prioritization, invoices for project teams of 2-5 people, spanning from 2 weeks to 1 year
- Graphic design, website interface design, wireframes, production art
- Project management, coding, CMS wrangling, QA
- Provided leadership to web team during the transition to 100% in-sourced capacity
- Represented tech team to external partners, funders, vendors
- Managed internal innovation capture and development system
- Chaired inter-departmental meetings

**Web Manager** | 2001 - 2006

AIP – an exclusive independent vendor of Nike products.

- Increased online sales by 20% in first 12 months
- PM on website that led to revenue growth of 400% in 12 months
- Reduced end-user returns and service conflicts by 25% over 2 years
- Salvaged key client relationship through brand management
- Managed all content details for 1000's of SKU's at any given time
- Reduced scheduled site launch downtime from 5 days to 10 minutes

**Web Designer** | 2000 - 2001

Dentistry Online, Inc. – an online service for dental industry.

**Professional References:**

Clark Ritchie - Chief Technology Officer at TechNet [critchie@technet.org](mailto:critchier@technet.org)

Rob Bole - Director of Innovation at Broadcasting Board of Governors  
[rbole@bbg.gov](mailto:rbole@bbg.gov)

Alan Greenlee - Director of Business Development and Founder at Solar Network Solutions  
[alan@solarnetworksolutions.com](mailto:alan@solarnetworksolutions.com)

**Education:**

Northwestern University - Evanston, Illinois | 1992

Bachelor of Arts Degree, Majoring in Music Education, Dean's List